

Exam : **ITIL 4 Specialist Create
Deliver and Support**

Title : ITIL 4 Specialist: Create,
Deliver and SupportExam

Version : DEMO

1. During a service design workshop, a development team come up with lots of different possible design solutions, and then analyze these to select one of them to proceed with.

What 'design thinking' activity is this an example of?

- A. Inspiration and empathy
- B. Ideation
- C. Implementation
- D. Prototyping

Answer: B

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

Answer: C

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

Answer: D

4. An organization is moving from a process-based approach to a value-stream based approach for managing user issues.

Which of these activities should the organization do FIRST?

- A. Consider how the service desk teams can be involved at an earlier stage in the creation of a service.
- B. Identify the activities which could be improved by the use of automation
- C. Understand which steps contribute least to the support of the service
- D. Understand the situations in which incidents and service requests will be initiated

Answer: D

5. An organization has many team members who work independently and spend time on the work which interests them the most.

Which recommendation is MOST applicable to this situation?

- A. Encourage informal teams across the organization
- B. Incorporate the organization's vision into the team culture
- C. Promote a culture of learning and development
- D. Hold regular meetings focusing on problem solutions

Answer: B