Vendor: PeopleCert

Exam Code: ITIL-4-CDS

Exam Name: ITIL 4 Specialist: Create, Deliver and Support

Version: DEMO

QUESTION 1
To stay ahead of its competition, an organization's leadership team is focused on ensuring that product innovations reach customers quickly. A team is discussing how it can leverage value stream mapping in support of this goal. The team wants to improve the entire end-to-end value stream. Which improvement is MOST LIKELY to improve the entire value stream?

A. Reducing the time spent assessing and approving changes
B. Designing a continuous integration/continuous delivery pipeline
C. Reducing the time it takes to provide environments for projects
D. Minimizing handoffs between specialists within a development team

Answer: B

QUESTION 2
Which is an example of a divisional organizational structure?

A. An organization which does not have a layered management structure
B. An organization which has a different business unit for each of its products
C. An organization which uses a grid of reporting relationships
D. An organization which has arranged its teams in a hierarchical authority structure

Answer: B

QUESTION 3
Which concept is commonly applied to help organizations process and interpret unstructured text, with the aim to produce summaries or translations?

A. Artificial intelligence
B. ITSM software
C. Information models
D. Advanced analytics

Answer: A

QUESTION 4
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. Event surveys
B. Topic-based forums
C. Self-service portals
D. Social media

Answer: B

QUESTION 5
Which is a reason why an organization should create competency profiles for each role?

A. To plan the professional development of team members
B. To ensure that IT specialists have pi-shaped skill profiles
C. To ensure that technical skills are included in each profile
D. To plan to fill all the mandatory ITIL roles

Answer: A

QUESTION 6
A cross-functional team is designing a value stream to support the development of a new financial service. Some members of the team are suggesting that multiple value streams are needed. Which factor would MOST LIKELY influence the need for multiple value streams?

A. The methods used to manage the development work
B. Whether the service is being created for internal or external customers
C. The number of practices required to support the service
D. The number of suppliers that will be used to source service components

Answer: A

QUESTION 7
Which statement about `service integration as a service' isCORRECT?

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

QUESTION 8
A service desk uses triage to ensure they work on the most urgent tasks first. This sometimes causes user satisfaction issues, because low priority requests can wart a long time before anyone starts to work on them.
What is the BEST way to manage this issue?

A. Train users so that they know their requests might be delayed if there are many higher priority tasks in the backlog
B. Increase the priority of requests that have been waiting a long time and are at risk of breaching agreed service levels
C. Recruit more service desk staff so that they are able to work on low priority requests even when there are many higher priority tasks
D. Use first-in first-out prioritization instead of triage, to ensure that tasks are worked on in the order that they are requested

Answer: B

QUESTION 9
An organization wants to make some changes to individual and team objectives. The new objectives need to align to the organization's goal of anticipating the needs of its customers.

Which concept is the key element of this alignment?

A. Organizational structure
B. The value of positive communications
C. Customer orientation
D. Shift-left

Answer: C

QUESTION 10
Which of the following involves consideration of the skills and availability of both internal and external resources?

A. Build vs buy
B. Swarming
C. Triage prioritization
D. Shift-left approach

Answer: A

QUESTION 11
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

QUESTION 12
An organization has received complaints from customers regarding incident resolution times. The organization is using value stream mapping to visualize the activities involved in restoring service following an outage. The team has designed an optimized flow that begins with the incident being generated by a monitoring tool, and ends when service is restored. Leadership is concerned that this approach has failed to provide the insight needed to reduce delays. Which is the BEST action this team can take to address leadership's concern?

A. Determine where work is sitting in queues
B. Introduce additional sources of demand
C. Compare the map to actual activities
D. Automate repeatable work activities

Answer: C

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