

Perfect ITIL-4-Specialist-Create-Deliver-and-Support - ITIL 4 Specialist: Create, Deliver and Support Exam Dumps Discount



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

Topic	Details
Topic 1	<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.
Topic 2	<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.
Topic 3	<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.

Topic 4	<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.
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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q19-Q24):

NEW QUESTION # 19

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

Answer: B

Explanation:

Reducing the charges for less busy periodshelps influence and smooth out demand, encouraging customers to request services during lower-demand times and reducing peaks.

NEW QUESTION # 20

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. Advanced analytics
- C. Outsourcing
- D. Results-based measurement

Answer: A

Explanation:

Swarming involves bringing together specialists from different areas to collaborate immediately on incidents without rigid escalation tiers, helping to reduce queues and speed up resolution.

NEW QUESTION # 21

An organization is in the process of restoring the online payment app service, and its IT teams have reached a stage where creative problem-solving is needed. What does this situation describe?

- A. Heuristic task
- B. Servant leadership
- C. Cooperation
- D. Algorithmic task

Answer: A

Explanation:

This situation describes a heuristic task (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.3) explains: "Heuristic tasks require creative problem-solving and judgment, often encountered in complex service restoration scenarios where predefined solutions are insufficient." The need for creativity in restoring the payment app fits this definition, contrasting with algorithmic tasks (C) that follow set procedures. Option A (cooperation) and B (servant leadership) are enablers but not the task type. The guide adds: "Heuristic tasks are common in incident and problem management, necessitating skilled intervention." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.3 - Task Types in Service Management.

NEW QUESTION # 22

What approach can ensure testing happens earlier in the development lifecycle?

- A. Robotic process automation
- B. Shift-left
- C. Managing work as tickets
- D. Service integration and management

Answer: B

Explanation:

Shift-left moves testing activities earlier in the development lifecycle, helping to detect and fix defects sooner, improving quality and reducing rework.

NEW QUESTION # 23

Which statement about collaboration is CORRECT?

- A. Collaboration can be enforced by aligning metrics between teams
- B. Collaboration is most useful for standardized work
- C. Collaboration should be used instead of swarming or
- D. Collaboration focuses on the organization's goals

Answer: D

Explanation:

Collaboration is fundamentally about focusing on the organization's goals, ensuring that different teams and individuals work together toward shared outcomes.

NEW QUESTION # 24

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