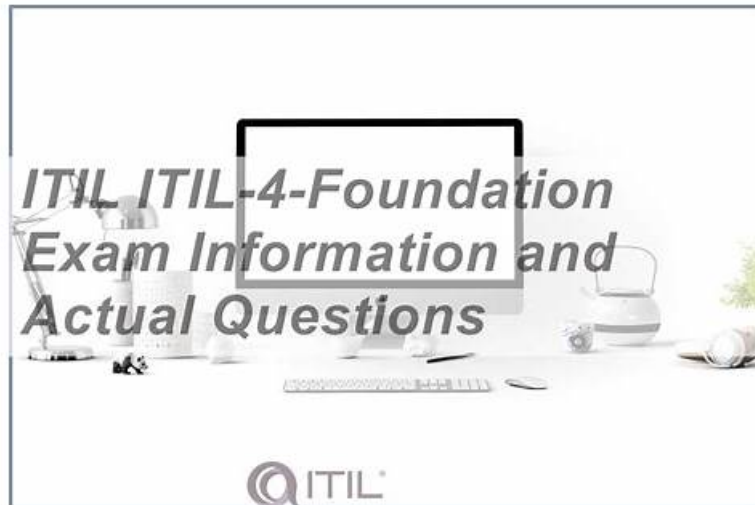


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Peoplecert ITIL 4 Specialist: Monitor, Support and Fulfil Sample Questions (Q69-Q74):

NEW QUESTION # 69

What is NOT a main characteristic of a service request?

- A. A service request is initiated by a user or user representative
- B. A service request is acted on by the service provider
- C. A service request leads to an agreed service outcome
- D. A service request leads to a normal change

Answer: D

Explanation:

A service request in ITIL 4 refers to a user-initiated request for information, advice, or a standard service action. It does not usually

involve the complex activities associated with normal changes, which are part of the change enablement process.

Main Characteristics of a Service Request:

A service request is initiated by a user or user representative.

It leads to an agreed service outcome.

It is acted upon by the service provider.

Option A ("A service request leads to a normal change") is incorrect because normal changes involve more formal procedures, risk assessments, and approvals, and they are part of change enablement, not service request management.

NEW QUESTION # 70

Which is a practice success factor for the service desk practice?

- A. Overcoming the challenge of the limited scalability of voice and video call channels
- B. Enabling and continually improving effective, efficient, and convenient communications between the Service desk and its staff
- C. Enabling and continually improving effective, efficient, and convenient communications between the service provider and its users
- D. Ensuring that multichannel communication is used and improved wherever possible

Answer: C

Explanation:

The Service Desk practice in ITIL 4 plays a critical role in facilitating communication between the service provider and users. One of its Practice Success Factors (PSFs) is ensuring effective and efficient communication.

Effective, Efficient, and Convenient Communication (Answer A - Correct): A key success factor for the Service Desk is its ability to provide smooth and efficient communication channels between the service provider and its users. This involves ensuring that users can easily report issues, ask questions, and receive timely responses. ITIL 4 encourages the continual improvement of these communication channels to adapt to changing user needs and technological advancements.

NEW QUESTION # 71

What is a CORRECT statement about the handling of events?

- A. incidents should be registered in response to instructional events
- B. A set of control actions should define immediate response to informational events
- C. A single set of control actions should be established for all event classes
- D. Events require a response that is tailored to the event type

Answer: D

Explanation:

In ITIL 4, events are classified based on their impact and urgency, and different types of events require different responses. Events can be informational, warning, or exceptional. Each type requires a tailored response based on its classification to ensure that appropriate actions are taken.

NEW QUESTION # 72

How can partners and suppliers support the service desk practice?

- A. By providing trained resources to work in service desk teams
- B. By providing consultancy on how to customize the IT services
- C. By providing change enablement tools
- D. By outsourcing the development of IT services

Answer: A

Explanation:

The service desk practice in ITIL 4 is the single point of contact between the service provider and the users, focusing on incident resolution and service request management. Partners and suppliers can support this practice by providing trained resources to work in service desk teams.

This aligns with the "Partners and Suppliers" dimension of service management, which emphasizes that external organizations can

supply expertise, resources, or technology that help the service provider meet its objectives.

ITIL encourages collaboration with external partners when the internal organization lacks the necessary resources or expertise.

Providing trained resources enhances the service desk's ability to efficiently resolve incidents and handle requests, ensuring continuity and service quality. Other options, such as providing change enablement tools or outsourcing IT services, do not directly support the service desk in its role of handling incidents and requests.

NEW QUESTION # 73

Reactive problem identification is based on the information about past and current incidents.

Which software tools ensure that this information is available for problem identification?

- **A. Workflow management and collaboration tools**
- B. Knowledge management tools
- C. Service configuration management tools
- D. Monitoring and event management tools

Answer: A

Explanation:

Reactive problem identification relies heavily on the analysis of incident data to identify trends and patterns that might indicate underlying problems. Workflow management and collaboration tools often include features for:

Incident Tracking: Capturing and storing information about past and current incidents, including their details, status, and resolution steps.

Incident Analysis: Providing capabilities to search, filter, and analyze incident data to identify recurring issues or common root causes.

Collaboration: Facilitating communication and collaboration among teams involved in incident and problem management, enabling them to share insights and identify potential problems.

NEW QUESTION # 74

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