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ITIL 4 Specialist: Create, Deliver and SupportExam

ITIL ITIL-4-Specialist-Create-Deliver-and-Support

Version Demo

Total Demo Questions: 9

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Topic Break Down

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QUESTION NO: 1

Which statement about collaboration is CORRECT?

A. Collaboration focuses on the organization's goals

B. Collaboration should be used instead of swarming or

C. Collaboration can be enforced by aligning metrics between teams

D. Collaboration is most useful for standardized work

ANSWER: A

Explanation:

“Collaboration focuses on the organization's goals” is correct because ITIL views collaboration as people and teams working together across organizational boundaries to achieve shared outcomes and create value. Effective collaboration is not simply frequent communication or close working relationships within an individual team. It requires participants to understand the wider service value chain, coordinate their work, share relevant knowledge, and make decisions in support of outcomes that matter to the organization and its customers. This broader focus helps prevent local optimization, where a team improves its own performance while inadvertently reducing the performance or value of the end-to-end service. In the Create, Deliver and Support context, collaboration supports integrated work across development, operations, suppliers, users, and other stakeholders. It is particularly important when resolving issues, designing services, managing changes, and improving value streams, because these activities commonly cross team and functional boundaries. Shared organizational goals provide the common purpose that enables teams to prioritize work consistently and contribute to an effective overall service outcome. ITIL guidance emphasizes value co-creation and holistic thinking, both of which depend on this organization-wide perspective. See the official ITIL 4 Specialist: Create, Deliver and Support overview and ITIL guidance from AXELOS.

QUESTION NO: 2

A service desk team acts as a single point of contact for its users. Service desk team members are the first-line support; however, if they are unable to resolve the incidents, they are escalated to second-line support. This tiered support structure has resulted in large queues of unresolved tickets. Which concept or approach would help the organization resolve this situation?

A. Results-based measurement

B. Advanced analytics

C. Outsourcing

D. Swarming

ANSWER: D

Explanation:

Swarming is the appropriate approach because it replaces sequential, tier-by-tier handoffs with collaborative incident resolution. Rather than leaving an unresolved ticket in a queue while it waits for escalation to a specialist team, people with the relevant knowledge can work together as soon as the need is recognized. This can include service desk personnel, technical specialists, and other support staff contributing their expertise simultaneously or in close coordination. The service desk remains an important point of contact for the user, while the wider support capability is engaged quickly to restore service.

In ITIL 4, swarming is particularly useful where a traditional tiered support model creates delays, excessive reassignment, and ticket backlogs. It promotes faster diagnosis and restoration by reducing waiting time between support levels and enabling knowledge to be shared during resolution. It also supports a more collaborative operating model, helping teams focus on the outcome—restoring service—rather than on moving work through rigid escalation stages. This makes swarming well suited to the stated problem of large queues of unresolved incidents. See the ITIL 4 Specialist: Create, Deliver and Support certification overview and the ITIL guidance overview from AXELOS.

QUESTION NO: 3

An organization prioritizes its work on a ‘last-in, first-out’ basis.

Which work item should be actioned NEXT?

A. An item logged yesterday at 09:00

B. An item logged yesterday at 11:00

C. An item logged today at 09:00

D. An item logged today at 11:00

ANSWER: D

Explanation:

“An item logged today at 11:00” should be actioned next because a last-in, first-out (LIFO) approach selects the most recently received or logged work item before those that arrived earlier. Of the listed timestamps, today at 11:00 is later than today at 09:00 and either time yesterday, making it the last item to enter the queue. This ordering method is a queue-management rule: work is handled in reverse arrival order, rather than the first-in, first-out ordering commonly used for many service requests and support queues. In ITIL 4 practices, organizations should define and apply prioritization methods that fit the nature of the work, agreed policies, and desired outcomes. Where LIFO has explicitly been selected as the governing method, the latest logged item takes precedence unless another overriding prioritization criterion, such as urgency, impact, risk, or an agreed service target, is specified. The scenario provides no such additional criterion, so the timestamp alone determines the next action. ITIL guidance emphasizes using clear, agreed prioritization criteria to ensure work is selected consistently and transparently. See AXELOS: ITIL 4 guiding principles and PeopleCert: ITIL 4 Specialist Create, Deliver and Support.

QUESTION NO: 4

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 and train additional operations staff

B. Improve operations team training

C. Renegotiate service level targets

D. Review and automate filtering of operations data

ANSWER: D

Explanation:

Review and automate filtering of operations data is the best approach because the stated problem is not a lack of basic operator knowledge; it is the operational risk created by a very high volume of events. When people must manually distinguish a small number of actionable, important events among thousands of routine or informational events, critical signals can be overlooked. Automated filtering, correlation, categorization, prioritization, and alerting can reduce this noise and route significant events for timely action. This makes the response more consistent and less dependent on sustained human attention, directly supporting achievement of service level targets.

In ITIL, the event management practice is concerned with systematically observing services and service components, recording and reporting selected state changes as events, and responding appropriately. The use of automation is especially valuable where event volumes exceed what operators can reliably assess manually. Reviewing the existing event data and rules first also ensures that filtering is based on meaningful operational conditions and business impact, rather than simply suppressing alerts. This improves the team’s ability to identify and respond to events that genuinely threaten the critical service. See the ITIL 4 Specialist: Create, Deliver and Support overview and the ITIL 4 practice guides.

QUESTION NO: 5

A service provider is developing a new customer portal. The development team has completed all planned features, but service desk staff have not yet been involved in reviewing the support model. Shortly before launch, the team discovers that common user errors will require manual investigation by specialists.

What is the BEST action for the service provider to take?

