

PRACTICE QUESTIONS

# ITIL®4 SPECIALIST: CREATE, DELIVER AND SUPPORT



ITIL®4



# Copyright and Disclaimer

*ITIL® 4 Specialist: Create, Deliver and Support | r1.1.0*

## Copyright

**Copyright © AXELOS Limited 2019. All rights reserved.**

This is a commercial confidential publication. All rights reserved. This document may not, in a whole or in part, be copied, reproduced, translated, photocopied, or reduced to any medium without prior and express written consent from the publisher. This course includes copyrightable work under license and is protected by copyright. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of the publisher, except in the case of brief quotations embodied in critical reviews and certain other non-commercial uses permitted by copyright law or further disseminated without the express and written permission of the legal holder of that particular copyright. The Publisher reserves the right to revoke that permission at any time. Permission is not given for any commercial use or sale of this material.

## Trade Marks, Source books information

The content of this book is primarily sourced from the draft version of the AXELOS manuscript for ITIL® 4 Specialist Create, Deliver and Support.

The content of this course is also sourced from other manuscripts from AXELOS:

- ITIL® Foundation (ITIL® 4 edition)
- ITIL® 4 Specialist Drive Stakeholder Value
- ITIL® 4 Specialist High Velocity IT
- ITIL® 4 Strategist Direct, Plan and Improve

ITIL® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

## Disclaimer

Information provided about the course, modules, topics and any services for courses including simulations or handouts, are an expression of intent only and are not to be taken as a firm offer or undertaking. The Publisher reserves the right to discontinue or vary or maintain such course, modules, topics, or services at any time without notice and to impose limitations on enrolment in any course.

The course materials provided may have hypertext links to a number of other web sites as a reference to users. This service does not mean that the publisher endorses those sites or material on them in any way. The publisher is not responsible for the use of a hypertext link for which a commercial charge applies. Individual users are responsible for any charges that their use may incur.

The information in this course is written using a blend of British and American English. Although every effort has been made regarding the usage of correct spelling, punctuation, vocabulary, and grammar with regard to the Standard English, publisher accepts no responsibility for any loss or inconvenience caused due to the regional differences in the usage of the English language.

## MODULE 1: ORGANIZATION AND PEOPLE

---

**Q1. Which type of organizational structure is more applicable in the digital service economy?**

- 1 Functional
- 2 Matrix
- 3 Divisional
- 4 Flat

  

- a) 1 and 2
- b) 2 and 3
- c) 1 and 4
- d) 2 and 4

**Q2. Cooperation and collaboration are vital for effective and valuable teamwork and service relationships.**

**Which of the following is a key factor that distinguishes them?**

- a) Standardized work
- b) Shared goals
- c) High level of trust
- d) Separation of duties

**Q3. During lunch I heard a person say something contrary to what he had just said at the meeting we had just left.**

**Which is the MAIN communication principle that is being followed?**

- a) 'Communication is a two-way process'.
- b) 'We're all communicating, all the time'.
- c) 'Timing and frequency matter'.
- d) 'The message is the medium'

**Q4. An organization has invited ideas from its employees on how to reduce waste in their product development lifecycle and ensure timely delivery of output in each iteration.**

**Which concept is involved in this scenario?**

- a) Integration and data sharing
- b) Advanced analytics
- c) Cooperation
- d) The culture of continual improvement

## MODULE 2: EFFECTIVE TEAMS

---

**Q1. An organization has issued a survey to understand the reason for high rate of employee turnover. However, only 50% of the employees completed the survey because they think that responses in the survey may be shared with their managers, and they have to face repercussions.**

**Which key element of collecting feedback is missing in this case?**

- a) Support
- b) Confidentiality
- c) Staff driven metrics
- d) Call to action

**Q2. A service desk consolidation project requires support from both service desks.**

**Which is the BEST way to plan the workforce approach to support the improvement initiative?**

- a) Workshops should be organized for service desk staff. The project sponsor should highlight the benefits and opportunities of consolidation, and the risks of not consolidating.
- b) The project sponsor should understand how service desk staff can be used to meet the organization's business goals, including determining how many employee hours are needed for the project and identifying the skills the employees will need.
- c) The project sponsor should host separate webinars with each service desk to talk about the benefits of the project and the potential for outsourcing if the consolidation is not successful.
- d) The primary stakeholders in the consolidation should be identified. The project sponsor should meet with them to identify people's likely reactions to the initiative.

**Q3. An organization has identified new SMART metrics and reporting for the consolidated service desks. However, the service desk staff has an inappropriate behavior to meet the defined targets.**

**What is the BEST step to take next?**

- a) Use a business case showing the benefits to gain management approval for the improved metrics and reporting.
- b) Establish a results-based approach focusing on the outcomes of the service desk staff actions, such as customer satisfaction and time taken to resolve an incident.
- c) Carry out a new assessment of metrics and reporting to identify if existing functionality could be enough.
- d) Ensure that service desks resolve all the incident within service level agreements.

**Q4. Which competency profile is required by an individual who has been assigned the task of informing everyone in the organization about the changes in the organization structure and processes to support the organization's goals?**

- a) Administrator
- b) Leader
- c) Coordinator/communicator
- d) Technical expert

**Q5. Six months after the merger with a new company, the employees have reverted to the old way of working.**

**Which is the BEST approach to reinforce the new way of working?**

- a) By encouraging a holistic view of the objectives of the overall organization
- b) By regular meetings to build rapport and encourage productivity
- c) By encourage ongoing learning and goals achievement
- d) By providing feedback

## **MODULE 3: INFORMATION TECHNOLOGY TO CREATE, DELIVER AND SUPPORT SERVICES**

---

**Q1. Product and service management benefits significantly from effective automation; for digital products and services it is impossible without integrated service management toolsets. The majority of the organizations make use of which of the following functions of the toolset?**

- a) Inventory management
- b) Information security
- c) Availability
- d) Capacity

**Q2. Which of the following factors influence the performance of a supervised machine-learning system?**

- a) The quality of the output data
- b) The quality of training
- c) The sample dataset
- d) Neural networks

**Q3. Agile approaches such as CI/CD are well suited to which of the following situations?**

- a) When there is a high certainty about the requirements of the service
- b) In large and complex organizations