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

| Topic | Details |
|-------|---------|
| Topic 1 | • Culture and Collaboration: This section of the exam measures the skills of Team Leaders and covers fostering a service-focused culture within organizations. It emphasizes collaboration across teams and departments to enhance communication and ensure the success of service-based projects.\| : |
| Topic 2 | • 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 3 | • 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. |
| Topic 4 | • 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. |

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# ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q63-Q68):

## NEW QUESTION # 63

An internal service provider of a charity foundation wants to ensure that all queries coming from users and customers are processed within the agreed time. Records show that the flow of incoming queries is uneven; the teams processing the queries may be overwhelmed one day and have idle capacity on another. What is the BEST way for the service provider to ensure timely processing of all queries?

- A. Limit the number of incoming queries so they could be processed on time
- B. Prioritize queues using a combination of criteria to maximize value and minimize risks
- C. Increase capacity to process all queries without delays
- D. Prioritize all incoming queries according to their economic value to maximize profit and minimize penalties

**Answer: B**

Explanation:
The best way is to prioritize queues using a combination of criteria to maximize value and minimize risks (B).
The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 4.2.3) states: "Prioritization should balance impact, urgency, and value, ensuring efficient resource use and timely resolution, especially in uneven demand scenarios." This approach adapts to fluctuating query volumes, unlike option A which focuses on profit (less relevant for a charity), option C which is costly and may not address root causes, or option D which restricts access. The guide notes: "Dynamic prioritization enhances service desk resilience under variable workloads." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.3 - Prioritization in Service Desk Operations.

## NEW QUESTION # 64

To stay ahead of its competition, an organization's leadership team is focused on ensuring that product innovations reach customers quickly. A team is discussing how it can leverage value stream mapping in support of this goal. The team wants to improve the entire end-to-end value stream.
Which improvement is MOST LIKELY to improve the entire value stream?

- A. Minimizing handoffs between specialists within a development team
- B. Designing a continuous integration/continuous delivery pipeline
- C. Reducing the time spent assessing and approving changes
- D. Reducing the time it takes to provide environments for projects

**Answer: B**

Explanation:
Designing a continuous integration/continuous delivery (CI/CD) pipelineimproves theentire end-to-end value streamby enabling faster, automated delivery of product innovations to customers.

## NEW QUESTION # 65

An organization has received complaints from customers regarding incident resolution times. The organization is using value stream mapping to visualize the activities involved in restoring service following an outage. The team has designed an optimized flow that begins with the incident being generated by a monitoring tool and ends when service is restored. Leadership is concerned that this approach has failed to provide the insight needed to reduce delays. Which is the BEST action the team can take to address leadership's concern?

- A. Compare the map to actual activities

- B. Determine where work is sitting in queues
- C. Automate repeatable work activities
- D. Introduce additional sources of demand

**Answer: B**

Explanation:
The best action is to determine where work is sitting in queues (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) explains that value stream mapping should identify bottlenecks, such as queues, to optimize flow and reduce delays. This addresses leadership's concern by providing actionable insights into delay causes. Option C is useful but less specific; option D automates after identifying issues; and option B would exacerbate delays.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.1 - Value Stream Mapping and Bottleneck Analysis.

**NEW QUESTION # 66**
A manager is working with a diverse team from various cultural backgrounds. What should the manager prioritize to enhance team effectiveness and manage cultural differences effectively?

- A. Define and promote a uniform corporate culture across all teams
- B. Ensure that corporate culture fits into the cultural context of the teams
- C. Encourage cultural diversity without boundaries or constraints
- D. Ensure that diverse team cultures are aligned with the company's values

**Answer: D**

Explanation:
The manager should prioritize ensuring that diverse team cultures are aligned with the company's values (B).
This approach fosters inclusivity while maintaining a cohesive framework that supports service delivery goals. The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.3.2) highlights that effective team management involves aligning diverse cultural perspectives with organizational values to enhance collaboration and service quality. Option A imposes a uniform culture, which may suppress diversity; option C lacks structure, risking inefficiency; and option D adjusts the corporate culture excessively, potentially diluting its integrity.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.2 - Team Management and Cultural Alignment.

**NEW QUESTION # 67**
A service has been in use for a number of years, and is not being developed or updated. Customers are not happy because they think that the applications that support the service are missing important functionality.
Which practice is most likely to identify this issue and initiate improvement actions?

- A. Service validation and testing
- B. Service desk
- C. Knowledge management
- D. Service level management

**Answer: D**

Explanation:
Service level management focuses on understanding and capturing customer expectations and experiences, making it the practice most likely to identify dissatisfaction and initiate improvement actions.

**NEW QUESTION # 68**
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