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

Topic	Details
Topic 1	<ul style="list-style-type: none">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.
Topic 2	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none">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 5	<ul style="list-style-type: none">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 6	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 8	<ul style="list-style-type: none"> Service Delivery: This section of the exam measures the skills of IT Operations Managers and covers the core processes and activities essential for the effective delivery of IT services. It emphasizes the importance of managing service transitions and operations to maintain consistent, high-quality service output.

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ITIL 4 Specialist: Create, Deliver and Support Exam Sample Questions (Q36-Q41):

NEW QUESTION # 36

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

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

Answer: C

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 # 37

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

- A. Shortest item first
- B. Swarming

- C. Robotic process automation
- D. Shift-left

Answer: D

Explanation:

The shift-left approach improves incident resolution times by moving support activities closer to frontline teams or users, enabling faster and more efficient handling.

NEW QUESTION # 38

A service has been in use for a number of years, and is not being developed or updated. Customers are not happy because they think that the applications that support the service are missing important functionality.

Which practice is most likely to identify this issue and initiate improvement actions?

- A. Service desk
- B. Service level management
- C. Service validation and testing
- D. Knowledge management

Answer: B

Explanation:

Service level management focuses on understanding and capturing customer expectations and experiences, making it the practice most likely to identify dissatisfaction and initiate improvement actions.

NEW QUESTION # 39

Which statement about 'service integration as a service' is CORRECT?

- A. The service integrator can be easily replaced by other vendors to leverage better pricing
- B. Multiple vendors provide the service integration and management function
- C. The service integrator does not deliver any services to the organization
- D. The service integrator provides services and manages other vendors

Answer: D

Explanation:

In service integration as a service, the service integrator both provides services and manages other vendors, ensuring seamless delivery across multiple suppliers.

NEW QUESTION # 40

A large organization has a centralized service desk, and many different teams that help to resolve incidents and manage service requests. They also use many different suppliers to support these activities.

What is the minimum number of different value streams that they need, in order to manage this work?

- A. One value stream for resolving incidents, and a separate value stream for managing service requests
- B. One value stream for the organization, and separate value streams for each team
- C. One value stream for all activity that arrives via the service desk
- D. One value stream for the organization, and separate value streams for each supplier

Answer: C

Explanation:

A single value stream can manage all activity that arrives via the service desk, regardless of which internal team or supplier is involved, enabling streamlined and consistent handling of incidents and service requests.

NEW QUESTION # 41

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