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

| Topic | Details |
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| Topic 1 | <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. |
| Topic 2 | <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 3 | <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 "Optimize and Automate." The aim is to drive operational efficiency and service excellence. |
| Topic 4 | <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 5 | <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. |

ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q34-Q39):

NEW QUESTION # 34

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

Explanation:

The best way is to prioritize queues using a combination of criteria to maximize value and minimize risks (B).

The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 4.2.3) states: "Prioritization should balance impact, urgency, and value, ensuring efficient resource use and timely resolution, especially in uneven demand scenarios." This approach adapts to fluctuating query volumes, unlike option A which focuses on profit (less relevant for a charity), option C which is costly and may not address root causes, or option D which restricts access. The guide notes: "Dynamic prioritization enhances service desk resilience under variable workloads." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.3 - Prioritization in Service Desk Operations.

NEW QUESTION # 35

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

Answer: D

Explanation:

Allowing users to reset their own passwords using an automated tool moves support closer to the user, which is a direct application

of the shift-left approach, improving speed and efficiency.

NEW QUESTION # 36

To stay ahead of its competition, an organization's leadership team is focused on ensuring that product innovations reach customers quickly. A team is discussing how it can leverage value stream mapping in support of this goal. The team wants to improve the entire end-to-end value stream.

Which improvement is MOST LIKELY to improve the entire value stream?

- A. Reducing the time it takes to provide environments for projects
- **B. Designing a continuous integration/continuous delivery pipeline**
- C. Minimizing handoffs between specialists within a development team
- D. Reducing the time spent assessing and approving changes

Answer: B

Explanation:

Designing a continuous integration/continuous delivery (CI/CD) pipeline improves the entire end-to-end value stream by enabling faster, automated delivery of product innovations to customers.

NEW QUESTION # 37

A small food retail chain was created twenty years ago. At that time, stock management and point of sale (POS) software was developed and maintained by an internal IT team. Today the chain is using commercial software available off-the-shelf for stock management and POS. What is this situation an example of?

- A. Organization-specific requirements for service functionality
- **B. Commoditization of service components**
- C. Customer demand for personalized products
- D. Service components lacking mass-market adoption

Answer: B

Explanation:

This situation is an example of commoditization of service components (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.2.1) states: "Commoditization occurs when services or components, once custom-built, become standardized and available off-the-shelf, reducing the need for internal development." The shift from custom to commercial software reflects this trend, aligning with value stream efficiency. Option B applies to custom needs; option C relates to customer preferences; and option D contradicts the scenario. The guide adds: "Commoditization supports cost reduction and scalability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.1 - Commoditization of Services.

NEW QUESTION # 38

An organization prioritizes its work on a 'last-in, first-out' basis.

Which work item should be actioned NEXT?

- A. An item logged yesterday at 09:00
- B. An item logged yesterday at 11:00
- C. An item logged today at 09:00
- **D. An item logged today at 11:00**

Answer: D

Explanation:

In a last-in, first-out approach, the most recently logged work item is actioned next, which is the item logged today at 11:00.

NEW QUESTION # 39

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