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ITIL ITIL-4-Specialist-Create-Deliver-and-Support 시험요강:

주제	소개
주제 1	<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.

주제 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. :
주제 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.
주제 4	<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.
주제 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.
주제 6	<ul style="list-style-type: none"> • 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.

최신 ITIL 4 Managing Professional ITIL-4-Specialist-Create-Deliver-and-Support 무료샘플문제 (Q62-Q67):

질문 # 62

A service provider is struggling to ensure timely incident resolution. The reports show that the majority of incidents that can be resolved without implementing a change are resolved on time. However, if an incident resolution requires a change, it is almost never implemented within the agreed incident resolution time. What is the BEST approach for the service provider to improve the situation?

- A. Review the incident resolution targets
- B. Review the incident management process
- C. Review the incident resolution value stream
- D. Review the change authorization procedures

정답: C

설명:

The best approach is to review the incident resolution value stream (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.3.3) states: "Analyzing the incident resolution value stream identifies bottlenecks, such as delays in change implementation, and enables end-to-end optimization to meet agreed times." This holistic review addresses the specific issue of change-related delays, unlike option A (adjusting targets avoids fixing the problem), option C (narrowly focuses on authorization), or option D (misses the value stream context). The guide adds: "Value stream analysis is key to aligning incident and change processes."

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.3 - Incident Resolution Value Stream Analysis.

질문 # 63

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?

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

정답: C

설명:

The best approach is to review and automate filtering of operations data (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 4.2.4) states: "Automation of event filtering reduces human error by prioritizing critical events, ensuring operators focus on what matters and preventing breaches of service level targets." This leverages technology to address misses, unlike option A (costly staffing), option B (insufficient if overwhelmed), or option C (avoiding the root cause). The guide notes: "Effective event management relies on automated tools to enhance reliability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.4 - Event Management Automation.

질문 # 64

Which approach may help to improve incident resolution times by moving support activities from specialist teams to frontline teams or users?

- A. Swarming
- B. Shortest item first
- C. Robotic process automation
- D. Shift-left

정답: D

설명:

The shift-left approach improves incident resolution times by moving support activities closer to frontline teams or users, enabling faster and more efficient handling.

질문 # 65

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

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

정답: D

설명:

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

질문 # 66

A large organization is planning to integrate multiple systems into its existing IT infrastructure. What approach should the organization consider to achieve effective integration?

- A. Choosing direct integration with no predetermined order for deployment
- B. Using incremental delivery for the integration of multiple components
- C. Adopting a 'big bang' approach for all integrations simultaneously
- D. Implementing point-to-point integration for each system

정답: B

설명:

The organization should use incremental delivery for the integration of multiple components (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.1.3) advocates incremental approaches to manage risk and ensure stability during integration. The 'big bang' approach (A) is risky; point-to-point (B) is complex; and no order (D) lacks structure. Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.1.3 - Incremental Delivery in Integration.

질문 # 67

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