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

Topic	Details
Topic 1	• 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 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 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.

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.
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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q35-Q40):

NEW QUESTION # 35

Which concept focuses on understanding the different levels within systems and ensuring that multiple systems are aligned and unified when designing services?

- A. Robotic process automation
- B. ICI/CD
- C. Customer orientation
- D. Integration and data sharing

Answer: D

Explanation:

Integration and data sharing focus on aligning and unifying multiple systems to ensure smooth, cohesive service design and delivery.

NEW QUESTION # 36

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

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

Answer: D

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 # 37

A service operations team monitors a critical service. They receive thousands of events every day and operators are trained, so they know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

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know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

- A. Renegotiate service level targets
- **B. Improve filtering of operations data**
- C. Improve operations team training
- D. Recruit additional operations staff

Answer: B

Explanation:

Improving the filtering of operations data reduces the noise from irrelevant events, allowing the operations team to focus on critical events and prevent breaches of service level targets.

NEW QUESTION # 38

An international e-commerce company is planning to launch a new mobile shopping application. During the initial design, the project team has encountered challenges in ensuring the app aligns with regional customer preferences, while maintaining a consistent user experience. The team also needs to address scalability and security concerns. What approach should the company take to improve this situation?

- A. Implement a global standard design
- B. Establish a team of expert developers to revise the initial design
- **C. Adopt a design thinking approach based on customer and user feedback**
- D. Focus on app performance and security features

Answer: C

Explanation:

The company should adopt a design thinking approach based on customer and user feedback (C). This method, as outlined in the ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.1.3), involves empathizing with users, defining problems, ideating solutions, prototyping, and testing, ensuring the app meets regional preferences while maintaining consistency. It also supports scalability and security by incorporating user needs into the design process. Option A focuses narrowly on technical aspects; option B ignores regional variations; and option D relies solely on expertise without a structured user-centric process.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.3 - Design Thinking in Service Creation.

NEW QUESTION # 39

A managed service provider manages an organization's suppliers, provides some delivery functions to the organization, and coordinates service integration and management between the organization and its suppliers. Which model is this an example of?

- A. Single provider
- B. Retained service integration
- C. Service guardian
- **D. Service integration as a service**

Answer: D

Explanation:

This is an example of service integration as a service (D). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.1.4) defines this model as: "A service integration approach where a third party coordinates and manages services, including supplier relationships and integration, on behalf of the organization." This matches the scenario where the provider handles supplier management and service coordination. Option A (retained service integration) involves internal retention; option B (single provider) implies full delivery; and option C (service guardian) is not a recognized ITIL model. The guide further notes:

"This model enhances value streams by ensuring seamless service delivery across multiple parties." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.4 - Service Integration Models.

NEW QUESTION # 40

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