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

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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	• Service Support: This section of the exam measures the skills of Technical Support Specialists and covers the support functions required to manage and maintain IT services. It includes practices for issue resolution, incident management, and sustaining service reliability over time.

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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q57-Q62):

NEW QUESTION # 57
In which circumstances should an organization buy, rather than build, software?

- A. The consumers of the software have many and varied customization requirements
- B. The software is widely available and its features are standardized across most organizations
- C. The requirements of the organization are frequently changing because of rapid expansion
- D. The organization is part of a regulated industry and has a strong focus on internal policies

Answer: B

Explanation:
An organization should buy software when it is widely available and its features are standardized across most organizations (A). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.2.1) states:
"Buying is preferable when software components are commoditized and meet common needs, offering cost efficiency and reduced development time compared to building custom solutions." This aligns with value stream optimization by leveraging market solutions. Option B suggests regulatory constraints favoring internal control; option C indicates a need for flexibility, better suited to building; and option D requires customization, favoring development. The guide adds: "Standardized software supports scalability and reduces maintenance overhead." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.1 - Buy vs. Build Decisions.

NEW QUESTION # 58
An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.
Which approach would help to resolve this situation?

- A. Continuous delivery
- B. Continuous integration
- C. Change enablement
- D. Continuous deployment

Answer: B

Explanation:
Continuous integrationresolves delays by ensuring that developers frequently merge their code into ashared repository, enabling earlier detection of issues and smoother collaboration.

NEW QUESTION # 59
An organization has received complaints from customers regarding incident resolution times. The organization is using value stream mapping to visualize the activities involved in restoring service following an outage. The team has designed an optimized flow that begins with the incident being generated by a monitoring tool and ends when service is restored. Leadership is concerned that this approach has failed to provide the insight needed to reduce delays. Which is the BEST action the team can take to address leadership's concern?

- A. Determine where work is sitting in queues
- B. Introduce additional sources of demand
- C. Compare the map to actual activities
- D. Automate repeatable work activities

Answer: A

Explanation:
The best action is to determine where work is sitting in queues (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) explains that value stream mapping should identify bottlenecks, such as queues, to optimize flow and reduce delays. This addresses leadership's concern by providing actionable insights into delay causes. Option C is useful but less specific; option D automates after identifying issues; and option B would exacerbate delays.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.1 - Value Stream Mapping and Bottleneck Analysis.

NEW QUESTION # 60

An internal service provider has made the service desk a single point of contact for all user queries, including incidents, service requests, complaints, and compliments. To ensure a fair allocation of the service desk resources, a common rule for processing all incoming queues has been agreed: "first in, first out." It has soon become apparent that some incidents reported by users spend too much time waiting to be processed and triaged by the service desk. This leads to delayed incident resolution and negative business impact. What is the BEST way to improve the situation?

- A. Implement separate service desks for incident and service requests
- B. Prioritize incoming queries based on their type and associated urgency
- C. Increase the number of service desk agents to process the incoming queries faster
- D. Recommend users to submit queries well in advance to ensure timely processing

Answer: B

Explanation:
The best way to improve the situation is to prioritize incoming queries based on their type and associated urgency (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.3) states:
"Prioritization based on impact and urgency ensures that the most critical incidents are addressed promptly, optimizing resource use and minimizing business impact." The "first in, first out" rule fails when high-impact incidents are delayed, and this approach adjusts resource allocation dynamically. Option A increases costs without addressing prioritization; option C adds complexity; and option D shifts responsibility to users. The guide emphasizes: "Effective prioritization is a key practice in managing demand and ensuring service continuity." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.3 - Prioritization in Service Desk Operations.

NEW QUESTION # 61

A service has been in use for a number of years, and is not being developed or updated. Customers are not happy because they think that the applications that support the service are missing important functionality.
Which practice is most likely to identify this issue and initiate improvement actions?

- A. Knowledge management
- B. Service validation and testing
- C. Service level management
- D. Service desk

Answer: C

Explanation:
Service level management focuses on understanding and capturing customer expectations and experiences, making it the practice most likely to identify dissatisfaction and initiate improvement actions.

NEW QUESTION # 62

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