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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"> • 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 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 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. |
| Topic 5 | <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 6 | <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. |
| Topic 7 | <ul style="list-style-type: none"> • Continuous Improvement: This section of the exam measures the skills of Process Improvement Analysts and covers leveraging feedback and data to enhance services, processes, and practices. It supports the ITIL framework's emphasis on ongoing service enhancement and operational maturity. |

ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q47-Q52):

NEW QUESTION # 47

An organization has found that a significant amount of rework is required because tickets are escalated from the service desk team to higher tiers of support. This rework causes delays and results in recurring incidents as service desk agents rarely see how incidents are resolved. Which approach can be used to reduce this rework and its consequences?

- A. Limit the use of tickets to major and high-priority incidents
- **B. Train agents to capture the information required by each support team**
- C. Validate the data when tickets are being created by service desk agents
- D. Use swarming to improve collaboration and validate information

Answer: B

Explanation:

The approach to reduce rework is to train agents to capture the information required by each support team (B).

The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.1.3) states: "Training service desk agents to collect comprehensive and accurate ticket data reduces escalation rework by ensuring higher tiers receive sufficient context, minimizing delays and recurring incidents." This empowers first-line support, unlike option A (validation is reactive), option C (restricts ticket use), or option D (swarming is broader but less targeted). The guide notes: "Effective training enhances ticket quality and resolution efficiency." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.1.3 - Service Desk Training and Ticket Management.

NEW QUESTION # 48

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

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

Answer: B

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 # 49

An organization has received complaints from customers regarding incident resolution times. The organization is using value stream mapping to visualize the activities involved in restoring service following an outage. The team has designed an optimized flow that begins with the incident being generated by a monitoring tool, and ends when service is restored. Leadership is concerned that this approach has failed to provide the insight needed to reduce delays.

Which is the BEST action this team can take to address leadership's concern?

- A. Introduce additional sources of demand
- **B. Compare the map to actual activities**
- C. Determine where work is sitting in queues
- D. Automate repeatable work activities

Answer: B

Explanation:

Comparing the map to actual activities ensures the value stream reflects reality, helping identify gaps, hidden delays, and inefficiencies that must be addressed to truly reduce incident resolution times.

NEW QUESTION # 50

Users have specific product-related questions and want to provide product feedback.

What is the best way to enable two-way communication between these users and the organization's product team?

- A. Event surveys
- B. Social media
- C. Self-service portals
- **D. Topic-based forums**

Answer: D

Explanation:

Topic-based forums enable structured two-way communication between users and the product team, allowing users to ask questions and provide feedback directly.

NEW QUESTION # 51

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. Create realistic user personas based on the gathered user data**
- B. Interview customers about their preferences
- 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: A

Explanation:

The best approach is to create realistic user personas based on the gathered user data (A). 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.

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