A. Train specialist teams to investigate the expected user errors after launch

B. Involve service desk and support representatives in validating the service before release

C. Release the portal and use incident records to define support requirements later

D. Remove self-service access until all user errors have been eliminated

ANSWER: B

Explanation:

Involve service desk and support representatives in validating the service before release is the best action because they can assess whether the service is supportable in live operation, including likely user contacts, diagnostic information, knowledge requirements, escalation paths, and self-service opportunities. Their involvement can identify avoidable support demand before launch.

Completing functional development does not demonstrate that a service can be effectively delivered and supported. Training specialists after launch or accepting manual investigation would address symptoms rather than improving the service design. Delaying all release activity without targeted validation is also unnecessary; the relevant support capabilities should be assessed and improved before the service goes live.

QUESTION NO: 6

An organization is writing its test strategy in order to define the test levels and test types that are in scope for testing. In the past, the organization has experienced service disruptions after some releases of a particular application. These disruptions were happening because the application caused other applications to generate errors.

Which test level should the organization focus on to address this weakness?

A. Unit

B. Integration

C. System

D. Acceptance

ANSWER: B

Explanation:

Integration testing is the appropriate focus because the reported disruptions arise when a released application interacts with other applications and causes them to generate errors. This test level verifies that interfaces, data exchanges, calls, dependencies, and end-to-end interactions between components or applications work as intended. It is therefore designed to expose failures that may not appear when the application is tested in isolation, such as incompatible API contracts, incorrect data formats, timing issues, error-handling gaps, or changes that affect dependent services. A test strategy should identify the relevant application integrations and prioritize realistic test environments, representative data, and automated regression tests for critical interfaces. This will help the organization detect cross-application impacts before deployment and reduce the likelihood of release-related service disruption. ITIL describes testing as an important practice activity for ensuring that new or changed services meet requirements and do not introduce unacceptable risks; integration-focused testing is particularly valuable where service components and external dependencies must operate together. See the ITIL service validation and testing guidance and the ISTQB Foundation Level syllabus resources.

QUESTION NO: 7

A small food retail chain was created twenty years ago. At that time, stock management and point of sale (POS) software was developed and maintained by an internal IT team. Today the chain is using commercial software available off-the-shelf for stock management and POS. What is this situation an example of?

A. Commoditization of service components

B. Organization-specific requirements for service functionality

C. Customer demand for personalized products

D. Service components lacking mass-market adoption

ANSWER: A

Explanation:

Commoditization of service components is correct because the stock-management and POS capabilities have evolved from solutions developed specifically for one organization into standardized commercial products that can be obtained from the wider market. In this context, a component is commoditized when it becomes sufficiently common, repeatable, and broadly available that an organization can consume it as an off-the-shelf product rather than design, build, and maintain it internally. The scenario explicitly describes that transition: capabilities that once required an internal development team are now fulfilled by commercial software.

ITIL emphasizes selecting and combining resources, practices, suppliers, and technology in ways that support value co-creation and fit the organization's circumstances. Using a mature market offering for common business capabilities can allow effort to be focused on areas where the organization needs differentiation, while the standardized component is sourced and managed appropriately. This is consistent with ITIL's service value system perspective, in which organizations use available resources and partners to create value through services. See the official ITIL 4 Specialist: Create, Deliver and Support certification overview and AXELOS's overview of the ITIL service value system.

QUESTION NO: 8

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. Inventory and discovery of IT assets

C. Advanced analytics

D. High availability and security

ANSWER: A

Explanation:

Flexible workflow automation is the most important feature because integration between service management practices depends on work, information, decisions, and handoffs moving consistently across those practices. Configurable workflows enable the toolset to route requests, incidents, changes, approvals, tasks, notifications, and escalations to the appropriate people or teams, while applying defined controls and capturing status updates in a common system of record. This supports value streams by connecting activities that may be owned by different practices, rather than treating each practice as an isolated process. For example, an incident workflow can create investigation tasks, invoke change enablement when a production fix is needed, obtain the required authorization, and update related records automatically. The flexibility is essential because organizations must tailor workflow logic, roles, triggers, and integrations to their own operating model while retaining governance and traceability. ITIL emphasizes that practices should be combined and coordinated to support value streams and the service value system; automation helps make those cross-practice interactions reliable, repeatable, and efficient. See the ITIL overview from AXELOS and PeopleCert's ITIL 4 Specialist: Create, Deliver and Support certification overview.

QUESTION NO: 9

An organization has departments that are structured as Sales, Business Operations, and Quality Control. Each department has its own set of responsibilities, reporting lines and authorities, and they manage their internal processes independently. What type of organizational structure is this an example of?

A. Matrix

B. Functional

C. Divisional

D. Flat

ANSWER: B

Explanation:

Functional is correct because the organization is grouped according to specialized business functions: Sales, Business Operations, and Quality Control. In a functional organizational structure, people performing similar work or applying similar expertise are placed within the same department. Each function commonly has defined authority, management reporting, responsibilities, skills, and internally managed processes. This arrangement can build deep expertise and clear accountability within each specialist area, which is consistent with the description in the question.

In ITIL 4, organizations should establish an appropriate organizational model, including roles, responsibilities, authority, and communication, so that products and services can be created, delivered, and supported effectively. Functional groupings are a common way of organizing these capabilities, particularly where specialist knowledge and consistent practices are important. Effective collaboration across the functions remains necessary to support end-to-end value streams and avoid isolated ways of working. The ITIL 4 Create, Deliver and Support module addresses how organizational structures, teams, and culture influence value stream performance and service management capability. See the PeopleCert ITIL 4 Specialist: Create, Deliver and Support certification page and the AXELOS overview of the ITIL service value system.