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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q50-Q55):

NEW QUESTION # 50

When verifying that an incident has been resolved, which is an example of value as perceived by a user?

- A. A swift restoration of a point of sale system, enabling customers to be served with minimal disruption
- B. An accurate and complete incident record, enabling subsequent trend analysis of incidents
- C. An incident resolved within the target SLA time, enabling efficient use of service desk resources
- D. A better understanding of a complex networking scenario, enabling the creation of a new knowledge article

Answer: A

Explanation:

From the user's perspective, swift restoration of critical services like a point of sale system provides immediate value by minimizing disruption and allowing normal operations to continue.

NEW QUESTION # 51

An organization has received complaints from customers regarding incident resolution times. The organization is using value stream mapping to visualize the activities involved in restoring service following an outage. The team has designed an optimized flow that begins with the incident being generated by a monitoring tool, and ends when service is restored. Leadership is concerned that this approach has failed to provide the insight needed to reduce delays.

Which is the BEST action this team can take to address leadership's concern?

- A. Automate repeatable work activities
- B. Introduce additional sources of demand
- C. Determine where work is sitting in queues
- **D. Compare the map to actual activities**

Answer: D

Explanation:

Comparing the map to actual activities ensures the value stream reflects reality, helping identify gaps, hidden delays, and inefficiencies that must be addressed to truly reduce incident resolution times.

NEW QUESTION # 52

A software development company wants to improve its service delivery by implementing a value stream for a new service creation. The company aims to balance speed and quality of service delivery. How should the company structure its value stream to meet this objective?

- **A. Integrate feedback loops and escalation mechanisms in the workflow**
- B. Define and optimize an individual value stream for each team involved in service creation
- C. Enable variance of quality and cost of services
- D. Use comprehensive complex simulations to test the workflow

Answer: A

Explanation:

The company should integrate feedback loops and escalation mechanisms in the workflow (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 2.2.2) explains that effective value stream design requires iterative feedback to ensure quality while maintaining speed, and escalation mechanisms to address issues promptly. This approach allows for continuous improvement and adjustment during service creation, balancing the trade-off between rapid delivery and high standards. Option B creates silos, reducing coordination; option C compromises consistency; and option D, while useful, is a testing method rather than a structural solution. The guide stresses that feedback loops, such as user testing or peer reviews, are essential for optimizing value streams.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.2.2 - Feedback Loops in Value Stream Design.

NEW QUESTION # 53

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 wait a long time before anyone starts to work on them.

What is the BEST way to manage this issue?

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

Answer: A

Explanation:

Increasing the priority of requests that have been waiting too long helps prevent service level breaches and improves user satisfaction without undermining the triage approach for urgent tasks.

NEW QUESTION # 54

A technology organization is undergoing a strategic expansion, targeting emerging markets. The organization's current workforce has not had experience in dealing with the innovative products which are part of the new markets. What is the BEST strategic approach that the organization should adopt to resolve this situation?

- A. Increase the total number of employees focusing on new hires with expertise in emerging technologies
- **B. Invest in targeted training programmes for existing staff in relevant emerging technologies**
- C. Outsource the development of new technology segments to specialized vendors
- D. Restructure the organization to create specialized departments for emerging technologies

Answer: B

Explanation:

The best strategic approach is to invest in targeted training programmes for existing staff in relevant emerging technologies (B). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.2) states:

"Investing in training leverages existing staff knowledge, aligns competencies with new market needs, and ensures cultural continuity, which is critical during expansion." This is cost-effective and builds internal capability, unlike option A (expensive hiring), option C (relinquishes control), or option D (disruptive restructuring). The guide notes: "Skill development supports the service value system's adaptability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.2 - Competency Development.

NEW QUESTION # 55

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