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

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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.

Topic 3	<ul style="list-style-type: none"> • 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 4	<ul style="list-style-type: none"> • 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 5	<ul style="list-style-type: none"> • 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.

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Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q16-Q21):

NEW QUESTION # 16

An organization is designing a value stream for communicating planned outages to users.

At which step in value stream mapping will the user's expectations regarding communicating planned outages be identified?

- A. Using the 'to be' value stream map to plan improvements
- **B. Create a 'to be value stream map'**
- C. Do the service value stream walk
- D. Define the purpose of the value stream

Answer: B

Explanation:

In the user query handling process, triage is the activity where the service desk agent assesses the query to determine the necessary action. When the query is simple and can be resolved immediately, the agent resolves it at the first line. Triage is critical because it helps to identify which queries can be handled directly and which need to be escalated to more specialized teams.

Acknowledging and recording the query is an important step but does not lead directly to resolution.

Information packaging typically refers to preparing information for the user, often following resolution.

Validating ensures the query is correctly understood, but resolution occurs during triage when the appropriate activities are initiated.

NEW QUESTION # 17

During which activity of the service request fulfillment control process is user satisfaction MOST LIKELY to be measured?

- A. Service request model initiation and control
- B. Ad hoc fulfillment control

- C. Request categorization
- D. Fulfilment review

Answer: D

Explanation:

The fulfilment review stage of the service request fulfilment process is where user satisfaction is most likely to be measured. At this point, the organization evaluates whether the service request was handled effectively, ensuring that the user's expectations were met and gathering feedback for continuous improvement.

NEW QUESTION # 18

Which aspect of the service request management practice MOST helps to ensure that the practices is efficient?

- A. Service request procedures are automated
- B. Service request fulfilment is performed in line with the agreed procedures
- C. Service request procedures are optimized
- D. Service requests are fulfilled according to user satisfaction

Answer: A

Explanation:

Automation in service request management significantly improves the efficiency of the practice. Automating repetitive tasks such as logging requests, approvals, and fulfilling standard service requests ensures faster processing, reduces human error, and frees up resources for more complex tasks.

While fulfilment in line with procedures ensures consistency, automation is the key driver of efficiency.

Optimizing procedures and fulfilling requests based on user satisfaction are important but secondary to the benefits gained through automation.

NEW QUESTION # 19

The service request management team structures are usually the same as for what other practice?

- A. Change enablement
- B. Incident management
- C. Problem management
- D. Service level management

Answer: B

Explanation:

The service request management team structure is often similar to that of the incident management practice. Both practices involve handling user interactions, managing user expectations, and ensuring swift and effective resolution of issues (in the case of incidents) or fulfillment of requests (in the case of service requests).

Shared Team Structures: Since both practices require similar processes-capturing, categorizing, and managing requests or incidents-many organizations use the same or similar team structures for both practices to optimize efficiency.

Option B ("Incident management") is the correct answer because the workflow and team structures often overlap with service request management, as both deal with managing user-facing interactions.

Incorrect Options:

Option A (Change enablement): This focuses on managing changes, not requests.

Option C (Problem management): This focuses on identifying and managing the root cause of incidents.

Option D (Service level management): This is concerned with setting and managing service performance expectations, not with the operational fulfillment of requests.

NEW QUESTION # 20

A service provider is implementing a new powerful survey management system. How can service desk practice benefit from it?

- A. The system will help to manage user query records
- B. The system will help to report the practice performance
- C. The system will help to integrate service desk into value streams

- D. The system will help to collect user feedback

Answer: D

NEW QUESTION # 21

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