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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 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 2	<ul style="list-style-type: none"> • Service Delivery: This section of the exam measures the skills of IT Operations Managers and covers the core processes and activities essential for the effective delivery of IT services. It emphasizes the importance of managing service transitions and operations to maintain consistent, high-quality service output.
Topic 3	<ul style="list-style-type: none"> • 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.
Topic 4	<ul style="list-style-type: none"> • Service Performance Metrics: This section of the exam measures the skills of IT Performance Analysts and covers how to identify and interpret key performance indicators and metrics. The focus is on evaluating service effectiveness and making data-driven decisions to improve service outcomes.
Topic 5	<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 6	<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.

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q12-Q17):

NEW QUESTION # 12

Which statement about 'service integration as a service' is CORRECT?

- A. The service integrator can be easily replaced by other vendors to leverage better pricing
- B. Multiple vendors provide the service integration and management function
- C. The service integrator provides services and manages other vendors
- D. The service integrator does not deliver any services to the organization

Answer: C

Explanation:

In service integration as a service, the service integrator both provides services and manages other vendors, ensuring seamless delivery across multiple suppliers.

NEW QUESTION # 13

A large organization has a centralized service desk, and many different teams that help to resolve incidents and manage service requests. They also use many different suppliers to support these activities.

What is the minimum number of different value streams that they need, in order to manage this work?

- A. One value stream for resolving incidents, and a separate value stream for managing service requests
- **B. One value stream for all activity that arrives via the service desk**
- C. One value stream for the organization, and separate value streams for each team
- D. One value stream for the organization, and separate value streams for each supplier

Answer: B

Explanation:

A single value stream can manage all activity that arrives via the service desk, regardless of which internal team or supplier is involved, enabling streamlined and consistent handling of incidents and service requests.

NEW QUESTION # 14

A mobile app development company has implemented a new strategy in its software development process.

Instead of large, infrequent updates, it now releases smaller updates every two weeks. These updates are shaped by regular user reviews and suggestions, which the company actively seeks and incorporates into each new version. Which guiding principle is this approach MOST closely aligned with?

- **A. Progress iteratively with feedback**
- B. Think and work holistically
- C. Optimize and automate
- D. Focus on value

Answer: A

Explanation:

This approach is most closely aligned with the guiding principle of progress iteratively with feedback (B).

The ITIL 4 Specialist: Create, Deliver and Support guide (Section 2.1.2) states: "Progress iteratively with feedback involves delivering work in smaller increments, using feedback from users to refine and improve services, ensuring alignment with needs and enhancing value stream efficiency." The two-week updates and user input exemplify this principle, contrasting with option A (holistic focus), option C (value focus without iteration), or option D (automation emphasis). The guide adds: "This principle supports rapid adaptation and quality improvement." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.1.2 - Guiding Principles.

NEW QUESTION # 15

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

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

Answer: D

Explanation:

CI/CD (Continuous Integration/Continuous Delivery) is often included in an Agile approach to accelerate and automate software development, testing, and deployment.

NEW QUESTION # 16

Which is an example of using a 'shift-left' approach to optimize password resets?

- A. Train service desk agents to categorize password resets as service requests
- B. Encourage users to remember or safely record their passwords to reduce the number of password resets
- C. Automatically assign a high priority to password reset requests to resolve them faster
- **D. Allow users to reset their own passwords using an automated tool**

Answer: D

Explanation:

Allowing users to reset their own passwords using an automated tool moves support closer to the user, which is a direct application of the shift-left approach, improving speed and efficiency.

NEW QUESTION # 17

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