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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q35-Q40):

NEW QUESTION # 35
What is the goal of the 'shift-left' approach?

- A. Repositioning tasks to earlier stages in the process to boost workflow efficiency
- B. Implementing Agile practices for continuous software development
- C. Integrating multiple suppliers in a value stream for effective service management
- D. Automating repetitive processes using robots and AI

Answer: A

Explanation:
The goal of the 'shift-left' approach is repositioning tasks to earlier stages in the process to boost workflow efficiency (A). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.1) explicitly defines shift-left as a strategy to move activities, such as support or testing, closer to the point of origin-often to users or frontline teams-to reduce delays, improve response times, and enhance overall service delivery.
This approach leverages automation and self-service tools to empower users, thereby streamlining workflows and reducing the burden on higher-tier support teams. Option B focuses on automation alone, which is a supporting mechanism but not the core goal; option C relates to Agile methodologies, which are distinct from shift-left; and option D pertains to supplier integration, which is unrelated to this concept. The emphasis on efficiency is further supported by examples like self-service password resets, where tasks are shifted to users, aligning with ITIL's focus on value co-creation.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach and Workflow Optimization.

NEW QUESTION # 36
Which statement about 'service integration as a service' isCORRECT?

- A. The service integrator can be easily replaced by other vendors to leverage better pricing
- B. Multiple vendors provide the service integration and management function
- C. The service integrator does not deliver any services to the organization
- D. The service integrator provides services and manages other vendors

Answer: D

Explanation:
Inservice integration as a service, the service integrator bothprovides servicesandmanages other vendors, ensuring seamless delivery across multiple suppliers.

NEW QUESTION # 37
An international e-commerce company is planning to launch a new mobile shopping application. During the initial design, the project team has encountered challenges in ensuring the app aligns with regional customer preferences, while maintaining a consistent user experience. The team also needs to address scalability and security concerns. What approach should the company take to improve this situation?

- A. Implement a global standard design
- B. Focus on app performance and security features
- C. Establish a team of expert developers to revise the initial design
- D. Adopt a design thinking approach based on customer and user feedback

Answer: D

Explanation:
The company should adopt a design thinking approach based on customer and user feedback (C). This method, as outlined in the

ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.1.3), involves empathizing with users, defining problems, ideating solutions, prototyping, and testing, ensuring the app meets regional preferences while maintaining consistency. It also supports scalability and security by incorporating user needs into the design process. Option A focuses narrowly on technical aspects; option B ignores regional variations; and option D relies solely on expertise without a structured user-centric process.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.3 - Design Thinking in Service Creation.

NEW QUESTION # 38

An organization is considering how a new service will be supported when it goes live. There are many teams that will contribute to the support of the service.
Which approach should the organization follow when creating a value stream to support the new service?

- A. Create one value stream for every lifecycle phase of support requests
- B. Create separate value streams for practices, people, tools and suppliers
- C. Create one value stream for the entire set of support activities
- D. Create one value stream for each support team

Answer: C

Explanation:
Creating one value stream for the entire set of support activities ensures an end-to-end view of how the service will be supported, promoting integration across all contributing teams.

NEW QUESTION # 39

A service desk manager is creating a job profile for a service desk team lead. The following requirements have been identified:
Ability to use company processes and tools, Leadership skills, Knowledge of service desk objectives. What is the MOST important additional requirement for the job profile?

- A. Technical knowledge of the supported products
- B. Knowledge of how to log incidents and service requests
- C. Experience of financial management
- D. Commitment to continual improvement

Answer: D

Explanation:
The most important additional requirement is commitment to continual improvement (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.2) identifies this as critical for a team lead to drive ongoing enhancements in service desk performance, aligning with ITIL's continual improvement principle. This ensures the lead fosters a culture of progress, complementing the given skills. Option A is operational and basic; option C is less relevant for a lead role; and option D, while useful, is secondary to improvement focus. The guide underscores leadership in improvement initiatives.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.2 - Leadership in Service Desk Roles.

NEW QUESTION # 40

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