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## ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q47-Q52):

#### **NEW QUESTION #47**

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. Results-based measurement
- C. Advanced analytics
- D. Swarming

#### Answer: D

#### Explanation:

Swarminginvolves bringing together specialists from different areas to collaborate immediately on incidents without rigid escalation tiers, helping to reduce queues and speed up resolution.

#### **NEW QUESTION #48**

A service provider is redesigning its service management system using value stream management and mapping. The service management team is reviewing the role of practices in various value streams. There is an argument about the role of deployment management as software development and service management teams see its role differently. What is the BEST approach to define the role of deployment management practice in value streams?

- A. Deployment management plays an important role only in creation of new services developed within the organization
- B. Deployment management plays an important role in creation of new and changed services; it does not contribute to other value streams
- C. Deployment management does not play any role in the incident resolution value stream
- D. Deployment management plays an important role in any value stream requiring transition of service components to production environment

#### Answer: D

#### Explanation:

The best approach is that deployment management plays an important role in any value stream requiring transition of service components to the production environment (C). According to the ITIL 4 Specialist:

Create, Deliver and Support guide (Section 3.2.2), deployment management ensures smooth transitions across value streams, including creation, delivery, and support, not just new service creation. Options A and B are too restrictive, and option D is incorrect as deployment can support incident resolution indirectly.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.2 - Deployment Management in Value Streams.

#### **NEW QUESTION #49**

Which is an example of using a 'shift-left' approach to optimize password resets?

- A. Allow users to reset their own passwords using an automated tool
- · B. Encourage users to remember or safely record their passwords to reduce the number of password resets
- C. Automatically assign a high priority to password reset requests to resolve them faster
- D. Train service desk agents to categorize password resets as service requests

#### Answer: A

#### Explanation:

Allowing users to reset their own passwords using an automated toolmoves support closer to the user, which is a direct application of the shift-leftapproach, improving speed and efficiency.

#### **NEW QUESTION #50**

In which circumstances should an organization buy, rather than build, software?

- A. The requirements of the organization are frequently changing because of rapid expansion
- B. The software is widely available and its features are standardized across most organizations
- C. The consumers of the software have many and varied customization requirements
- D. The organization is part of a regulated industry and has a strong focus on internal policies

#### Answer: B

#### Explanation:

An organization should buy software when it is widely available and its features are standardized across most organizations (A). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.2.1) states:

"Buying is preferable when software components are commoditized and meet common needs, offering cost efficiency and reduced development time compared to building custom solutions." This aligns with value stream optimization by leveraging market solutions. Option B suggests regulatory constraints favoring internal control; option C indicates a need for flexibility, better suited to building, and option D requires customization, favoring development. The guide adds: "Standardized software supports scalability and reduces maintenance overhead." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.1 - Buy vs. Build Decisions.

#### **NEW QUESTION #51**

A cross-functional team is designing a value stream to support the development of a new financial service. Some members of the team are suggesting that multiple value streams are needed.

Which factor would MOST LIKELY influence the need for multiple value streams?

- A. The number of suppliers that will be used to source service components
- B. The methods used to manage the development work
- C. Whether the service is being created for internal or external customers
- D. The number of practices required to support the service

#### Answer: B

#### Explanation:

Themethods used to manage the development work(such as Agile, DevOps, or Waterfall) can significantly influence whethermultiple value streams are needed to efficiently handle different types of workflows within the same service development.

#### **NEW QUESTION #52**

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