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

Topic	Details
Topic 1	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	Customer and User Experience: This section of the exam measures the skills of Service Experience Managers and covers aligning service delivery with customer expectations. It focuses on delivering satisfying experiences by quickly and effectively addressing user needs and service issues.
Topic 3	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	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.
Topic 5	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 6	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.

ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q58-Q63):

NEW QUESTION # 58

An organization has many team members who work independently and spend time on the work which interests them the most. Which recommendation is MOST applicable to this situation?

- A. Promote a culture of learning and development
- B. Encourage informal teams across the organization
- C. Hold regular meetings focusing on problem solutions
- D. Incorporate the organization's vision into the team culture

Answer: D

Explanation:

Incorporating the organization's vision into the team culture aligns individual efforts with organizational goals, ensuring that team members focus on work that contributes to overall success rather than personal interests.

NEW QUESTION # 59

An organization is considering how a new service will be supported when it goes live. There are many teams that will contribute to the support of the service.

Which approach should the organization follow when creating a value stream to support the new service?

- A. Create separate value streams for practices, people, tools and suppliers
- B. Create one value stream for every lifecycle phase of support requests
- C. Create one value stream for each support team
- **D. Create one value stream for the entire set of support activities**

Answer: D

Explanation:

Creating one value stream for the entire set of support activities ensures an end-to-end view of how the service will be supported, promoting integration across all contributing teams.

NEW QUESTION # 60

An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.

- **A. Continuous integration**
- B. Continuous delivery
- C. Continuous deployment
- D. Continual improvement

Answer: A

Explanation:

Continuous integration (CI) is a practice that involves frequently integrating code changes into a shared repository, allowing teams to detect and resolve issues early. In the context of the scenario, where delays occur due to developers using individual repositories, CI would help by enabling regular integration of code, reducing conflicts, and streamlining the development process. This aligns with the ITIL 4 Specialist: Create, Deliver and Support guidance on optimizing value streams through effective planning and building practices.

The official ITIL 4 CDS study guide (Section 2.2.1) emphasizes that CI reduces delays by automating integration and testing, which is critical when managing service creation and changes. Other options like continuous delivery (B) and continuous deployment (C) are subsequent steps that build on CI, while continual improvement (D) is a broader practice not specifically addressing the repository issue.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.2.1 - Value Stream Optimization.

NEW QUESTION # 61

Which is an example of a divisional organizational structure?

- A. An organization which has arranged its teams in a hierarchical authority structure
- B. An organization which does not have a layered management structure
- C. An organization which uses a grid of reporting relationships
- **D. An organization which has a different business unit for each of its products**

Answer: D

Explanation:

An organization with a different business unit for each of its products is an example of a divisional organizational structure, where divisions are typically based on products, services, or markets.

NEW QUESTION # 62

Which is often included in an Agile approach to software development?

- **A. CI/CD**
- B. Advanced analytics
- C. Information models

- D. Integrated service management toolsets

Answer: A

Explanation:

CI/CD (Continuous Integration/Continuous Delivery) is often included in an Agile approach to accelerate and automate software development, testing, and deployment.

NEW QUESTION # 63

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