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Many candidates find the ITIL ITIL-4-Specialist-Create-Deliver-and-Support exam preparation difficult. They often buy expensive study courses to start their ITIL 4 Specialist: Create, Deliver and Support Exam (ITIL-4-Specialist-Create-Deliver-and-Support) certification exam preparation. However, spending a huge amount on such resources is difficult for many ITIL exam applicants. The latest ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Dumps are the right option for you to prepare for the ITIL-4-Specialist-Create-Deliver-and-Support certification test at home. FreePdfDump has launched the ITIL-4-Specialist-Create-Deliver-and-Support exam dumps with the collaboration of world-renowned professionals.

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

Topic	Details
Topic 1	<ul style="list-style-type: none"> ITIL 4 Principles: This section of the exam measures the skills of IT Service Managers and covers the application of ITIL 4's guiding principles such as "Focus on Value," "Start Where You Are," and "Optimise and Automate." The aim is to drive operational efficiency and service excellence.
Topic 2	<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 3	<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 4	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q63-Q68):

NEW QUESTION # 63

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

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 # 64

Which is a reason why an organization should create competency profiles for each role?

- A. To plan to fill all the mandatory ITIL roles
- B. To ensure that technical skills are included in each profile
- C. To plan the professional development of team members
- D. To ensure that IT specialists have pi-shaped skill profiles

Answer: C

Explanation:

Creating competency profiles helps the organization plan the professional development of team members, ensuring that skills and capabilities align with current and future needs.

NEW QUESTION # 65

A service provider works with a diverse group of customers, including corporate, private, and partner organizations. The service provider's service desk supports users from all customer organizations. However, different users prefer different communication channels. In response to their preferences, the service provider implemented email, chat, phone, and website contact form for the users to contact the service desk. The service desk team is increasingly struggling to monitor all channels and respond timely. Some user queries are not noticed early enough, and the users are complaining. What should the service provider do to improve the situation?

- A. Allocate one most suitable channel to each customer type
- B. Integrate all channels to support smooth switching between them for users and support agents
- C. Close the least popular communication channels to reduce the complexity
- D. Assign dedicated service desk agents to monitor each channel

Answer: B

Explanation:

The service provider should integrate all channels to support smooth switching between them for users and support agents (C). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.2.2) emphasizes the importance of a unified service desk experience, where channel integration enables a seamless omnichannel approach. This reduces the team's monitoring burden by centralizing interactions, ensures timely responses through a single queue or dashboard, and addresses user complaints by maintaining flexibility across preferred channels. Option A risks alienating users who rely on less popular channels; option B increases resource demands without addressing root issues; and option D limits user choice, potentially worsening satisfaction. The guide highlights that effective channel management enhances service desk efficiency, a critical aspect of supporting diverse customer bases.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.2 - Omnichannel Service Desk Management.

NEW QUESTION # 66

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

- A. By creating career paths dedicated to single technologies
- B. By focusing on increasing employees' technical experience
- 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 # 67

In which circumstances should an organization buy, rather than build, software?

- A. The requirements of the organization are frequently changing because of rapid expansion
- **B. The software is widely available and its features are standardized across most organizations**
- C. The consumers of the software have many and varied customization requirements
- D. The organization is part of a regulated industry and has a strong focus on internal policies

Answer: B

Explanation:

An organization should buy software when it is widely available and its features are standardized across most organizations (A). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.2.1) states:

"Buying is preferable when software components are commoditized and meet common needs, offering cost efficiency and reduced development time compared to building custom solutions." This aligns with value stream optimization by leveraging market solutions. Option B suggests regulatory constraints favoring internal control; option C indicates a need for flexibility, better suited to building; and option D requires customization, favoring development. The guide adds: "Standardized software supports scalability and reduces maintenance overhead." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.1 - Buy vs. Build Decisions.

NEW QUESTION # 68

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