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## ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q28-Q33):

### NEW QUESTION # 28

A software development company wants to transition from a traditional working model to one focused on innovation and adaptability. The management has recognized a need to support changes in the mindset among employees, particularly those accustomed to the traditional approach. However, the management has encountered resistance from long-standing employees who are accustomed to traditional methods. What strategy should the company adopt to effectively facilitate this cultural shift?

- A. Introduce rules for innovation and adaptability across all teams
- B. Limit the cultural shift initiatives to only the newer employees
- **C. Have leaders actively demonstrate and promote innovative practices**
- D. Base performance evaluations solely on the number of innovative ideas generated

**Answer: C**

Explanation:

The company should have leaders actively demonstrate and promote innovative practices (B). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 3.4.2) highlights that leadership behavior is pivotal in driving cultural change, especially in overcoming resistance by modeling adaptability and engaging employees through visible commitment. This builds trust and encourages long-standing staff to embrace new methods. Option A imposes rules without engagement; option C excludes key staff; and option D overemphasizes metrics, risking disengagement. The guide stresses leadership's role in cultural transformation.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.4.2 - Leadership in Cultural Change.

### NEW QUESTION # 29

A service operations team monitors a critical service. They receive thousands of events every day and operators are trained, so they know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

A service operations team monitors a critical service. They receive thousands of events every day and operators are trained, so they know which events require a response. Sometimes they miss an important event and this causes service level targets to be breached. What is the BEST approach to resolve this issue?

- A. Renegotiate service level targets
- B. Recruit additional operations staff
- **C. Improve filtering of operations data**
- D. Improve operations team training

**Answer: C**

Explanation:

Improving the filtering of operations data reduces the noise from irrelevant events, allowing the operations team to focus on critical events and prevent breaches of service level targets.

### NEW QUESTION # 30

An organization wants to encourage its employees to suggest improvements to its practices. However, employees are reluctant to suggest improvements because their suggestions have been ignored in the past. The employees do not trust their managers to be open and transparent. Which concept should be applied to overcome this challenge?

- A. Working with a customer-oriented mindset
- B. Shift-left
- C. Workforce planning and management
- **D. A continual improvement culture**

**Answer: D**

Explanation:

The organization should apply a continual improvement culture (C). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.4.1) defines this culture as one that fosters trust, encourages employee input, and ensures suggestions are acted upon through transparent processes, addressing the lack of trust and past neglect. This aligns with the service value system's focus on ongoing enhancement. Option A is customer-focused but not employee-centric; option B relates to task shifting; and option D addresses staffing, not cultural issues. The guide emphasizes leadership's role in building this culture.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.4.1 - Continual Improvement Culture.

### NEW QUESTION # 31

Which is often included in an Agile approach to software development?

- **A. CI/CD**
- B. Information models
- C. Advanced analytics
- D. Integrated service management toolsets

**Answer: A**

Explanation:

CI/CD (Continuous Integration/Continuous Delivery) is often included in an Agile approach to accelerate and automate software development, testing, and deployment.

### NEW QUESTION # 32

An organization is planning to implement a new service management toolset for effective integration of management practices. Which feature of the service management toolset will be the MOST important in achieving this?

- **A. Flexible workflow automation**
- B. High availability and security
- C. Inventory and discovery of IT assets
- D. Advanced analytics

**Answer: A**

Explanation:

The most important feature is flexible workflow automation (A). The ITIL 4 Specialist: Create, Deliver and Support guide (Section 2.4.1) states that automation enables seamless integration of practices by streamlining processes, which is crucial for building effective service value streams. Other features like inventory (B), analytics (C), and security (D) are supportive but secondary to integration.

Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 2.4.1 - Toolset Features for Integration.

### NEW QUESTION # 33

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