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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 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 3	• 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 4	• 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.
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.

ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q52-Q57):

NEW QUESTION # 52
A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wart a long time before anyone starts to work on them.
What is the BEST way to manage this issue?

- A. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested
- B. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks
- C. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
- D. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels

Answer: D

Explanation:
Increasing the priority of requeststhat have been waiting too long helpsprevent service level breachesand improves user satisfaction without undermining the triage approach for urgent tasks.

NEW QUESTION # 53
A software development company wants to transition from a traditional working model to one focused on innovation and adaptability. The management has recognized a need to support changes in the mindset among employees, particularly those accustomed to the traditional approach. However, the management has encountered resistance from long-standing employees who are accustomed to traditional methods. What strategy should the company adopt to effectively facilitate this cultural shift?

- A. Base performance evaluations solely on the number of innovative ideas generated
- B. Have leaders actively demonstrate and promote innovative practices
- C. Limit the cultural shift initiatives to only the newer employees
- D. Introduce rules for innovation and adaptability across all teams

Answer: B

Explanation:
The company should have leaders actively demonstrate and promote innovative practices (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.4.2) highlights that leadership behavior is pivotal in driving cultural change, especially in overcoming

resistance by modeling adaptability and engaging employees through visible commitment. This builds trust and encourages long-standing staff to embrace new methods. Option A imposes rules without engagement; option C excludes key staff; and option D overemphasizes metrics, risking disengagement. The guide stresses leadership's role in cultural transformation.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.4.2 - Leadership in Cultural Change.

NEW QUESTION # 54

Which statement about 'service integration as a service' isCORRECT?

- A. The service integrator can be easily replaced by other vendors to leverage better pricing
- B. The service integrator does not deliver any services to the organization
- C. The service integrator provides services and manages other vendors
- D. Multiple vendors provide the service integration and management function

Answer: C

Explanation:
Inservice integration as a service, the service integrator bothprovides servicesandmanages other vendors, ensuring seamless delivery across multiple suppliers.

NEW QUESTION # 55

An organization is in the process of restoring the online payment app service, and its IT teams have reached a stage where creative problem-solving is needed. What does this situation describe?

- A. Algorithmic task
- B. Heuristic task
- C. Servant leadership
- D. Cooperation

Answer: B

Explanation:
This situation describes a heuristic task (D). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.3) explains: "Heuristic tasks require creative problem-solving and judgment, often encountered in complex service restoration scenarios where predefined solutions are insufficient." The need for creativity in restoring the payment app fits this definition, contrasting with algorithmic tasks (C) that follow set procedures. Option A (cooperation) and B (servant leadership) are enablers but not the task type. The guide adds: "Heuristic tasks are common in incident and problem management, necessitating skilled intervention." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.3 - Task Types in Service Management.

NEW QUESTION # 56

What should an organization consider when deciding to retain or outsource specific IT services?

- A. Short-term cost optimization
- B. Cultural barriers and associated risks
- C. Immediate staff reduction
- D. Transfer of responsibility for highly tailored services

Answer: B

Explanation:
The organization should consider cultural barriers and associated risks (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.1.5) states: "Decisions to retain or outsource must account for cultural alignment, potential resistance, and risks such as knowledge loss or service disruption, which impact the service value system." This ensures long-term success, unlike option A (short-sighted), option C (disruptive), or option D (risky for tailored services). The guide adds: "A thorough risk assessment, including cultural factors, is critical for effective outsourcing strategies." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.5 - Outsourcing and Retention Decisions.

NEW QUESTION # 57

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