

ITIL ITIL-4-Specialist-Create-Deliver-and-Support덱프 공부자료 - ITIL-4-Specialist-Create-Deliver-and-Support 최고기출문제



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ITIL ITIL-4-Specialist-Create-Deliver-and-Support 시험요강:

주제	소개
주제 1	• 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. :

주제 2	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.
주제 3	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.
주제 4	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.
주제 5	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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시험패스 가능한 ITIL-4-Specialist-Create-Deliver-and-Support덤프공부자료 덤프데모문제

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최신 ITIL 4 Managing Professional ITIL-4-Specialist-Create-Deliver-and-Support 무료 샘플문제 (Q10-Q15):

질문 # 10

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

정답: C

설명:

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.

질문 # 11

An organization is considering how a new service will be supported when it goes live. There are many teams that will contribute to the support of the service.

Which approach should the organization follow when creating a value stream to support the new service?

- A. Create separate value streams for practices, people, tools and suppliers
- B. Create one value stream for the entire set of support activities

- C. Create one value stream for each support team
- D. Create one value stream for every lifecycle phase of support requests

정답: B

설명:

Creating one value stream for the entire set of support activities ensures an end-to-end view of how the service will be supported, promoting integration across all contributing teams.

질문 # 12

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

정답: C

설명:

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.

질문 # 13

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

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

정답: C

설명:

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.

질문 # 14

What approach can ensure testing happens earlier in the development lifecycle?

- A. Service integration and management
- B. Shift-left
- C. Managing work as tickets
- D. Robotic process automation

정답: B

Shift-left moves testing activities earlier in the development lifecycle, helping to detect and fix defects sooner, improving quality and reducing rework.

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