

PeopleCert

**ITIL-4-SPECIALIST-CREATE-DELIVER-AND-SUPPORT
Exam**

ITIL 4 Specialist: Create, Deliver and Support Exam

**Questions & Answers
Demo**

Version: 4.0

Question: 1

An organization uses value streams to help them deliver consistent services, and they use 'service integration and management' to manage many different suppliers.

How does 'service integration and management' work with the organization's value streams?

- A. Service integration and management' is independent of the organization's value streams
- B. Service integration and management' cannot be used in an organization that uses value streams
- C. 'Service integration and management' creates a separate value stream for each supplier
- D. 'Service integration and management' manages multiple suppliers in a single value stream

Answer: D

Explanation:

'Service integration and management' works by coordinating and managing multiple suppliers within a single value stream, ensuring that all suppliers contribute effectively to the delivery of consistent services aligned with the organization's value creation efforts.

Question: 2

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 supplier
- C. One value stream for the organization, and separate value streams for each team
- D. One value stream for all activity that arrives via the service desk

Answer: D

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.

Question: 3

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 involves bringing together specialists from different areas to collaborate immediately on incidents without rigid escalation tiers, helping to reduce queues and speed up resolution.

Question: 4

What approach can ensure testing happens earlier in the development lifecycle?

- A. Service integration and management
- B. Managing work as tickets
- C. Shift-left
- D. Robotic process automation

Answer: C

Explanation:

Shift-left moves testing activities earlier in the development lifecycle, helping to detect and fix defects sooner, improving quality and reducing rework.

Question: 5

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. The service integrator does not deliver any services to the organization
- C. The service integrator provides services and manages other vendors
- D. Multiple vendors provide the service integration and management function

Answer: C

Explanation:

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