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

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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.
Topic 5	• 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 6	• 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	• 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.

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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q64-Q69):

NEW QUESTION # 64
A service has been in use for a number of years, and is not being developed or updated. Customers are not happy because they think that the applications that support the service are missing important functionality.
Which practice is most likely to identify this issue and initiate improvement actions?

- A. Knowledge management
- B. Service validation and testing
- C. Service level management
- D. Service desk

Answer: C

Explanation:
Service level managementfocuses on understanding and capturing customer expectations and experiences, making it the practice most likely toidentify dissatisfactionandinitiate improvement actions.

NEW QUESTION # 65
A service provider is aiming to optimize service management activities to ensure high quality of services and eliminate waste. Each practice and team have been working on continual improvement and implemented a large number of improvements. However, improvement in overall efficiency and in service quality has been lower than expected. What is the BEST approach for the service provider to take to resolve this?

- A. Use value stream mapping to analyze and optimize end-to-end workflows
- B. Use automation to optimize service value streams
- C. Implement the continual improvement model for all teams to follow
- D. Implement Agile methods to improve software development

Answer: A

Explanation:
The best approach is to use value stream mapping to analyze and optimize end-to-end workflows (B). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.2) states: "Value stream mapping provides a holistic view of workflows, identifying waste and inefficiencies across practices, even when individual improvements are in place, to enhance overall service quality and efficiency." This addresses the disconnect between team-level efforts and system-wide results, unlike option A (already in

use), option C (a tool, not a strategy), or option D (software-specific). The guide adds: "Mapping ensures alignment of improvements with value stream goals." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.2 - Value Stream Mapping for Optimization.

NEW QUESTION # 66

Which is a reason why an organization should create competency profiles for each role?

- A. To ensure that technical skills are included in each profile
- B. To plan the professional development of team members
- C. To plan to fill all the mandatory ITIL roles
- D. To ensure that IT specialists have pi-shaped skill profiles

Answer: B

Explanation:
Creating competency profiles helps the organization plan the professional development of team members, ensuring that skills and capabilities align with current and future needs.

NEW QUESTION # 67

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. Retained service integration
- B. Service integration as a service
- C. Single provider
- D. Service guardian

Answer: B

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 # 68

An internal service provider of a large retail organization is working on a major update of the self-checkout terminals used in the supermarkets. The update includes new hardware, software, and integration with a new card payment system. How should the service provider ensure that the update is sufficiently tested?

- A. Focus testing solely on user experience and delegate it to operational teams
- B. Include user experience and perception in the scope of testing and involve multiple teams
- C. Limit testing to the pre-agreed technical criteria and use a dedicated team of testers
- D. Delegate to the vendor testing of the terminals and the card payment system

Answer: B

Explanation:
The service provider should include user experience and perception in the scope of testing and involve multiple teams (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.2.3) stresses comprehensive testing that covers technical functionality, user satisfaction, and integration, requiring collaboration across development, operations, and user groups to ensure the update meets diverse needs.
Option A shifts responsibility without oversight; option C is too narrow; and option D overlooks technical aspects. The guide highlights multi-team involvement for robust service delivery.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.3 - Testing Practices in Service Updates.

NEW QUESTION # 69

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