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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q67-Q72):

NEW QUESTION # 67

An internal service provider of a charity foundation wants to ensure that all queries coming from users and customers are processed within the agreed time. Records show that the flow of incoming queries is uneven; the teams processing the queries may be overwhelmed one day and have idle capacity on another. What is the BEST way for the service provider to ensure timely processing of all queries?

- A. Prioritize all incoming queries according to their economic value to maximize profit and minimize penalties
- B. Limit the number of incoming queries so they could be processed on time
- C. Prioritize queues using a combination of criteria to maximize value and minimize risks
- D. Increase capacity to process all queries without delays

Answer: C

Explanation:

The best way is to prioritize queues using a combination of criteria to maximize value and minimize risks (B).

The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 4.2.3) states: "Prioritization should balance impact, urgency, and value, ensuring efficient resource use and timely resolution, especially in uneven demand scenarios." This approach adapts to fluctuating query volumes, unlike option A which focuses on profit (less relevant for a charity), option C which is costly and may not address root causes, or option D which restricts access. The guide notes: "Dynamic prioritization enhances service desk resilience under variable workloads." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 4.2.3 - Prioritization in Service Desk Operations.

NEW QUESTION # 68

An organization has experienced difficulties in providing user support at expected levels. The organization has asked one of its relationship managers and a business analyst to gather information about the types of issues which users and customers are experiencing. The organization would also like to understand the operational issues that support teams are experiencing. Which practice is most likely to provide this information?

- A. Monitoring and event management
- B. Service desk
- C. Release management
- D. Problem management

Answer: B

Explanation:

The service desk practice is the primary point of contact for users and customers, making it the best source for gathering information about both user issues and operational challenges faced by support teams.

NEW QUESTION # 69

An organization experiences delays when creating and changing products and services. This is largely because software developers store code in their individual repositories.

- A. Continual improvement
- B. Continuous deployment
- C. Continuous delivery
- D. Continuous integration

Answer: D

Explanation:

Continuous integration (CI) is a practice that involves frequently integrating code changes into a shared repository, allowing teams to detect and resolve issues early. In the context of the scenario, where delays occur due to developers using individual repositories, CI would help by enabling regular integration of code, reducing conflicts, and streamlining the development process. This aligns with the ITIL 4 Specialist: Create, Deliver and Support guidance on optimizing value streams through effective planning and building practices.

The official ITIL 4 CDS study guide (Section 2.2.1) emphasizes that CI reduces delays by automating integration and testing, which is critical when managing service creation and changes. Other options like continuous delivery (B) and continuous deployment (C) are subsequent steps that build on CI, while continual improvement (D) is a broader practice not specifically addressing the

repository issue.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.2.1 - Value Stream Optimization.

NEW QUESTION # 70

Which is an example of results-based measurement and reporting?

- A. Measuring and reporting the number of hours worked by service desk staff
- B. Measuring and reporting the cost of providing a service to customers and users
- C. Measuring and reporting the number of supplier-related interruptions to a service
- **D. Measuring and reporting customer satisfaction with closed incidents**

Answer: D

Explanation:

Measuring and reporting customer satisfaction with closed incidents focuses directly on the outcomes and value delivered to customers, which is the essence of results-based measurement.

NEW QUESTION # 71

Which is a reason why an organization should create competency profiles for each role?

- **A. To plan the professional development of team members**
- B. To ensure that IT specialists have pi-shaped skill profiles
- C. To plan to fill all the mandatory ITIL roles
- D. To ensure that technical skills are included in each profile

Answer: A

Explanation:

Creating competency profiles helps the organization plan the professional development of team members, ensuring that skills and capabilities align with current and future needs.

NEW QUESTION # 72

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