

Free PDF Quiz Latest ITIL - ITIL-4-Specialist-Create-Deliver-and-Support - Valid ITIL 4 Specialist: Create, Deliver and SupportExam Real Test



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

Topic	Details
Topic 1	• 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 2	• 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 3	• 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	• 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.

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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q29-Q34):

NEW QUESTION # 29

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. Validate the data, when tickets are being created by service desk agents
- C. Train agents to capture the information required by each support team
- D. Use swarming to improve collaboration and validate information

Answer: D

Explanation:

Using swarming improves collaboration between service desk agents and support teams, allowing real-time knowledge sharing, better information validation, and reducing rework and delays.

NEW QUESTION # 30

An organization is writing its test strategy in order to define the test levels and test types that are in scope for testing. In the past, the organization has experienced service disruptions after some releases of a particular application. These disruptions were happening because the application caused other applications to generate errors.

Which test level should the organization focus on to address this weakness?

- A. Unit
- B. Acceptance
- C. Integration
- D. System

Answer: C

Explanation:

Integration testing focuses on verifying how different applications and components work together, helping to identify and prevent errors that occur when the new application affects other systems.

NEW QUESTION # 31

During a service design workshop, a development team come up with lots of different possible design solutions, and then analyze these to select one of them to proceed with.

What 'design thinking' activity is this an example of?

- A. Ideation
- B. Inspiration and empathy
- C. Prototyping

- D. Implementation

Answer: A

Explanation:

Ideation involves generating a wide range of ideas and then analyzing and selecting the best solution to move forward in the design thinking process.

NEW QUESTION # 32

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. Offshoring
- C. Insourcing
- D. Onshoring

Answer: A

Explanation:

Nearshoring involves sourcing services from a supplier in a nearby country with similar working hours, facilitating easier communication and collaboration.

NEW QUESTION # 33

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

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 # 34

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