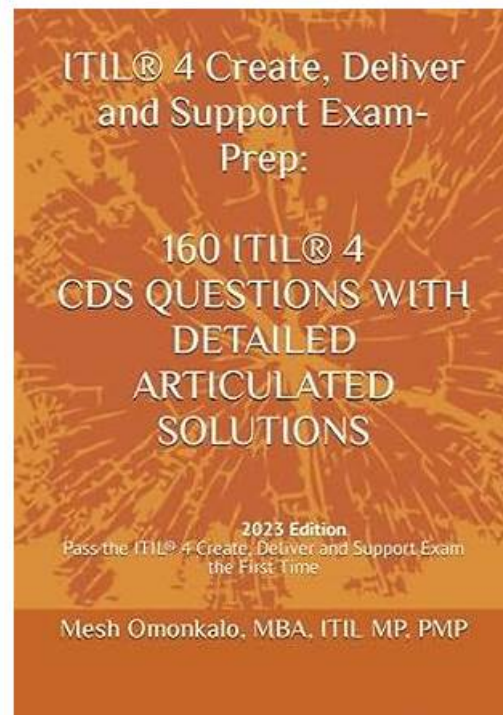


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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q27-Q32):

NEW QUESTION # 27

A sales enablement service is being modified to improve the data that is presented to sales staff. This will be delivered as a series of incremental improvements.

Which are the TWO BEST ways to measure these changes?

1. Measure individual changes by the output that they create
2. Measure the overall success of multiple changes by the output that is created
3. Measure individual changes by the outcome that they create
4. Measure the overall success of multiple changes by the outcome that is created

- A. 2 and 3
- B. 1 and 2
- C. 1 and 4
- D. 3 and 4

Answer: D

Explanation:

Individual changes should be measured by the outcome they create to ensure they deliver real value, and the overall success of multiple changes should also be measured by the outcome to confirm that the cumulative improvements meet business objectives.

NEW QUESTION # 28

A technology firm has implemented a new ticketing system for managing customer support requests.

However, the firm is facing challenges in effectively prioritizing and managing these tickets due to varying levels of urgency and complexity. Some high-priority issues are being delayed, while less critical requests are being addressed too soon, leading to customer dissatisfaction and inefficiencies in the workflow. How should the firm improve this situation?

- A. Prioritize tickets based on the order of receipt
- B. Stop recording requests during exceptionally busy times
- C. Develop a dynamic prioritization model that assesses the impact and urgency of each ticket
- D. Limit ticket submissions to reduce the workload on support staff

Answer: C

Explanation:

The firm should develop a dynamic prioritization model that assesses the impact and urgency of each ticket (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.1) recommends prioritizing based on business impact and urgency to optimize support workflows and enhance customer satisfaction. Option A is static and ineffective; option C disrupts service; and option D restricts access, worsening dissatisfaction.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.1 - Prioritization in Support Workflows.

NEW QUESTION # 29

Which approach may help to improve incident resolution times by moving support activities from specialist teams to frontline teams or users?

- A. Robotic process automation
- B. Swarming
- C. Shift-left
- D. Shortest item first

Answer: C

Explanation:

The approach that may help is shift-left (C). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.1) states: "The shift-left approach moves support activities to frontline teams or users through self-service or enhanced first-line capabilities, reducing resolution times by minimizing escalations to specialists." This directly addresses the scenario, unlike option A (prioritization method), option B (team collaboration), or option D (automation tool). The guide notes: "Shift-left enhances efficiency and user empowerment in incident management." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach.

NEW QUESTION # 30

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently. What should the organization do FIRST to start to improve the situation?

- A. Improve the integration of tools to ensure there are no gaps between processes
- B. Encourage teams to collaborate so they can focus on value for users
- C. Review skills and competencies of user support staff to ensure they have the required capability
- D. Use value stream mapping to help understand the end-to-end flow of user support

Answer: D

Explanation:

The organization should first use value stream mapping to help understand the end-to-end flow of user support (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) states: "Value stream mapping is the initial step to visualize and analyze the flow of activities, identifying inefficiencies and delays in service delivery processes." This provides a foundation for addressing user complaints by pinpointing bottlenecks before implementing solutions like collaboration (B), tool integration (C), or skill reviews (D). The guide emphasizes: "Mapping ensures a holistic view, essential for effective planning and improvement." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.1 - Value Stream Mapping.

NEW QUESTION # 31

An organization is moving from a process-based approach to a value-stream based approach for managing user issues. Which of these activities should the organization do FIRST?

- A. Identify the activities which could be improved by the use of automation
- B. Understand the situations in which incidents and service requests will be initiated
- C. Consider how the service desk teams can be involved at an earlier stage in the creation of a service.
- D. Understand which steps contribute least to the support of the service

Answer: B

Explanation:

Understanding the situations where incidents and service requests are initiated is the first step, as it defines how user needs trigger value streams and shapes the design of the overall support approach.

NEW QUESTION # 32

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