

# ITIL ITIL-4-Specialist-Create-Deliver-and-Support 認証試験の問題集のサンプルを参考しよう



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## >> ITIL-4-Specialist-Create-Deliver-and-Support 資格認定試験 <<

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トピック	出題範囲
トピック 1	<ul style="list-style-type: none"> <li>サービスサポート: このセクションでは、テクニカルサポートスペシャリストのスキルを評価し、ITサービスの管理と維持に必要なサポート機能を網羅します。問題解決、インシデント管理、そして長期にわたるサービス信頼性の維持のための実践的なスキルも含まれます。</li> </ul>

トピック 2	<ul style="list-style-type: none"> <li>顧客とユーザーエクスペリエンス: このセクションでは、サービスエクスペリエンスマネージャーのスキルを評価し、顧客の期待に沿ったサービス提供について検証します。ユーザーのニーズとサービスの問題に迅速かつ効果的に対応し、満足度の高いエクスペリエンスを提供することに重点を置いています。</li> </ul>
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## ITIL 4 Specialist: Create, Deliver and Support Exam 認定 ITIL-4-Specialist-Create-Deliver-and-Support 試験問題 (Q28-Q33):

### 質問 # 28

An international e-commerce company is planning to launch a new mobile shopping application. During the initial design, the project team has encountered challenges in ensuring the app aligns with regional customer preferences, while maintaining a consistent user experience. The team also needs to address scalability and security concerns. What approach should the company take to improve this situation?

- A. Focus on app performance and security features
- B. Implement a global standard design
- C. Establish a team of expert developers to revise the initial design
- **D. Adopt a design thinking approach based on customer and user feedback**

正解: D

解説:

The company should adopt a design thinking approach based on customer and user feedback (C). This method, as outlined in the ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.1.3), involves empathizing with users, defining problems, ideating solutions, prototyping, and testing, ensuring the app meets regional preferences while maintaining consistency. It also supports scalability and security by incorporating user needs into the design process. Option A focuses narrowly on technical aspects; option B ignores regional variations; and option D relies solely on expertise without a structured user-centric process.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.3 - Design Thinking in Service Creation.

### 質問 # 29

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

正解: D

解説:

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

### 質問 # 30

Users have specific product-related questions and want to provide product feedback.

What is the best way to enable two-way communication between these users and the organization's product team?

- **A. Topic-based forums**
- B. Self-service portals
- C. Social media
- D. Event surveys

正解: A

解説:

Topic-based forums enable structured two-way communication between users and the product team, allowing users to ask questions and provide feedback directly.

#### 質問 # 31

A service provider is aiming to optimize service management activities to ensure high quality of services and eliminate waste. Each practice and team have been working on continual improvement and implemented a large number of improvements. However, improvement in overall efficiency and in service quality has been lower than expected. What is the BEST approach for the service provider to take to resolve this?

- **A. Use value stream mapping to analyze and optimize end-to-end workflows**
- B. Implement the continual improvement model for all teams to follow
- C. Use automation to optimize service value streams
- D. Implement Agile methods to improve software development

正解: A

解説:

The best approach is to use value stream mapping to analyze and optimize end-to-end workflows (B). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.2) states: "Value stream mapping provides a holistic view of workflows, identifying waste and inefficiencies across practices, even when individual improvements are in place, to enhance overall service quality and efficiency." This addresses the disconnect between team-level efforts and system-wide results, unlike option A (already in use), option C (a tool, not a strategy), or option D (software-specific). The guide adds: "Mapping ensures alignment of improvements with value stream goals." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.2 - Value Stream Mapping for Optimization.

#### 質問 # 32

A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wait a long time before anyone starts to work on them. What is the BEST way to manage this issue?

- A. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
- B. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks
- **C. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels**
- D. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested

正解: C

解説:

Increasing the priority of requests that have been waiting too long helps prevent service level breaches and improves user satisfaction without undermining the triage approach for urgent tasks.

#### 質問 # 33

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