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

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• <b>Problem Management:</b> This section of the exam evaluates the skills of IT service managers and analysts, addressing both anticipatory and responsive facets of problem management.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• <b>Incident Management:</b> 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Service Request Management:</b> 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.</li> </ul>

Topic 4	<ul style="list-style-type: none"> <li>• <b>Monitor and Event Management:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Introduction to Monitor, Support, Fulfil:</b> 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.</li> </ul>

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### Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q121-Q126):

#### NEW QUESTION # 121

What is NOT a main characteristic of a service request?

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

**Answer: B**

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.

Correct Characteristics:

Option B: Service requests are intended to achieve agreed service outcomes.

Option C: Service requests are user-initiated.

Option D: Service providers are responsible for fulfilling service requests.

#### NEW QUESTION # 122

What is usually included in a problem record when it is created, for both reactive and proactive problem identification?

- A. Incidents requiring a root cause analysis
- B. Problem solution
- **C. Associated configuration items**
- D. Problem workaround

**Answer: C**

Explanation:

When creating a problem record, it is essential to include information that can help in diagnosing and resolving the problem. One key piece of information is the associated configuration items (CIs), as this helps to identify which components are affected and to trace relationships between incidents and problems. This is applicable for both reactive (responding to incidents) and proactive (preventing future incidents) problem management.

Configuration Items (CIs): These are the building blocks of IT services, and understanding which CIs are involved in a problem is crucial for identifying potential root causes and for future reference.

Option C ("Associated configuration items") is the correct answer because documenting the CIs involved helps in the root cause analysis and tracking of problems.

Incorrect Options:

Option A: Workarounds may not be immediately available when the problem record is created.

Option B: Root cause analysis occurs after the problem is logged, not during its creation.

Option D: The solution comes later in the problem management process, after analysis.

### NEW QUESTION # 123

An organization is improving its service desk practice. How should the organization use the guiding principle 'collaborate and promote visibility'?

- A. Use existing procedures until the resources are available to review them
- **B. Include business tours in induction training for service desk agents**
- C. Automate service desk procedures where possible
- D. Create familiar interfaces for self-service systems

**Answer: B**

Explanation:

The ITIL 4 guiding principle "collaborate and promote visibility" emphasizes working together and making work visible to all relevant stakeholders. When improving a service desk practice, this principle ensures that agents understand the broader business context and maintain good communication with other teams.

Collaboration: Encourages working across teams to ensure that information flows efficiently between departments. This would be especially beneficial for service desk agents, as they frequently interact with various parts of the organization.

Visibility: Promotes making key work, challenges, and activities visible to stakeholders to enhance decision-making and problem-solving.

In this context, Option D ("Include business tours in induction training for service desk agents") fits best because it helps new agents understand the business's environment, promotes visibility into how the service desk contributes to the organization, and facilitates better collaboration with other teams.

Incorrect Options:

Option A: Using existing procedures doesn't emphasize collaboration or visibility.

Option B: Automating processes can improve efficiency but is more aligned with the "optimize and automate" principle.

Option C: Creating familiar interfaces relates more to usability, not collaboration.

### NEW QUESTION # 124

Which activity of the 'service desk optimization' process ensures that change request are raised where necessary?

- A. Service desk improvement Initiation
- **B. service desk review**
- C. Triage the user query and initiate the appropriate activities
- D. Service desk improvement communication

**Answer: B**

Explanation:

In the service desk optimization process, a service desk review identifies areas where improvements or changes are needed. If issues or inefficiencies are discovered that require structural or procedural changes, a change request is raised as part of this review process.

Service desk improvement initiation involves starting improvements, but the review process is where the need for change requests is identified.

Service desk improvement communication is about informing stakeholders of improvements, not initiating change requests.

Triage is focused on user queries and does not directly relate to raising change requests for service desk optimization.

### NEW QUESTION # 125

Which of the following is the BEST description for events?

- A. Configuration item's change of state that can be observed
- **B. Configuration item's change of state that has significance for the management of a service**
- C. Configuration item's change of state that might lead to financial losses
- D. Configuration item's change of state regardless of its impact

**Answer: B**

Explanation:

In ITIL 4, events are defined as any detectable or discernible occurrences that have significance for the management of IT services. Not all changes in state are events, only those that matter for managing services, such as a performance threshold being reached or a server going offline.

Change of State with Significance for Service Management (Answer B - Correct): ITIL defines an event as a change of state in a configuration item (CI) that is significant for managing a service. These changes might indicate normal operation, warnings, or exceptions, and the service provider must monitor and manage them appropriately. Events allow the organization to track service performance and detect issues before they impact the service.

Change of State (Answer A - Incorrect): While this is part of the definition of an event, it lacks the critical component of significance for service management. Not every state change is an event that requires attention.

Change Leading to Financial Loss (Answer C - Incorrect): Although some events could lead to financial loss, this is a subset of events rather than a comprehensive definition.

Change Regardless of Impact (Answer D - Incorrect): Only state changes that have significance for the service need to be managed as events. This answer does not consider the importance of the event for service management.

ITIL 4 Reference:

Monitoring and Event Management Practice: Events are changes in the state of a configuration item that are significant for managing IT services, and they can be classified as informational, warnings, or exceptions.

### NEW QUESTION # 126

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