Boost up Your Certification Score

PEOPLECERT

ITIL-4-CDS

ITIL 4 Specialist Create, Deliver and Support



For More Information – Visit link below:

https://www.examsboost.com/

Product Version

✓ Up to Date products, reliable and verified.
✓ Questions and Answers in PDF Format.

Visit us at: https://www.examsboost.com/test/itil-4-cds

Latest Version: 6.0

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

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 Most Voted
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: A

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

Visit us at: https://www.examsboost.com/test/itil-4-cds

Answer: D

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

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 Most Voted
D. Multiple vendors provide the service integration and management function

Answer: C

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 Most Voted
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

Visit us at: https://www.examsboost.com/test/itil-4-cds

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: 8

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: 9

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: 10

An organization wishes to acquire a service from a supplier in a different country but with similar working hours.
Which sourcing model should they use?

A. Onshoring
B. Insourcing

C. Offshoring
D. Nearshoring

Answer: D

Visit us at: https://www.examsboost.com/test/itil-4-cds

Thank You for Trying Our Product

For More Information – Visit link below:

https://www.examsboost.com/

15 USD Discount Coupon Code:

G74JA8UF

FEATURES

- ✓ 90 Days Free Updates
- ✓ Money Back Pass Guarantee
- ✓ Instant Download or Email Attachment
- ✓ 24/7 Live Chat Support
- ✓ PDF file could be used at any Platform
- ✓ 50,000 Happy Customer

