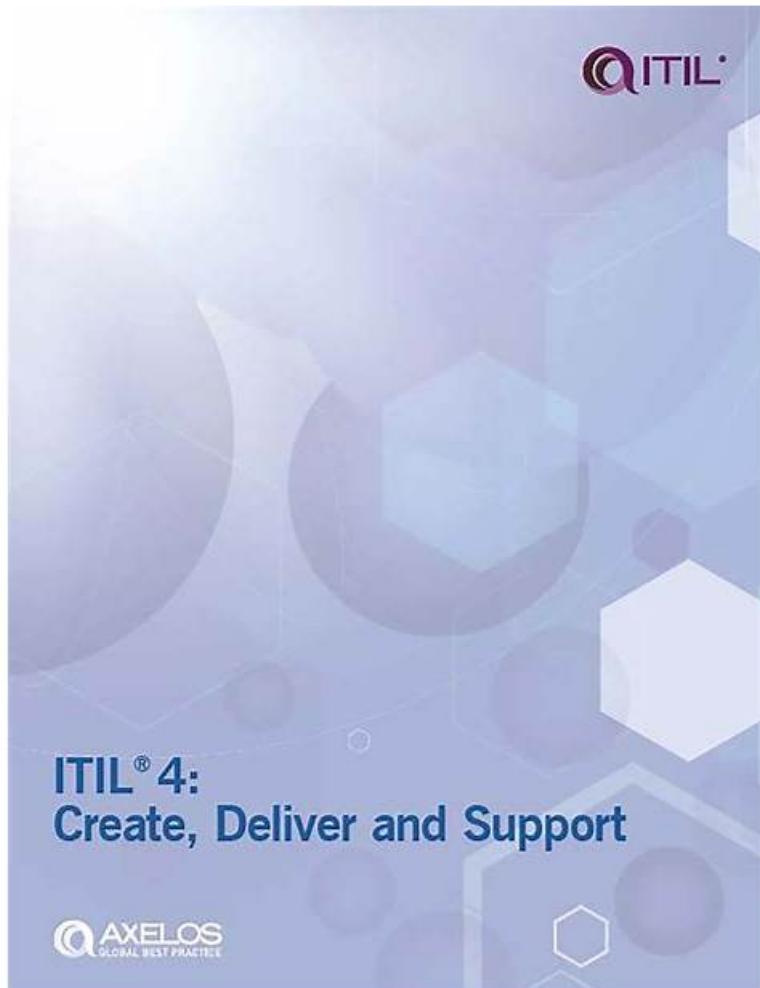# Reliable ITIL-4-Specialist-Create-Deliver-and-Support Dumps Pdf & Pdf Demo ITIL-4-Specialist-Create-Deliver-and-Support Download

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

Topic	Details
Topic 1	• 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 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	• 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 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.
Topic 7	• 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.

ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q19-Q24):

NEW QUESTION # 19
A cross-functional team is designing a value stream to support the development of a new financial service.
Some members of the team are suggesting that multiple value streams are needed.
Which factor would MOST LIKELY influence the need for multiple value streams?

- A. The methods used to manage the development work
- B. The number of practices required to support the service
- C. Whether the service is being created for internal or external customers
- D. The number of suppliers that will be used to source service components

Answer: A

Explanation:
Themethods used to manage the development work(such as Agile, DevOps, or Waterfall) can significantly influence whethermultiple value streamsare needed to efficiently handle different types of workflows within the same service development.

NEW QUESTION # 20

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 wart a long time before anyone starts to work on them.
What is the BEST way to manage this issue?

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

Answer: C

Explanation:
Increasing the priority of requeststhat have been waiting too long helpsprevent service level breachesand improves user satisfaction without undermining the triage approach for urgent tasks.

NEW QUESTION # 21

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. Train agents to capture the information required by each support team
- B. Limit the use of tickets to major and high-priority incidents
- C. Use swarming to improve collaboration and validate information
- D. Validate the data, when tickets are being created by service desk agents

Answer: C

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

NEW QUESTION # 22

What is the goal of the 'shift-left' approach?

- A. Repositioning tasks to earlier stages in the process to boost workflow efficiency
- B. Implementing Agile practices for continuous software development
- C. Integrating multiple suppliers in a value stream for effective service management
- D. Automating repetitive processes using robots and AI

Answer: A

Explanation:
The goal of the 'shift-left' approach is repositioning tasks to earlier stages in the process to boost workflow efficiency (A). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.3.1) explicitly defines shift-left as a strategy to move activities, such as support or testing, closer to the point of origin-often to users or frontline teams-to reduce delays, improve response times, and enhance overall service delivery.
This approach leverages automation and self-service tools to empower users, thereby streamlining workflows and reducing the burden on higher-tier support teams. Option B focuses on automation alone, which is a supporting mechanism but not the core goal; option C relates to Agile methodologies, which are distinct from shift-left; and option D pertains to supplier integration, which is unrelated to this concept. The emphasis on efficiency is further supported by examples like self-service password resets, where tasks are shifted to users, aligning with ITIL's focus on value co-creation.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach and Workflow Optimization.

NEW QUESTION # 23

Which is an example of a divisional organizational structure?

- A. An organization which does not have a layered management structure
- B. An organization which has a different business unit for each of its products
- C. An organization which uses a grid of reporting relationships
- D. An organization which has arranged its teams in a hierarchical authority structure

Answer: B

Explanation:
Anorganization with a different business unit for each of its productsis an example of adivisional organizational structure, where divisions are typically based on products, services, or markets.

NEW QUESTION # 24

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