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

Topic	Details
Topic 1	Service Delivery: This section of the exam measures the skills of IT Operations Managers and covers the core processes and activities essential for the effective delivery of IT services. It emphasizes the importance of managing service transitions and operations to maintain consistent, high-quality service output.
Topic 2	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 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	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.

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

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

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

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

#### Answer: A

#### 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.

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

#### Answer: C

#### 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 #54**

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. Use swarming to improve collaboration and validate information
- C. Train agents to capture the information required by each support team
- D. Limit the use of tickets to major and high-priority incidents

#### Answer: B

#### Explanation:

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

#### **NEW QUESTION #55**

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

#### Answer: A

#### Explanation:

Integration testingfocuses 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 #56**

An organization uses value streams to help them deliver consistent services, and they use 'service integration and management' to manage many different suppliers.

How does 'service integration and management' work with the organization's value streams?

- A. Service integration and management' cannot be used in an organization that uses value streams
- B. 'Service integration and management' manages multiple suppliers in a single value stream
- C. Service integration and management' is independent of the organization's value streams
- D. 'Service integration and management' creates a separate value stream for each supplier

#### Answer: B

#### Explanation:

'Service integration and management' works by coordinating and managing multiple suppliers within a single value stream, ensuring that all suppliers contribute effectively to the delivery of consistent services aligned with the organization's value creation efforts.

#### **NEW QUESTION # 57**

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