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# ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q42-Q47):

**NEW QUESTION # 42**
Which of the following involves consideration of the skills and availability of both internal and external resources?

- A. Swarming
- B. Build vs buy
- C. Triage prioritization
- D. Shift-left approach

**Answer: B**

Explanation:
Build vs buyinvolves evaluating the skills and availability of both internal and external resources to decide whether to develop a solution in-house or acquire it from an external provider.

**NEW QUESTION # 43**
In which circumstances should an organization buy, rather than build, software?

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

**Answer: C**

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 # 44**
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. Validate the data when tickets are being created by service desk agents
- B. Limit the use of tickets to major and high-priority incidents
- C. Use swarming to improve collaboration and validate information
- D. Train agents to capture the information required by each support team

**Answer: D**

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 # 45

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

**Answer: C**

Explanation:
The concept of swarming would help resolve this situation (D). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 4.3.5) defines swarming as: "A collaborative approach where multiple team members, including first- and second-line support, work together on an incident simultaneously to resolve it quickly, reducing queue buildup." This contrasts with the tiered structure's escalation delays. Option A focuses on metrics; option B aids analysis; and option C shifts work externally, none addressing queue reduction directly. The guide notes: "Swarming enhances resolution times by leveraging collective expertise." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.3.5 - Swarming in Incident Management.

## NEW QUESTION # 46

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 (B). 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.

## NEW QUESTION # 47

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