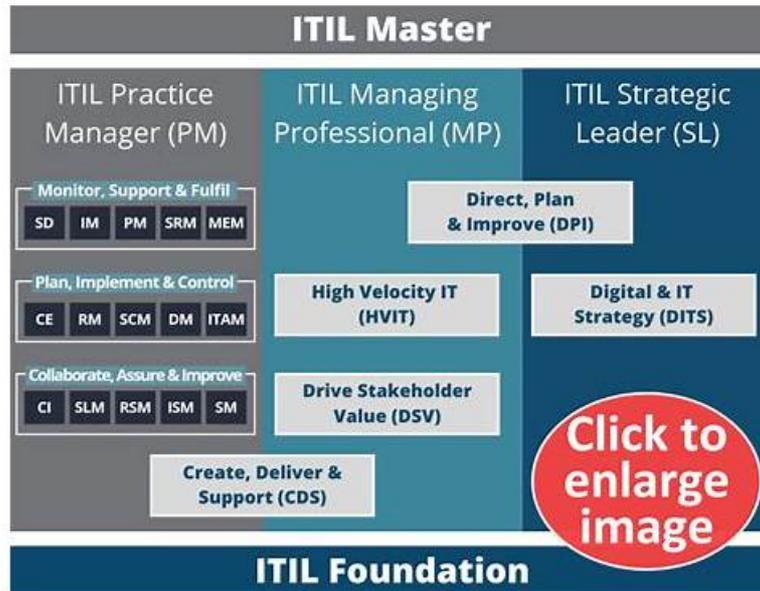


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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q37-Q42):

NEW QUESTION # 37

Which is an example of using a 'shift-left' approach to optimize password resets?

- A. Encourage users to remember or safely record their passwords to reduce the number of password resets
- B. Allow users to reset their own passwords using an automated tool

- C. Automatically assign a high priority to password reset requests to resolve them faster
- D. Train service desk agents to categorize password resets as service requests

Answer: B

Explanation:

Allowing users to reset their own passwords using an automated tool (A) is an example of the shift-left approach. The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.1) defines shift-left as moving tasks to earlier stages or to the user, enhancing efficiency by reducing service desk workload.

Options B, C, and D do not shift the task to the user or an earlier stage.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach.

NEW QUESTION # 38

A large organization is planning to integrate multiple systems into its existing IT infrastructure. What approach should the organization consider to achieve effective integration?

- A. Using incremental delivery for the integration of multiple components
- B. Choosing direct integration with no predetermined order for deployment
- C. Implementing point-to-point integration for each system
- D. Adopting a 'big bang' approach for all integrations simultaneously

Answer: A

Explanation:

The organization should use incremental delivery for the integration of multiple components (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.1.3) advocates incremental approaches to manage risk and ensure stability during integration. The 'big bang' approach (A) is risky; point-to-point (B) is complex; and no order (D) lacks structure.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.1.3 - Incremental Delivery in Integration.

NEW QUESTION # 39

A large organization has a centralized service desk, and many different teams that help to resolve incidents and manage service requests. They also use many different suppliers to support these activities.

What is the minimum number of different value streams that they need, in order to manage this work?

- A. One value stream for all activity that arrives via the service desk
- B. One value stream for the organization, and separate value streams for each supplier
- C. One value stream for resolving incidents, and a separate value stream for managing service requests
- D. One value stream for the organization, and separate value streams for each team

Answer: A

Explanation:

A single value stream can manage all activity that arrives via the service desk, regardless of which internal team or supplier is involved, enabling streamlined and consistent handling of incidents and service requests.

NEW QUESTION # 40

When verifying that an incident has been resolved, which is an example of value as perceived by a user?

- A. A better understanding of a complex networking scenario, enabling the creation of a new knowledge article
- B. An incident resolved within the target SLA time, enabling efficient use of service desk resources
- C. A swift restoration of a point of sale system, enabling customers to be served with minimal disruption
- D. An accurate and complete incident record, enabling subsequent trend analysis of incidents

Answer: C

Explanation:

From the user's perspective, swift restoration of critical services like a point of sale system provides immediate value by minimizing disruption and allowing normal operations to continue.

NEW QUESTION # 41

How should roles and competencies be managed to adapt to rapid technological changes and market demands?

- A. By continually adapting roles to evolving organizational requirements
- B. By focusing on increasing employees' technical experience
- C. By making it easier for employees to focus on one role
- D. By creating career paths dedicated to single technologies

Answer: A

Explanation:

Roles and competencies should be managed by continually adapting them to evolving organizational requirements (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.3.2) advocates for flexible role definitions to respond to technological and market shifts, ensuring the service value system remains effective. This approach supports skill development and role evolution, unlike option A (rigid focus), option B (technology-specific paths), or option D (narrow technical emphasis). The guide emphasizes adaptability as a core competency.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.2 - Adapting Roles and Competencies.

NEW QUESTION # 42

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