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

Topic	Details
Topic 1	• Culture and Collaboration: This section of the exam measures the skills of Team Leaders and covers fostering a service-focused culture within organizations. It emphasizes collaboration across teams and departments to enhance communication and ensure the success of service-based projects.| :
Topic 2	• 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 3	• 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 4	• 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 5	• 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	• 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.

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ITIL 4 Specialist: Create, Deliver and SupportExam Sample Questions (Q25-Q30):

NEW QUESTION # 25
Which is an example of using a 'shift-left' approach to optimize password resets?

- A. Train service desk agents to categorize password resets as service requests
- B. Allow users to reset their own passwords using an automated tool
- C. Encourage users to remember or safely record their passwords to reduce the number of password resets
- D. Automatically assign a high priority to password reset requests to resolve them faster

Answer: B

Explanation:
Allowing users to reset their own passwords using an automated tool (A) is an example of the shift-left approach. The ITIL 4 Specialist: Create, Deliver and Support documentation (Section 3.3.1) defines shift-left as moving tasks to earlier stages or to the user, enhancing efficiency by reducing service desk workload.
Options B, C, and D do not shift the task to the user or an earlier stage.
Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.3.1 - Shift-Left Approach.

NEW QUESTION # 26
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. Organization-specific requirements for service functionality
- B. Customer demand for personalized products
- C. Commoditization of service components
- D. Service components lacking mass-market adoption

Answer: C

Explanation:
This situation is an example of commoditization of service components (A). The ITIL 4 Specialist: Create, Deliver and Support study guide (Section 3.2.1) states: "Commoditization occurs when services or components, once custom-built, become standardized and

available off-the-shelf, reducing the need for internal development." The shift from custom to commercial software reflects this trend, aligning with value stream efficiency. Option B applies to custom needs; option C relates to customer preferences; and option D contradicts the scenario. The guide adds: "Commoditization supports cost reduction and scalability." Reference: ITIL 4 Specialist: Create, Deliver and Support, Section 3.2.1 - Commoditization of Services.

NEW QUESTION # 27
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. Ideation
- B. Implementation
- C. Prototyping
- D. Inspiration and empathy

Answer: A

Explanation:
Ideationinvolves generating a wide range of ideas and then analyzing and selecting the best solution to move forward in the design thinking process.

NEW QUESTION # 28
What approach can ensure testing happens earlier in the development lifecycle?

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

Answer: A

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

NEW QUESTION # 29
Users have specific product-related questions and want to provide product feedback.
What is the best way to enable two-way communication between these users and the organization's product team?

- A. Social media
- B. Self-service portals
- C. Event surveys
- D. Topic-based forums

Answer: D

Explanation:
Topic-based forumsenable structuredtwo-way communicationbetween users and the product team, allowing users to ask questions and provide feedback directly.

NEW QUESTION # 30
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