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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q78-Q83):

NEW QUESTION # 78

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

Answer: C

NEW QUESTION # 79

Which is often included in an Agile approach to software development?

- A. Integrated service management toolsets
- **B. CI/CD**
- C. Advanced analytics
- D. Information models

Answer: B

NEW QUESTION # 80

An organization is in the process of restoring the online payment app service, and its IT teams have reached a stage where creative problem-solving is needed. What does this situation describe?

- A. Algorithmic task
- B. Servant leadership
- C. Cooperation
- **D. Heuristic task**

Answer: D

NEW QUESTION # 81

What should an organization consider when deciding to retain or outsource specific IT services?

- A. Immediate staff reduction
- B. Short-term cost optimization
- C. Transfer of responsibility for highly tailored services
- **D. Cultural barriers and associated risks**

Answer: D

NEW QUESTION # 82

In ITIL 4, which practice is accountable for defining the mandatory financial and contractual metadata-such as cost centers, chargeable service rates, SLA targets and contract references- that must accompany every ticket to support accurate chargeback, cost transparency and SLA reporting across the service value streams?

- A. Service Desk practice
- **B. Financial Management practice**
- C. Service Request Management practice
- D. Service Level Management Practice

Answer: B

Explanation:

The Financial Management for IT Services practice defines cost models, pricing policies and financial controls. It specifies which financial and contractual attributes (cost center codes, billable rates, SLA tiers, contract IDs) must be captured on each ticket. This ensures that downstream reporting, chargeback and budget forecasting have consistent, auditable data across all work items.

NEW QUESTION # 83

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