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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q12-Q17):

NEW QUESTION # 12

In ITIL 4, which practice is primarily responsible for defining, assessing and developing the roles, competencies and capabilities

needed for effective service value streams?

- **A. Workforce and talent management practice**
- B. Organizational change management practice
- C. Service desk practice
- D. Continual improvement practice

Answer: A

Explanation:

The workforce and talent management practice is dedicated to ensuring that the right people with the right skills are in the right roles at the right time. It provides guidance on creating detailed role profiles, identifying competency requirements for each value-stream activity, assessing current skill levels, and then designing targeted learning plans, mentoring or coaching to close gaps. By integrating these activities into the service value system, organizations can continuously adapt team capabilities to evolving service needs, fostering both individual growth and collective resilience.

NEW QUESTION # 13

A manager is working with a diverse team from various cultural backgrounds. What should the manager prioritize to enhance team effectiveness and manage cultural differences effectively?

- A. Ensure that corporate culture fits into the cultural context of the teams
- B. Define and promote a uniform corporate culture across all teams
- **C. Ensure that diverse team cultures are aligned with the company's values**
- D. Encourage cultural diversity without boundaries or constraints

Answer: C

NEW QUESTION # 14

Within the ITIL 4 service value chain, the Design and Transition activity ensures new or changed services are fit for purpose and use before release. Which practice is primarily responsible for validating that service components meet acceptance criteria, performance requirements, and interoperability standards prior to deployment?

- A. Release Management
- **B. Service Validation and Testing**
- C. Change Enablement
- D. Service Level Management

Answer: B

Explanation:

Service Validation and Testing provides the structured test strategies, detailed test plans and defined acceptance criteria required to verify that each service component from individual configuration items to complete assemblies meets functional, performance, security and compatibility requirements.

NEW QUESTION # 15

Which statement about collaboration is CORRECT?

- **A. Collaboration focuses on the organization's goals**
- B. Collaboration should be used instead of swarming or
- C. Collaboration can be enforced by aligning metrics between teams
- D. Collaboration is most useful for standardized work

Answer: A

NEW QUESTION # 16

In many organizations, teams optimize internal metrics, like mean time to resolution or incident backlog size that don't reflect how

customers experience or consume services. This misalignment drives improvements customers find irrelevant and can even erode trust. Which ONE approach will best embed a customer-orientated mindset across the service value stream?

- A. Centralize performance dashboards on tool-generated metrics for executive reporting
- **B. Co-create detailed customer personas and journey maps to align service activities with real customer outcomes**
- C. Establish strict internal SLAs focused on operational efficiency
- D. Implement chargeback mechanisms to enforce financial accountability per department

Answer: B

Explanation:

Co-creating customer personas and journey maps forces teams to step into the customer's shoes, understand desired business outcomes, pain points and moments of truth. With this insight, every practice—from design through continual improvement—can be measured and improved against what customers truly value, driving shared accountability and reducing wasted effort on internally focused metrics.

NEW QUESTION # 17

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