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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">• 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.
Topic 2	<ul style="list-style-type: none">• 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. :
Topic 3	<ul style="list-style-type: none">• 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.

Topic 4	<ul style="list-style-type: none"> • 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.
Topic 5	<ul style="list-style-type: none"> • 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.

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q25-Q30):

NEW QUESTION # 25

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

Answer: C

Explanation:

This situation describes a heuristic task (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.3) explains: "Heuristic tasks require creative problem-solving and judgment, often encountered in complex service restoration scenarios where predefined solutions are insufficient." The need for creativity in restoring the payment app fits this definition, contrasting with algorithmic tasks (C) that follow set procedures. Option A (cooperation) and B (servant leadership) are enablers but not the task type. The guide adds: "Heuristic tasks are common in incident and problem management, necessitating skilled intervention." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.3 - Task Types in Service Management.

NEW QUESTION # 26

An organization wants to encourage its employees to suggest improvements to its practices. However, employees are reluctant to suggest improvements because their suggestions have been ignored in the past. The employees do not trust their managers to be open and transparent. Which concept should be applied to overcome this challenge?

- A. Shift-left
- **B. A continual improvement culture**
- C. Workforce planning and management
- D. Working with a customer-oriented mindset

Answer: B

Explanation:

The organization should apply a continual improvement culture (C). The ITIL 4 Specialist: Create, Deliver and Support study guide

(Section 3.4.1) defines this culture as one that fosters trust, encourages employee input, and ensures suggestions are acted upon through transparent processes, addressing the lack of trust and past neglect. This aligns with the service value system's focus on ongoing enhancement. Option A is customer-focused but not employee-centric; option B relates to task shifting; and option D addresses staffing, not cultural issues. The guide emphasizes leadership's role in building this culture.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.4.1 - Continual Improvement Culture.

NEW QUESTION # 27

How should roles and competencies be managed to adapt to rapid technological changes and market demands?

- A. By focusing on increasing employees' technical experience
- **B. By continually adapting roles to evolving organizational requirements**
- C. By creating career paths dedicated to single technologies
- D. By making it easier for employees to focus on one role

Answer: B

Explanation:

Roles and competencies should be managed by continually adapting them to evolving organizational requirements (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.3.2) advocates for flexible role definitions to respond to technological and market shifts, ensuring the service value system remains effective. This approach supports skill development and role evolution, unlike option A (rigid focus), option B (technology-specific paths), or option D (narrow technical emphasis). The guide emphasizes adaptability as a core competency.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.2 - Adapting Roles and Competencies.

NEW QUESTION # 28

Which concept focuses on understanding the different levels within systems and ensuring that multiple systems are aligned and unified when designing services?

- A. ICI/CD
- B. Customer orientation
- C. Robotic process automation
- **D. Integration and data sharing**

Answer: D

Explanation:

Integration and data sharing focus on aligning and unifying multiple systems to ensure smooth, cohesive service design and delivery.

NEW QUESTION # 29

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

Answer: A

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.

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