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Peoplecert ITIL 4 Specialist: Monitor, Support and Fulfil Sample Questions (Q118-Q123):

NEW QUESTION # 118

A service desk team notices that several users repeatedly report slow response times from a customer portal. Monitoring tools indicate occasional spikes in database latency, but service levels are still technically being met. What should the service desk do FIRST?

- A. Escalate directly to problem management
- B. Ignore the reports because SLAs are met
- C. Record and correlate the incidents for trend analysis
- D. Request immediate infrastructure replacement

Answer: C

Explanation:

Even when SLAs are not breached, recurring user complaints may indicate an emerging issue.

The service desk should accurately log and correlate incidents to identify patterns and support further investigation. Immediate escalation or costly replacement may be premature without evidence. Trend analysis helps determine whether a deeper problem exists and supports informed decision-making.

NEW QUESTION # 119

Which statement BEST describes a standard service request?

- A. It must be treated as an incident
- **B. It is pre-authorized and low risk**
- C. It always requires root cause analysis
- D. It always requires emergency approval

Answer: B

Explanation:

Standard service requests are typically low-risk, repeatable, and pre-approved activities such as password resets or software access requests. Because their procedures are well understood, they can often be automated or fulfilled efficiently. Emergency approvals and root cause investigations are generally unrelated to standard request fulfillment.

NEW QUESTION # 120

A service provider identified several errors in the IT infrastructure which cannot be resolved for various reasons. The Infrastructure management team identified workarounds which reduced the likelihood of incidents caused by those errors to a minimum. However, the team is aware of the errors and needs to monitor and regularly review them to ensure that the impact assessment and the workarounds remain valid. How should automation of problem management support the team in this situation?

- **A. By supporting automated periodic control of known errors**
- B. By supporting, separation of problem and known errors
- C. By supporting the problem management metrics
- D. By supporting problem diagnosis with machine learning

Answer: A

Explanation:

In the situation where known errors have been identified and workarounds are in place, automation in problem management can help by supporting automated periodic control of known errors. This ensures that known errors are regularly monitored, and their impact and workarounds are reassessed to ensure they remain valid.

NEW QUESTION # 121

A support team uses a knowledge base containing verified troubleshooting procedures. What is the PRIMARY benefit?

- A. Reduces consistency of support
- B. Eliminates all incidents
- C. Replaces monitoring systems
- **D. Enables faster and more reliable resolution**

Answer: D

Explanation:

Verified knowledge articles help analysts resolve incidents consistently and efficiently. Access to proven troubleshooting procedures reduces resolution times, improves user satisfaction, and decreases dependency on individual expertise. Knowledge management supports support practices but does not eliminate incidents or replace monitoring capabilities.

NEW QUESTION # 122

What process has activities that ensure that messages are directed to the correct audience?

- A. User query handling
- B. Service desk optimization
- C. Communicating to users
- **D. Omnichannel communication**

Answer: D

Explanation:

Omnichannel communication refers to the practice of using multiple communication channels (such as phone, email, chat, etc.) to ensure that messages are directed to the correct audience.

In ITIL 4, omnichannel communication is crucial for ensuring that users can interact with the service desk or other service providers through their preferred channels, allowing for more efficient incident management and service request handling.

NEW QUESTION # 123

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