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ITIL Certified professionals are often more sought after than their non-certified counterparts and are more likely to earn higher salaries and promotions. Moreover, cracking the ITIL 4 Specialist: Create, Deliver and Support Exam (ITIL-4-Specialist-Create-Deliver-and-Support) exam helps to ensure that you stay up to date with the latest trends and developments in the industry, making you more valuable assets to your organization.

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

Topic	Details

Topic 1	<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.
Topic 2	<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.
Topic 3	<ul style="list-style-type: none"> • Service Design and Development: This section of the exam measures the skills of Service Designers and covers how to design and develop services that align with both customer needs and business objectives. It includes identifying and defining service requirements, designing service components, and ensuring service quality throughout the development lifecycle.
Topic 4	<ul style="list-style-type: none"> • 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.

ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q45-Q50):

NEW QUESTION # 45

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 integration as a service
- D. Service guardian

Answer: C

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 # 46

Which statement about 'service integration as a service' is CORRECT?

- A. The service integrator does not deliver any services to the organization
- B. Multiple vendors provide the service integration and management function
- C. The service integrator can be easily replaced by other vendors to leverage better pricing
- D. The service integrator provides services and manages other vendors

Answer: D

Explanation:

In service integration as a service, the service integrator both provides services and manages other vendors, ensuring seamless delivery across multiple suppliers.

NEW QUESTION # 47

A healthcare organization is implementing data analytics to analyze patient data. Why is data analytics important in this context?

- A. To prioritize and resolve requests for patient data
- **B. To improve decision-making based on patient data analysis**
- C. To understand the relationships between patient data and the healthcare's business services
- D. To highlight bottlenecks in the organization's workflows when collecting patient data

Answer: B

Explanation:

The importance of data analytics in this context is to improve decision-making based on patient data analysis (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.2.4) states: "Data analytics enables organizations to derive actionable insights from data, enhancing decision-making processes by identifying trends, patterns, and opportunities for service improvement." In a healthcare setting, this means using patient data to optimize treatment plans, resource allocation, and service delivery, aligning with ITIL's focus on value creation. Option A is a narrow operational task; option C is a subset of analysis; and option D addresses workflow issues rather than the primary goal. The guide further notes that "effective use of analytics supports the continual improvement of services by informing strategic and operational decisions." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.4 - Data Analytics in Service Management.

NEW QUESTION # 48

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. Outsourcing
- B. Advanced analytics
- C. Results-based measurement
- **D. Swarming**

Answer: D

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 # 49

During a service design workshop, a development team aims to tailor their solutions to the needs and circumstances of the target users. What is the BEST approach for the team to achieve this?

- A. Interview customers about their preferences
- **B. Create realistic user personas based on the gathered user data**
- C. Use the latest technology capabilities to improve the look and feel of the designed solution
- D. Involve many users from every target group in all steps of the design

Answer: B

Explanation:

The best approach is to create realistic user personas based on the gathered user data (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.1.3) states: "User personas, developed from data-driven insights, provide a focused representation of target users, enabling tailored design that aligns with their needs and circumstances." This method ensures practicality without overwhelming the process, unlike option A's broad involvement. Option C is a data-gathering step; option D prioritizes technology over user needs. The guide notes: "Personas enhance service design by guiding decisions throughout the value stream." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.3 - User Personas in Service Design.

NEW QUESTION # 50

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