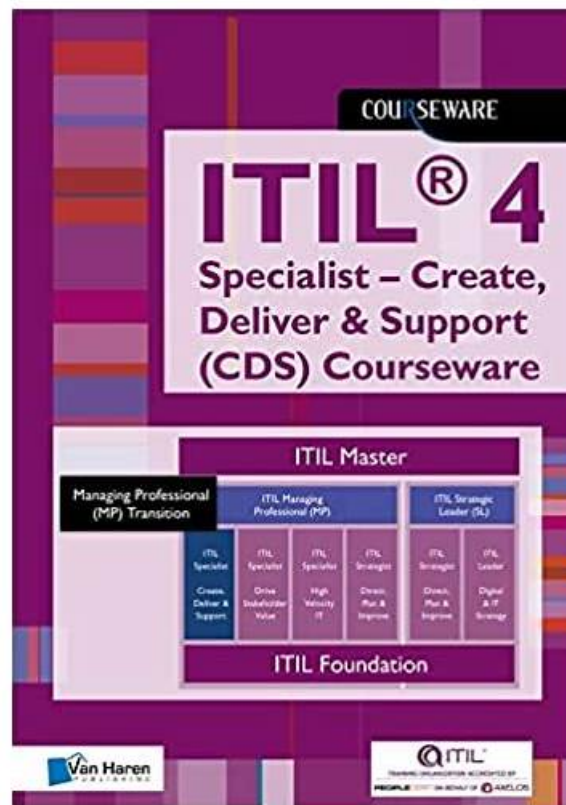


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ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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 2	<ul style="list-style-type: none"> • 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 3	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 5	<ul style="list-style-type: none"> • 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.
Topic 6	<ul style="list-style-type: none"> • 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.

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q68-Q73):

NEW QUESTION # 68

A large organization has a centralized service desk, and many different teams that help to resolve incidents and manage service requests. They also use many different suppliers to support these activities.

What is the minimum number of different value streams that they need, in order to manage this work?

- A. One value stream for the organization, and separate value streams for each supplier
- B. One value stream for all activity that arrives via the service desk
- C. One value stream for the organization, and separate value streams for each team
- D. One value stream for resolving incidents, and a separate value stream for managing service requests

Answer: B

Explanation:

A single value stream can manage all activity that arrives via the service desk, regardless of which internal team or supplier is involved, enabling streamlined and consistent handling of incidents and service requests.

NEW QUESTION # 69

An organization with established processes for managing incidents, changes, and problems, receives a high volume of calls from users complaining that their issues are not being resolved efficiently. What should the organization do FIRST to start to improve the situation?

- A. Encourage teams to collaborate so they can focus on value for users
- B. Improve the integration of tools to ensure there are no gaps between processes
- C. Review skills and competencies of user support staff to ensure they have the required capability
- **D. Use value stream mapping to help understand the end-to-end flow of user support**

Answer: D

Explanation:

The organization should first use value stream mapping to help understand the end-to-end flow of user support (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.1) states: "Value stream mapping is the initial step to visualize and analyze the flow of activities, identifying inefficiencies and delays in service delivery processes." This provides a foundation for addressing user complaints by pinpointing bottlenecks before implementing solutions like collaboration (B), tool integration (C), or skill reviews (D). The guide emphasizes: "Mapping ensures a holistic view, essential for effective planning and improvement."

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.1 - Value Stream Mapping.

NEW QUESTION # 70

An organization is moving from a process-based approach to a value-stream based approach for managing user issues. Which of these activities should the organization do FIRST?

- A. Consider how the service desk teams can be involved at an earlier stage in the creation of a service.
- B. Identify the activities which could be improved by the use of automation
- **C. Understand the situations in which incidents and service requests will be initiated**
- D. Understand which steps contribute least to the support of the service

Answer: C

Explanation:

Understanding the situations where incidents and service requests are initiated is the first step, as it defines how user needs trigger value streams and shapes the design of the overall support approach.

NEW QUESTION # 71

A service provider is aiming to optimize service management activities to ensure high quality of services and eliminate waste. Each practice and team have been working on continual improvement and implemented a large number of improvements. However, improvement in overall efficiency and in service quality has been lower than expected. What is the BEST approach for the service provider to take to resolve this?

- A. Implement the continual improvement model for all teams to follow
- B. Implement Agile methods to improve software development
- C. Use automation to optimize service value streams
- **D. Use value stream mapping to analyze and optimize end-to-end workflows**

Answer: D

Explanation:

The best approach is to use value stream mapping to analyze and optimize end-to-end workflows (B). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.3.2) states: "Value stream mapping provides a holistic view of workflows, identifying waste and inefficiencies across practices, even when individual improvements are in place, to enhance overall service quality and efficiency." This addresses the disconnect between team-level efforts and system-wide results, unlike option A (already in use), option C (a tool, not a strategy), or option D (software-specific). The guide adds: "Mapping ensures alignment of improvements with value stream goals." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.3.2 - Value Stream Mapping for Optimization.

NEW QUESTION # 72

Users have specific product-related questions and want to provide product feedback.

What is the best way to enable two-way communication between these users and the organization's product team?

- A. Self-service portals
- B. Event surveys

- C. Social media
- **D. Topic-based forums**

Answer: D

Explanation:

Topic-based forums enable structured two-way communication between users and the product team, allowing users to ask questions and provide feedback directly.

NEW QUESTION # 73

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In this age of the Internet, do you worry about receiving harassment of spam messages after you purchase a product, or discover that your product purchases or personal information are illegally used by other businesses? Please do not worry; we will always put the interests of customers in the first place, so ITIL-4-Specialist-Create-Deliver-and-Support study materials ensure that your information will not be leaked to any third party. After you pass the exam, if you want to cancel your account, contact us by email and we will delete all your relevant information. Second, the purchase process of ITIL-4-Specialist-Create-Deliver-and-Support Study Materials is very safe and transactions are conducted through the most reliable guarantee platform. Last but not least, our website platform has no viruses and you can download ITIL-4-Specialist-Create-Deliver-and-Support study materials at ease. If you encounter difficulties in installation or use of ITIL-4-Specialist-Create-Deliver-and-Support study materials, we will provide you with remote assistance from a dedicated expert.

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