# ITIL ITIL-4-Specialist-Create-Deliver-and-Support Latest Test Simulator - New ITIL-4-Specialist-Create-Deliver-and-Support Exam Fee



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

| Topic | Details |
|---|---|
| Topic 1 | • 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 2 | • 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 | • 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 4 | • 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 5 | • 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 6 | • 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 7 | • 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. |

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## ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q52-Q57):

**NEW QUESTION # 52**
During a service design workshop, a development team aims to tailor their solutions to the needs and circumstances of the target users. What is the BEST approach for the team to achieve this?

- A. Create realistic user personas based on the gathered user data
- B. Interview customers about their preferences
- C. Involve many users from every target group in all steps of the design
- D. Use the latest technology capabilities to improve the look and feel of the designed solution

**Answer: A**

Explanation:
The best approach is to create realistic user personas based on the gathered user data (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.1.3) states: "User personas, developed from data-driven insights, provide a focused representation of target users, enabling tailored design that aligns with their needs and circumstances." This method ensures practicality without overwhelming the process, unlike option A's broad involvement. Option C is a data-gathering step; option D prioritizes technology over user needs. The guide notes: "Personas enhance service design by guiding decisions throughout the value stream." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.3 - User Personas in Service Design.

**NEW QUESTION # 53**
An organization is moving from a process-based approach to a value-stream based approach for managing user issues.
Which of these activities should the organization do FIRST?

- A. Identify the activities which could be improved by the use of automation
- B. Understand the situations in which incidents and service requests will be initiated
- C. Understand which steps contribute least to the support of the service
- D. Consider how the service desk teams can be involved at an earlier stage in the creation of a service.

**Answer: B**

Explanation:
Understanding the situationswhereincidents and service requestsare initiated is the first step, as it defines how user needs trigger value streams and shapes the design of the overall support approach.

**NEW QUESTION # 54**
What should an organization consider when deciding to retain or outsource specific IT services?

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

**Answer: A**

Explanation:
The organization should consider cultural barriers and associated risks (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.1.5) states: "Decisions to retain or outsource must account for cultural alignment, potential resistance, and risks such as knowledge loss or service disruption, which impact the service value system." This ensures long-term success, unlike option A (short-sighted), option C (disruptive), or option D (risky for tailored services). The guide adds: "A thorough risk assessment, including cultural factors, is critical for effective outsourcing strategies." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.5 - Outsourcing and Retention Decisions.

**NEW QUESTION # 55**
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. Workforce planning and management
- C. A continual improvement culture
- D. Working with a customer-oriented mindset

**Answer: C**

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 # 56**
What is the goal of the 'shift-left' approach?

- A. Integrating multiple suppliers in a value stream for effective service management
- B. Automating repetitive processes using robots and AI
- C. Implementing Agile practices for continuous software development
- D. Repositioning tasks to earlier stages in the process to boost workflow efficiency

**Answer: D**

Explanation:
The goal of the 'shift-left' approach is repositioning tasks to earlier stages in the process to boost workflow efficiency (A). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.1) explicitly defines shift-left as a strategy to move activities, such as support or testing, closer to the point of origin-often to users or frontline teams-to reduce delays, improve response times, and enhance overall service delivery.
This approach leverages automation and self-service tools to empower users, thereby streamlining workflows and reducing the burden on higher-tier support teams. Option B focuses on automation alone, which is a supporting mechanism but not the core goal; option C relates to Agile methodologies, which are distinct from shift-left; and option D pertains to supplier integration, which is unrelated to this concept. The emphasis on efficiency is further supported by examples like self-service password resets, where tasks are shifted to users, aligning with ITIL's focus on value co-creation.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach and Workflow Optimization.

**NEW QUESTION # 57**
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