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## ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Service Design and Development: This section of the exam measures the skills of Service Designers and covers how to design and develop services that align with both customer needs and business objectives. It includes identifying and defining service requirements, designing service components, and ensuring service quality throughout the development lifecycle.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>Customer and User Experience: This section of the exam measures the skills of Service Experience Managers and covers aligning service delivery with customer expectations. It focuses on delivering satisfying experiences by quickly and effectively addressing user needs and service issues.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>Culture and Collaboration: This section of the exam measures the skills of Team Leaders and covers fostering a service-focused culture within organizations. It emphasizes collaboration across teams and departments to enhance communication and ensure the success of service-based projects.   :</li></ul>
Topic 4	<ul style="list-style-type: none"><li>ITIL 4 Principles: This section of the exam measures the skills of IT Service Managers and covers the application of ITIL 4's guiding principles such as "Focus on Value," "Start Where You Are," and "Optimise and Automate." The aim is to drive operational efficiency and service excellence.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>Continuous Improvement: This section of the exam measures the skills of Process Improvement Analysts and covers leveraging feedback and data to enhance services, processes, and practices. It supports the ITIL framework's emphasis on ongoing service enhancement and operational maturity.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>Service Automation and Technology: This section of the exam measures the skills of Automation Engineers and covers the integration of automation and technology in the development, delivery, and support of IT services. It includes understanding how tools and platforms streamline operations and increase efficiency.</li></ul>

## ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q46-Q51):

### NEW QUESTION # 46

What is the goal of the 'shift-left' approach?

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

**Answer: C**

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 # 47

An organization has departments that are structured as Sales, Business Operations, and Quality Control. Each department has its own set of responsibilities, reporting lines and authorities, and they manage their internal processes independently. What type of organizational structure is this an example of?

- **A. Functional**
- B. Matrix
- C. Divisional
- D. Flat

**Answer: A**

Explanation:

This is an example of a functional organizational structure (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.1.2) describes a functional structure as one where departments are organized by specialized functions (e.g., Sales, Operations, Quality Control), each with distinct responsibilities and independent processes. This structure supports service value system alignment by leveraging expertise but can create silos if not coordinated. Option A (matrix) involves cross-functional reporting; option C (divisional) focuses on product or region; and option D (flat) minimizes hierarchy, none of which match the description. The guide notes this structure's relevance in service management contexts.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.2 - Organizational Structures.

#### NEW QUESTION # 48

An internal service provider of a large retail organization is working on a major update of the self-checkout terminals used in the supermarkets. The update includes new hardware, software, and integration with a new card payment system. How should the service provider ensure that the update is sufficiently tested?

- A. Limit testing to the pre-agreed technical criteria and use a dedicated team of testers
- B. Delegate to the vendor testing of the terminals and the card payment system
- C. Focus testing solely on user experience and delegate it to operational teams
- **D. Include user experience and perception in the scope of testing and involve multiple teams**

**Answer: D**

Explanation:

The service provider should include user experience and perception in the scope of testing and involve multiple teams (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.2.3) stresses comprehensive testing that covers technical functionality, user satisfaction, and integration, requiring collaboration across development, operations, and user groups to ensure the update meets diverse needs.

Option A shifts responsibility without oversight; option C is too narrow; and option D overlooks technical aspects. The guide highlights multi-team involvement for robust service delivery.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.3 - Testing Practices in Service Updates.

#### NEW QUESTION # 49

A service provider is aiming to optimize service management activities to ensure high quality of services and eliminate waste. Each practice and team have been working on continual improvement and implemented a large number of improvements. However, improvement in overall efficiency and in service quality has been lower than expected. What is the BEST approach for the service provider to take to resolve this?

- A. Use automation to optimize service value streams
- **B. Use value stream mapping to analyze and optimize end-to-end workflows**
- C. Implement Agile methods to improve software development
- D. Implement the continual improvement model for all teams to follow

**Answer: B**

Explanation:

The best approach is to use value stream mapping to analyze and optimize end-to-end workflows (B). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.2) states: "Value stream mapping provides a holistic view of workflows, identifying waste and inefficiencies across practices, even when individual improvements are in place, to enhance overall service quality and efficiency." This addresses the disconnect between team-level efforts and system-wide results, unlike option A (already in

use), option C (a tool, not a strategy), or option D (software-specific). The guide adds: "Mapping ensures alignment of improvements with value stream goals." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.2 - Value Stream Mapping for Optimization.

### NEW QUESTION # 50

A service provider is struggling to meet the incident resolution objectives for some incidents. Reports generated by the service management tools show that the resolution time is often longer than agreed in three types of situation: incident resolution requires a change to be implemented, incident resolution involves the internal software development team, incident resolution involves an external supplier. What should the service provider do to improve the situation?

- A. Review the change enablement practice
- B. Review the incident resolution targets
- C. Review the incident resolution value stream
- D. Review the incident management practice

**Answer: C**

Explanation:



The service provider should review the incident resolution value stream (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.3.3) recommends analyzing the end-to-end value stream to identify delays across multiple teams and processes, including changes and supplier involvement. Options A, B, and C address specific elements but lack the holistic view needed. Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.3 - Incident Resolution Value Stream Analysis.

### NEW QUESTION # 51

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