

ITIL-4-Specialist-Create-Deliver-and-Support퍼펙트덤프최신버전 & ITIL-4-Specialist-Create-Deliver-and-Support최신업데이트인증덤프



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ITIL ITIL-4-Specialist-Create-Deliver-and-Support 시험요강:

주제	소개
주제 1	<ul style="list-style-type: none">Continuous Improvement: This section of the exam measures the skills of Process Improvement Analysts and covers leveraging feedback and data to enhance services, processes, and practices. It supports the ITIL framework's emphasis on ongoing service enhancement and operational maturity.
주제 2	<ul style="list-style-type: none">Service Support: This section of the exam measures the skills of Technical Support Specialists and covers the support functions required to manage and maintain IT services. It includes practices for issue resolution, incident management, and sustaining service reliability over time.
주제 3	<ul style="list-style-type: none">Service Delivery: This section of the exam measures the skills of IT Operations Managers and covers the core processes and activities essential for the effective delivery of IT services. It emphasizes the importance of managing service transitions and operations to maintain consistent, high-quality service output.
주제 4	<ul style="list-style-type: none">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.
주제 5	<ul style="list-style-type: none">Service Automation and Technology: This section of the exam measures the skills of Automation Engineers and covers the integration of automation and technology in the development, delivery, and support of IT services. It includes understanding how tools and platforms streamline operations and increase efficiency.

주제 6	<ul style="list-style-type: none"> 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.
주제 7	<ul style="list-style-type: none"> 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.
주제 8	<ul style="list-style-type: none"> 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. :

>> ITIL-4-Specialist-Create-Deliver-and-Support퍼펙트 덤프 최신버전 <<

ITIL-4-Specialist-Create-Deliver-and-Support최신 업데이트 인증덤프, ITIL-4-Specialist-Create-Deliver-and-Support인증시험대비 공부자료

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최신 ITIL 4 Managing Professional ITIL-4-Specialist-Create-Deliver-and-Support 무료샘플문제 (Q56-Q61):

질문 # 56

A cross-functional team is designing a value stream to support the development of a new financial service.

Some members of the team are suggesting that multiple value streams are needed.

Which factor would MOST LIKELY influence the need for multiple value streams?

- A. The number of suppliers that will be used to source service components
- B. The number of practices required to support the service
- C. The methods used to manage the development work**
- D. Whether the service is being created for internal or external customers

정답: C

설명:

The methods used to manage the development work(such as Agile, DevOps, or Waterfall) can significantly influence whether multiple value streams are needed to efficiently handle different types of workflows within the same service development.

질문 # 57

An organization has found that a significant amount of rework is required, because tickets are escalated from the service desk team to higher tiers of support. This rework causes delays and results in recurring incidents as service desk agents rarely see how incidents are resolved.

Which approach can be used to reduce this rework and its consequences?

- A. Use swarming to improve collaboration and validate information**
- B. Train agents to capture the information required by each support team
- C. Validate the data, when tickets are being created by service desk agents
- D. Limit the use of tickets to major and high-priority incidents

정답: A

설명:

Using swarming improves collaboration between service desk agents and support teams, allowing real-time knowledge sharing, better

information validation, and reducing rework and delays.

질문 # 58

A technology firm has implemented a new ticketing system for managing customer support requests. However, the firm is facing challenges in effectively prioritizing and managing these tickets due to varying levels of urgency and complexity. Some high-priority issues are being delayed, while less critical requests are being addressed too soon, leading to customer dissatisfaction and inefficiencies in the workflow. How should the firm improve this situation?

- A. Stop recording requests during exceptionally busy times
- B. Limit ticket submissions to reduce the workload on support staff
- C. Prioritize tickets based on the order of receipt
- D. **Develop a dynamic prioritization model that assesses the impact and urgency of each ticket**

정답: **D**

설명:

The firm should develop a dynamic prioritization model that assesses the impact and urgency of each ticket (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.1) recommends prioritizing based on business impact and urgency to optimize support workflows and enhance customer satisfaction. Option A is static and ineffective; option C disrupts service; and option D restricts access, worsening dissatisfaction.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.1 - Prioritization in Support Workflows.

질문 # 59

Which statement about 'service integration as a service' is CORRECT?

- A. Multiple vendors provide the service integration and management function
- B. **The service integrator provides services and manages other vendors**
- C. The service integrator can be easily replaced by other vendors to leverage better pricing
- D. The service integrator does not deliver any services to the organization

정답: **B**

설명:

In service integration as a service, the service integrator both provides services and manages other vendors, ensuring seamless delivery across multiple suppliers.

질문 # 60

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

정답: **A**

설명:

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.

질문 # 61

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