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Peoplecert ITIL-4-Specialist-Monitor-Support-Fulfil Exam Syllabus Topics:

Topic	Details
Topic 1	• Incident Management: This section of the exam gauges the proficiency of incident managers and support personnel, encompassing the entire lifecycle of incident management from initial detection to final resolution.
Topic 2	• Service Request Management: This section of the exam appraises the abilities of IT fulfillment teams to focus on the streamlined processing of service requests. It explores creating and administering service request catalogs and tactics to enhance user satisfaction.
Topic 3	• Introduction to Monitor, Support, Fulfil: This section of the exam evaluates the capabilities of IT service management experts and explores the core concepts of Monitor, Support, and Fulfil value chain activities in the ITIL 4 framework.
Topic 4	• Problem Management: This section of the exam evaluates the skills of IT service managers and analysts, addressing both anticipatory and responsive facets of problem management.

Topic 5	• Monitor and Event Management: This section of the exam assesses the competencies of IT operations managers and service desk staff, focusing on the fundamentals and applications of IT service monitoring and event handling. It examines the implementation of robust monitoring systems.

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Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q85-Q90):

NEW QUESTION # 85
Which of the following is an input to the 'user query handling' process?

- A. Service desk performance reports
- B. Categorized user queries
- C. Recorded and categorized user queries
- D. Previous incident, problem and change records

Answer: C

Explanation:
In ITIL 4, the 'user query handling' process is part of the service desk practice, which involves addressing inquiries and requests from users. For the service desk to handle these queries effectively, it needs access to input data, particularly categorized user queries.
A . Previous incident, problem, and change records: While historical data can be useful for identifying trends and improving problem management, it is not the primary input for the 'user query handling' process. These records serve more as inputs for problem or incident management rather than query handling.
B . Service desk performance reports: Performance reports are outputs used to assess the effectiveness of the service desk but are not inputs to the query handling process.
C . Categorized user queries: This would be the result of the query handling process, but it isn't an initial input.
D . Recorded and categorized user queries (Correct Answer): Recorded and categorized user queries serve as a key input to the 'user query handling' process. Proper categorization allows the service desk to efficiently prioritize and address user requests.
Thus, D is the correct input for the user query handling process in line with ITIL 4 guidelines.

NEW QUESTION # 86
Which is a practice success factor of the problem management practice?

- A. Problem control
- B. Reactive problem identification
- C. Optimizing problem resolution and mitigation
- D. Proactive problem identification

Answer: D

Explanation:
A key success factor for problem management is proactive problem identification, which focuses on finding potential problems before incidents occur. This approach helps reduce future incidents by addressing root causes early on. It aligns with ITIL's

emphasis on continual improvement and proactive problem management.

Reactive problem identification happens after incidents occur, but proactive identification helps to prevent incidents before they happen.

Problem control and optimizing resolution are important steps but not as crucial as proactively identifying problems.

NEW QUESTION # 87

Which of the following states the purpose of the service desk practice?

- A. To ensure that the demand for incident resolution and service requests is captured
- B. To provide a dedicated team to acknowledge and record user impacting incidents
- C. To ensure that user queries are captured, validated, and triaged for further processing
- D. To create and maintain a healthy work culture in the service desk team

Answer: A

Explanation:

The service desk practice in ITIL 4 is a key practice that serves as the main point of contact between service providers and users. Its primary role is to capture and manage the demand for incident resolution and service requests.

Definition: The service desk is responsible for:

Capturing demand for incident resolution and service requests.

Acting as the entry point and interface for all service-related interactions between users and service providers.

This ensures that all user incidents and service requests are recorded, processed, and escalated when necessary, aiming for efficient and quick resolution. ITIL 4 emphasizes that the service desk facilitates effective incident management, ensuring that any disruptions to services are minimized.

Option B ("To ensure that the demand for incident resolution and service requests is captured") perfectly reflects this definition as it highlights the core function of capturing demand for both incident resolution and service requests. This aligns with the ITIL 4 definition of the service desk practice.

Incorrect Options:

Option A: While the service desk does acknowledge incidents, its purpose is broader than simply acknowledging and recording incidents.

Option C: Capturing and validating queries is part of what the service desk does, but this option is too narrow.

Option D: Maintaining a healthy work culture is important, but it is not the core purpose of the service desk practice.

NEW QUESTION # 88

A service provider is running workshops to improve the value stream that is used to restore normal service after an incident. Each workshop will discuss one activity from the value stream. The problem manager is very busy and can only attend two of these workshops.

Which TWO workshops should the problem manager attend?

1. Incident detection
2. Incident registration
3. Incident resolution
4. Incident closure

- A. 2 and 3
- B. 1 and 2
- C. 3 and 4
- D. 1 and 4

Answer: C

Explanation:

The value stream focused on restoring normal service after an incident is primarily concerned with the latter stages of the incident lifecycle. Let's break down why:

Incident detection and registration (1 & 2): These are the initial stages of incident management, where the focus is on identifying and logging the incident. While important, they don't directly contribute to restoring service.

Incident resolution (3): This is where the actual work to fix the underlying issue and restore service takes place. The problem manager's expertise in identifying and addressing root causes can be invaluable in this stage.

Incident closure (4): This involves verifying that the service has been restored, documenting the resolution, and conducting any necessary follow-up actions. The problem manager can contribute to ensuring that the problem has been adequately addressed and

preventive measures are in place.

Therefore, the problem manager should attend workshops 3 and 4, as these are the stages where their expertise and involvement will be most beneficial in improving the value stream for restoring normal service.

NEW QUESTION # 89

Which role or team usually perform the initial operational actions on service requests?

- A. Change manager
- B. Specialized technician
- C. Service desk
- D. Problem manager

Answer: C

Explanation:

In ITIL 4, the Service Desk is the first point of contact for users and typically performs the initial operational actions on service requests. The service desk is responsible for handling a variety of user requests, including incidents, service requests, and inquiries, and ensures that these are either fulfilled or routed to the appropriate team.

Service Desk (Answer A - Correct): The service desk handles initial interactions with users and is responsible for logging, categorizing, and taking the first actions on service requests. They may fulfill simple requests directly or escalate more complex requests to specialized teams.

Specialized Technician (Answer B - Incorrect): Specialized technicians are usually involved in the fulfillment of more complex requests, but the initial actions are handled by the service desk.

Problem Manager (Answer C - Incorrect): The problem manager is responsible for handling problems, not service requests, and is usually involved after incidents are escalated due to unresolved underlying issues.

Change Manager (Answer D - Incorrect): The change manager handles change requests but is not involved in the initial operational actions of service requests.

ITIL 4 Reference:

Service Desk Practice: The service desk is the primary role responsible for initial service request actions, ensuring that requests are appropriately logged and managed.

NEW QUESTION # 90

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