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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q72-Q77):

NEW QUESTION # 72

A service provider is struggling to ensure timely incident resolution. The reports show that the majority of incidents that can be resolved without implementing a change are resolved on time.

However, if an incident resolution requires a change, it is almost never implemented within the agreed incident resolution time. What is the BEST approach for the service provider to improve the situation?

- A. Review the incident resolution targets

- B. Review the change authorization procedures
- C. Review the incident resolution value stream
- D. Review the incident management process

Answer: C

NEW QUESTION # 73

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

Answer: C

NEW QUESTION # 74

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

Answer: D

NEW QUESTION # 75

In ITIL 4, which practice is accountable for defining the mandatory financial and contractual metadata- such as cost centers, chargeable service rates, SLA targets and contract references- that must accompany every ticket to support accurate chargeback, cost transparency and SLA reporting across the service value streams?

- A. Service Desk practice
- B. Service Level Management Practice
- C. Financial Management practice
- D. Service Request Management practice

Answer: C

Explanation:

The Financial Management for IT Services practice defines cost models, pricing policies and financial controls. It specifies which financial and contractual attributes (cost center codes, billable rates, SLA tiers, contract IDs) must be captured on each ticket. This ensures that downstream reporting, chargeback and budget forecasting have consistent, auditable data across all work items.

NEW QUESTION # 76

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. Workforce planning and management

- B. Working with a customer-oriented mindset
- C. Shift-left
- D. A continual improvement culture

Answer: D

NEW QUESTION # 77

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