

ITIL-4-CDS New Test Bootcamp & ITIL-4-CDS Exam Prep



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

NEW QUESTION # 63

A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wait a long time before anyone starts to work on them.

What is the BEST way to manage this issue?

- A. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels
- B. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested
- C. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
- D. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks

Answer: A

NEW QUESTION # 64

An organization wants to encourage its employees to suggest improvements to its practices.

However, employees are reluctant to suggest improvements because their suggestions have been ignored in the past. The employees do not trust their managers to be open and transparent.

Which concept should be applied to overcome this challenge?

- A. A continual improvement culture
- B. Workforce planning and management
- C. Working with a customer-oriented mindset
- D. Shift-left

Answer: A

NEW QUESTION # 65

An organization wishes to acquire a service from a supplier in a different country but with similar working hours.

Which sourcing model should they use?

- A. Nearshoring
- B. Insourcing
- C. Offshoring
- D. Onshoring

Answer: A

NEW QUESTION # 66

An internal service provider of a charity foundation wants to ensure that all queries coming from users and customers are processed within the agreed time. Records show that the flow of incoming queries is uneven; the teams processing the queries may be overwhelmed one day and have idle capacity on another. What is the BEST way for the service provider to ensure timely processing of all queries?

- A. Prioritize all incoming queries according to their economic value to maximize profit and minimize penalties
- B. Limit the number of incoming queries so they could be processed on time
- C. Increase capacity to process all queries without delays
- D. Prioritize queues using a combination of criteria to maximize value and minimize risks

Answer: D

NEW QUESTION # 67

An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.

- A. Continual improvement
- B. Continuous deployment
- C. Continuous integration
- D. Continuous delivery

Answer: C

NEW QUESTION # 68

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