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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	• 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 3	• 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.
Topic 4	• 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 5	• 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 6	• Customer and User Experience: This section of the exam measures the skills of Service Experience Managers and covers aligning service delivery with customer expectations. It focuses on delivering satisfying experiences by quickly and effectively addressing user needs and service issues.
Topic 7	• 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 8	• 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 SupportExam Sample Questions (Q65-Q70):

NEW QUESTION # 65
An organization wishes to acquire a service from a supplier in a different country but with similar working hours.
Which sourcing model should they use?

- A. Onshoring
- B. Nearshoring
- C. Offshoring
- D. Insourcing

Answer: B

Explanation:
Nearshoring involves sourcing services from a supplier in a nearby country with similar working hours, facilitating easier communication and collaboration.

NEW QUESTION # 66
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. Heuristic task
- B. Algorithmic task
- C. Servant leadership
- D. Cooperation

Answer: A

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 # 67

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

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

Answer: C

Explanation:
CI/CD (Continuous Integration/Continuous Delivery)is often included in anAgile approachto accelerate and automate software development, testing, and deployment.

NEW QUESTION # 68

A large organization is planning to integrate multiple systems into its existing IT infrastructure. What approach should the organization consider to achieve effective integration?

- A. Implementing point-to-point integration for each system
- B. Adopting a 'big bang' approach for all integrations simultaneously
- C. Choosing direct integration with no predetermined order for deployment
- D. Using incremental delivery for the integration of multiple components

Answer: D

Explanation:
The organization should use incremental delivery for the integration of multiple components (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.1.3) advocates incremental approaches to manage risk and ensure stability during integration. The 'big bang' approach (A) is risky; point-to-point (B) is complex; and no order (D) lacks structure.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.1.3 - Incremental Delivery in Integration.

NEW QUESTION # 69

Which statement about 'service integration as a service' isCORRECT?

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

Answer: D

Explanation:
Inservice integration as a service, the service integrator bothprovides servicesandmanages other vendors, ensuring seamless delivery across multiple suppliers.

NEW QUESTION # 70

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