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Peoplecert ITIL 4 Specialist: Create, Deliver and Support Sample Questions (Q15-Q20):

NEW QUESTION # 15

A popular social media app is part of a complex network of systems. Most changes to the service are successful, except for those made by a development team that has many failed changes.

Which is the BEST approach to reduce the number of failures?

- A. Create a standard change model for development changes and initiate as a service request
- B. Initiate development changes as emergency changes so that errors can be identified quickly
- **C. Create a change model for development changes that includes the use of safe-to-fail testing**
- D. Increase the size of development changes to make them easier to handle and increase success

Answer: C

NEW QUESTION # 16

To ensure work is balanced across value streams, ITIL 4 recommends combining demand forecasting with strategic alignment of initiatives. Which TWO of the following provide the strongest governance for forecasting, sequencing and aligning incoming work with organizational objectives? (Select TWO)

- A. Service Level Management practice using SLAs and OLAs to enforce response targets
- **B. Portfolio Management practice using strategic themes and investment epics to sequence high- value workright**
- **C. Demand Management practice using Patterns of Business Activity for forecasting peaks and troughsright**
- D. Work visualization (Kanban boards) within Service Request Management to enforce WIP limits

Answer: B,C

Explanation:

Demand Management uses Patterns of Business Activity to forecast demand, categorize work types, and apply prioritization models before routing tasks into value streams. This prevents overload and aligns capacity with expected demand profiles. Portfolio Management defines strategic themes and investment epics that translate business goals into prioritized initiatives. By sequencing epics against capacity and value, it ensures that the most critical work feeds into the value streams first.

NEW QUESTION # 17

In many organizations, teams optimize internal metrics, like mean time to resolution or incident backlog size that don't reflect how customers experience or consume services. This misalignment drives improvements customers find irrelevant and can even erode trust. Which ONE approach will best embed a customer-orientated mindset across the service value stream?

- **A. Co-create detailed customer personas and journey maps to align service activities with real customer outcomesright**
- B. Implement chargeback mechanisms to enforce financial accountability per department
- C. Centralize performance dashboards on tool-generated metrics for executive reporting
- D. Establish strict internal SLAs focused on operational efficiency

Answer: A

Explanation:

Co-creating customer personas and journey maps forces teams to step into the customer's shoes, understand desired business outcomes, pain points and moments of truth. With this insight, every practice—from design through continual improvement—can be measured and improved against what customers truly value, driving shared accountability and reducing wasted effort on internally focused metrics.

NEW QUESTION # 18

Which is an example of using a 'shift-left' approach to optimize password resets?

- A. Train service desk agents to categorize password resets as service requests
- **B. Allow users to reset their own passwords using an automated tool**
- C. Automatically assign a high priority to password reset requests to resolve them faster
- D. Encourage users to remember or safely record their passwords to reduce the number of password resets

Answer: B

NEW QUESTION # 19

An organization uses value streams to help them deliver consistent services, and they use 'service integration and management' to manage many different suppliers. How does 'service integration and management' work with the organization's value streams?

- A. Service integration and management' is independent of the organization's value streams
- **B. 'Service integration and management' manages multiple suppliers in a single value stream**
- C. Service integration and management' cannot be used in an organization that uses value streams
- D. 'Service integration and management' creates a separate value stream for each supplier

Answer: B

NEW QUESTION # 20

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