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Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q70-Q75):

NEW QUESTION # 70

A service provider has been utilizing some monitoring and event management capabilities for years, but never had an integrated approach to the practice. Different teams use different monitoring tools to detect and handle events in their areas of responsibility. What should be the FIRST step for the service provider to establish and automate an integrated monitoring and event management practice?

- A. Use machine learning to detect event patterns
- B. Ensure decentralized monitoring across the technical teams
- C. Use artificial intelligence to make sense of ambiguous events
- D. Define a strategy for monitoring and event management

Answer: D

Explanation:

The first step in establishing and automating an integrated monitoring and event management practice is to define a strategy. A well-defined strategy ensures that all teams are aligned, using standardized processes and tools for event detection, handling, and resolution. Without a strategy, it would be difficult to achieve the integration and automation needed across different teams using different tools.

Strategy for Monitoring and Event Management: This strategy will guide how monitoring tools are selected, integrated, and used consistently across the organization, ensuring all teams follow a unified approach.

Option A ("Define a strategy for monitoring and event management") is the correct answer because it lays the foundation for integrating and automating the practice.

Incorrect Options:

Option B: Machine learning can help detect patterns but is not the first step in creating an integrated approach.

Option C: Artificial intelligence is useful later in the process, once the system is integrated.

Option D: Decentralized monitoring would work against integration, as it perpetuates siloed efforts.

NEW QUESTION # 71

A service provider is implementing a new service configuration management system. How will problem management benefit from it?

- A. The system will support management of the problem and known error records
- B. The system will help to measure the practice performance
- C. The system will help to categorize and investigate problems
- D. The system will support collaboration between problem management teams

Answer: A

Explanation:

A service configuration management system (CMS) provides accurate and reliable information about the configuration of services and their relationships, including known error records. For Problem Management, the CMS helps track problems, known errors, and workarounds effectively. It ensures that the necessary data is available to manage these records and keep them up to date, facilitating problem resolution and ensuring that workarounds remain effective.

Other options:

A: The CMS can provide metrics, but its primary role in Problem Management is to support record management.

B: While the CMS can aid collaboration, its key function is the management of problem and known error records.

D: Categorization and investigation are part of Problem Management, but the CMS focuses more on maintaining accurate records.

NEW QUESTION # 72

How does the service request management practice achieve its purpose of supporting the agreed quality of a service?

- A. By improving the reputation of the service providing organization
- B. By effectively handling user queries that initiate agreed service actions
- C. By reducing the costs associated with request handling and fulfilment
- D. By setting realistic expectations relating to the fulfilment of requests

Answer: B

Explanation:

The purpose of the service request management practice is to support the agreed quality of a service by effectively handling user queries and ensuring that all pre-defined, user-initiated service actions are completed. This ensures that services are delivered according to agreed standards, leading to higher user satisfaction and more consistent service delivery.

NEW QUESTION # 73

Which of the following is a possible benefit of automatically detecting and registering incidents?

- A. Increased downtime of negatively impacted services
- B. Reduced use of self-healing systems
- C. Improved ability to hide incident records from users
- **D. Increased savings from incident management activities**

Answer: D

Explanation:

Automatically detecting and registering incidents can significantly reduce the manual workload involved in incident management, leading to increased savings. Automation can streamline processes, reduce human error, and enable faster incident resolution. By proactively identifying and logging incidents, organizations can focus resources on resolving issues rather than spending time on administrative tasks, thus improving overall operational efficiency and saving costs.

NEW QUESTION # 74

What is both a key input and a key output of the 'service request fulfillment control' process?

- A. User satisfaction surveys
- B. Service level agreements
- **C. Service request models**
- D. Fulfillment actions records and reports

Answer: C

Explanation:

Service request models serve as both a key input and a key output of the 'service request fulfillment control' process. Let's explore why:

Key Input:

Service request models define the standardized procedures and workflows for fulfilling various types of service requests. They act as a blueprint for the fulfillment process.

Key Output:

The 'service request fulfillment control' process might involve reviewing and updating existing service request models based on feedback, performance data, or changes in service offerings.

Let's analyze why other options are not the best fit:

A . Service level agreements (SLAs): SLAs define the agreed-upon service levels for fulfilling service requests, but they are not directly modified or created during the fulfillment control process itself.

B . User satisfaction surveys: These provide feedback on the fulfillment process but are not a direct input or output of the control process.

D . Fulfillment actions records and reports: These document the actions taken during fulfillment but are not the central focus of the control process.

In conclusion: Service request models are essential for guiding the fulfillment process and are also subject to review and improvement based on the outcomes of that process, making them both a key input and a key output of 'service request fulfillment control.'

NEW QUESTION # 75

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