

# Realistic ITIL-4-Specialist-Create-Deliver-and-Support Latest Test Labs - 100% Pass ITIL-4-Specialist-Create-Deliver-and-Support Exam



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## ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q67-Q72):

### NEW QUESTION # 67

A service desk team acts as a single point of contact for its users. Service desk team members are the first-line support; however, if they are unable to resolve the incidents, they are escalated to second-line support. This tiered support structure has resulted in large queues of unresolved tickets. Which concept or approach would help the organization resolve this situation?

- A. Swarming
- B. Results-based measurement
- C. Advanced analytics
- D. Outsourcing

**Answer: A**

Explanation:

The concept of swarming would help resolve this situation (D). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.3.5) defines swarming as: "A collaborative approach where multiple team members, including first- and second-line support, work together on an incident simultaneously to resolve it quickly, reducing queue buildup." This contrasts with the tiered structure's escalation delays. Option A focuses on metrics; option B aids analysis; and option C shifts work externally, none addressing queue reduction directly. The guide notes: "Swarming enhances resolution times by leveraging collective expertise." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.5 - Swarming in Incident Management.

#### NEW QUESTION # 68

An organization is writing its test strategy in order to define the test levels and test types that are in scope for testing. In the past, the organization has experienced service disruptions after some releases of a particular application. These disruptions were happening because the application caused other applications to generate errors.

Which test level should the organization focus on to address this weakness?

- A. Integration
- B. Unit
- C. System
- D. Acceptance

**Answer: A**

Explanation:

Integration testing focuses on verifying how different applications and components work together, helping to identify and prevent errors that occur when the new application affects other systems.

#### NEW QUESTION # 69

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. Consider how the service desk teams can be involved at an earlier stage in the creation of a service.
- 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. Identify the activities which could be improved by the use of automation

**Answer: B**

Explanation:

Understanding the situations where incidents and service requests are 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 # 70

What is the goal of the 'shift-left' approach?

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

**Answer: A**

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 # 71

A sales enablement service is being modified to improve the data that is presented to sales staff. This will be delivered as a series of incremental improvements.

Which are the TWO BEST ways to measure these changes?

1. Measure individual changes by the output that they create
2. Measure the overall success of multiple changes by the output that is created
3. Measure individual changes by the outcome that they create
4. Measure the overall success of multiple changes by the outcome that is created

- A. 1 and 2
- **B. 3 and 4**
- C. 2 and 3
- D. 1 and 4

**Answer: B**

Explanation:

Individual changes should be measured by the outcome they create to ensure they deliver real value, and the overall success of multiple changes should also be measured by the outcome to confirm that the cumulative improvements meet business objectives.

#### NEW QUESTION # 72

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