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

Topic	Details
Topic 1	• 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 2	• 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 3	• 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.
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 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 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.
Topic 7	• 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.

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q16-Q21):

NEW QUESTION # 16

An organization wants to make some changes to individual and team objectives. The new objectives need to align to the organization's goal of anticipating the needs of its customers.

Which concept is the key element of this alignment?

- A. Shift-left
- B. The value of positive communications
- C. Customer orientation
- D. Organizational structure

Answer: C

Explanation:

Customer orientation ensures that individual and team objectives are aligned with anticipating and meeting customer needs, directly supporting the organization's goal.

NEW QUESTION # 17

Which of the following involves consideration of the skills and availability of both internal and external resources?

- A. Build vs buy
- B. Swarming
- C. Shift-left approach
- D. Triage prioritization

Answer: A

Explanation:

Build vs buy involves evaluating the skills and availability of both internal and external resources to decide whether to develop a solution in-house or acquire it from an external provider.

NEW QUESTION # 18

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

Answer: D

Explanation:

The approach to reduce rework is to train agents to capture the information required by each support team (B).

The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.3) states: "Training service desk agents to collect comprehensive and accurate ticket data reduces escalation rework by ensuring higher tiers receive sufficient context, minimizing delays and recurring incidents." This empowers first-line support, unlike option A (validation is reactive), option C (restricts ticket use), or option D (swarming is broader but less targeted). The guide notes: "Effective training enhances ticket quality and resolution efficiency." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.3 - Service Desk Training and Ticket Management.

NEW QUESTION # 19

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. Results-based measurement
- D. Outsourcing

Answer: A

Explanation:

The concept of swarming would help resolve this situation (D). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.3.5) defines swarming as: "A collaborative approach where multiple team members, including first- and second-line support, work together on an incident simultaneously to resolve it quickly, reducing queue buildup." This contrasts with the tiered structure's escalation delays. Option A focuses on metrics; option B aids analysis; and option C shifts work externally, none addressing queue reduction directly. The guide notes: "Swarming enhances resolution times by leveraging collective expertise." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.5 - Swarming in Incident Management.

NEW QUESTION # 20

A service desk manager is creating a job profile for a service desk team lead. The following requirements have been identified: Ability to use company processes and tools, Leadership skills, Knowledge of service desk objectives. What is the MOST important additional requirement for the job profile?

- **A. Commitment to continual improvement**
- B. Experience of financial management
- C. Knowledge of how to log incidents and service requests
- D. Technical knowledge of the supported products

Answer: A

Explanation:

The most important additional requirement is commitment to continual improvement (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.2) identifies this as critical for a team lead to drive ongoing enhancements in service desk performance, aligning with ITIL's continual improvement principle. This ensures the lead fosters a culture of progress, complementing the given skills. Option A is operational and basic; option C is less relevant for a lead role; and option D, while useful, is secondary to improvement focus. The guide underscores leadership in improvement initiatives.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.2 - Leadership in Service Desk Roles.

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