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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.  :</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

## ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q28-Q33):

### NEW QUESTION # 28

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

**Answer: D**

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 # 29

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. Prototyping
- B. Implementation
- C. Ideation
- D. Inspiration and empathy

**Answer: C**

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 # 30

An organization has departments that are structured as Sales, Business Operations, and Quality Control. Each department has its own set of responsibilities, reporting lines and authorities, and they manage their internal processes independently. What type of organizational structure is this an example of?

- A. Flat
- B. Divisional
- C. Functional

- D. Matrix

**Answer: C**

Explanation:

This is an example of a functional organizational structure (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.1.2) describes a functional structure as one where departments are organized by specialized functions (e.g., Sales, Operations, Quality Control), each with distinct responsibilities and independent processes. This structure supports service value system alignment by leveraging expertise but can create silos if not coordinated. Option A (matrix) involves cross-functional reporting; option C (divisional) focuses on product or region; and option D (flat) minimizes hierarchy, none of which match the description. The guide notes this structure's relevance in service management contexts.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.2 - Organizational Structures.

#### NEW QUESTION # 31

A service operations team monitors a critical service. They receive thousands of events every day and operators are trained, so they know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

A service operations team monitors a critical service. They receive thousands of events every day and operators are trained, so they know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

- A. Improve operations team training
- B. Recruit additional operations staff
- C. Renegotiate service level targets
- **D. Improve filtering of operations data**

**Answer: D**

Explanation:

Improving the filtering of operations data reduces the noise from irrelevant events, allowing the operations team to focus on critical events and prevent breaches of service level targets.

#### NEW QUESTION # 32

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. Use the latest technology capabilities to improve the look and feel of the designed solution
- C. Involve many users from every target group in all steps of the design
- D. Interview customers about their preferences

**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 # 33

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