

ITIL-4-CDS good exam reviews & Peoplecert ITIL-4-CDS valid exam dumps



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Peoplecert ITIL-4-CDS Exam Syllabus Topics:

Section	Objectives
Create, Deliver and Support Practices	- Supporting management practices 1. Problem management 2. Incident management 3. Service desk 4. Change enablement 5. Knowledge management
	- Service performance and quality 1. Monitoring and measurement 2. Continual improvement
	- Supporting technologies
Information and Technology	1. Service management technologies 2. Automation and tool integration
Value Stream Design and Development	- Designing service value streams
	1. Customer journey mapping 2. Service design considerations

	- Work planning and prioritization
Prioritization and Work Management	• 1. Capacity and demand management • 2. Backlog management
	- Team culture and collaboration
Organizational Structure and Teams	• 1. Workforce planning and development • 2. Team capabilities and competencies
	- Core concepts of service value streams
Introduction to Create, Deliver and Support	• 1. Service value system integration • 2. Value streams and workflows

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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q28-Q33):

NEW QUESTION # 28

An organization is considering how a new service will be supported when it goes live. There are many teams that will contribute to the support of the service. Which approach should the organization follow when creating a value stream to support the new service?

- A. Create separate value streams for practices, people, tools and suppliers
- B. Create one value stream for every lifecycle phase of support requests
- **C. Create one value stream for the entire set of support activities**
- D. Create one value stream for each support team

Answer: C

NEW QUESTION # 29

An organization experiences a high level of variation in the demand for its development services.

The organization has the capacity to fulfil the overall level of demand but wants to reduce the variation so that it does not have to prioritize work at peak times. Which action would BEST help the organization influence the demand for its services?

- A. Introducing continuous integration and deployment
- **B. Reducing the charges for less busy periods**
- C. Increasing the number of test specialists
- D. Engaging with a supplier to outsource tasks

Answer: B

NEW QUESTION # 30

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. Working with a customer-oriented mindset
- **D. A continual improvement culture**

Answer: D

NEW QUESTION # 31

A software development company wants to transition from a traditional working model to one focused on innovation and adaptability. The management has recognized a need to support changes in the mindset among employees, particularly those accustomed to the traditional approach. However, the management has encountered resistance from long-standing employees who are accustomed to traditional methods. What strategy should the company adopt to effectively facilitate this cultural shift?

- A. Limit the cultural shift initiatives to only the newer employees
- **B. Have leaders actively demonstrate and promote innovative practices**
- C. Base performance evaluations solely on the number of innovative ideas generated
- D. Introduce rules for innovation and adaptability across all teams

Answer: B

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

Answer: D

NEW QUESTION # 33

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