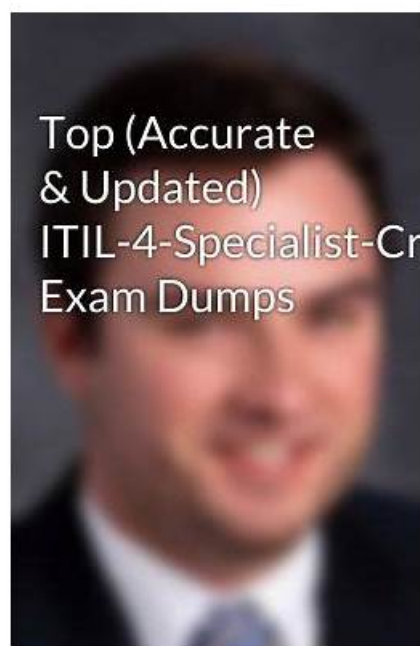


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ITIL ITIL-4-Specialist-Create-Deliver-and-Support Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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 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	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.

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Most Probable Real ITIL Exam Questions in ITIL-4-Specialist-Create-Deliver-and-Support PDF Format

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q46-Q51):

NEW QUESTION # 46

A popular social media app is part of a complex network of systems. Most changes to the service are successful, except for those made by a development team that has many failed changes.

Which is the BEST approach to reduce the number of failures?

- A. Initiate development changes as emergency changes so that errors can be identified quickly
- B. Create a standard change model for development changes and initiate as a service request
- C. Create a change model for development changes that includes the use of safe-to-fail testing
- D. Increase the size of development changes to make them easier to handle and increase success

Answer: C

Explanation:

Creating a change model that includes safe-to-fail testing allows development changes to be tested in controlled conditions, reducing the risk of failure and improving change success rates.

NEW QUESTION # 47

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. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested
- C. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
- 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 # 48

An international e-commerce company is planning to launch a new mobile shopping application. During the initial design, the project team has encountered challenges in ensuring the app aligns with regional customer preferences, while maintaining a consistent user experience. The team also needs to address scalability and security concerns. What approach should the company take to improve this situation?

- A. Focus on app performance and security features
- B. Implement a global standard design
- C. Establish a team of expert developers to revise the initial design
- D. Adopt a design thinking approach based on customer and user feedback

Answer: D

Explanation:

The company should adopt a design thinking approach based on customer and user feedback (C). This method, as outlined in the ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.1.3), involves empathizing with users, defining problems, ideating solutions, prototyping, and testing, ensuring the app meets regional preferences while maintaining consistency. It also supports scalability and security by incorporating user needs into the design process. Option A focuses narrowly on technical aspects; option B ignores regional variations; and option D relies solely on expertise without a structured user-centric process.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.1.3 - Design Thinking in Service Creation.

NEW QUESTION # 49

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

Answer: B

Explanation:

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.

NEW QUESTION # 50

Which approach may help to improve incident resolution times by moving support activities from specialist teams to frontline teams or users?

- A. Shift-left
- B. Shortest item first
- C. Robotic process automation
- D. Swarming

Answer: A

Explanation:

The approach that may help is shift-left (C). The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.1) states: "The shift-left approach moves support activities to frontline teams or users through self-service or enhanced first-line capabilities, reducing resolution times by minimizing escalations to specialists." This directly addresses the scenario, unlike option A (prioritization method), option B (team collaboration), or option D (automation tool). The guide notes: "Shift-left enhances efficiency and user empowerment in incident management." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach.

NEW QUESTION # 51

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