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

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<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 4	<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 5	<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.

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Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q105-Q110):

NEW QUESTION # 105

The service management team is analysing different practices, products, and services to map relevant value streams for further improvements. They are currently looking at the incident management value stream and are trying to identify waste. Which of the following is the BEST step for analysing information to find waste?

- A. Identify the scope of the value stream analysis
- B. Do the service value stream walk
- **C. Map the activities and the information flows**
- D. Reflect on the value stream map

Answer: C

Explanation:

The best way to identify waste in a value stream is to map the activities and information flows. This helps visualize how work and information move through the process, making it easier to identify bottlenecks, redundancies, or unnecessary steps that contribute to inefficiency.

Reflecting on the value stream map (Option A) and walking the service value stream (Option B) are useful steps but not as effective for identifying waste as mapping the detailed activities and flows.

Identifying the scope (Option C) is an important first step, but it doesn't directly help in identifying waste.

NEW QUESTION # 106

An organization's service desk practice has a dedicated team of skilled agents that effectively interacts with other teams and practices. What capability level does this indicate?

- A. Level 2
- **B. Level 3**
- C. Level 1
- D. Level 4

Answer: B

Explanation:

Capability levels in ITIL describe how well a practice is structured and integrated within an organization. For the service desk practice, the capabilities range from ad-hoc (Level 1) to highly optimized and continually improving (Level 4).

Level 1 (Initial): The practice is informal, unstructured, and inconsistent.

Level 2 (Basic): The practice starts to systematically achieve its purpose but may lack refinement.

Level 3 (Defined and Organized): The practice is well-defined, with clear roles and responsibilities. There is effective collaboration with other teams, and the practice operates in a coordinated and organized manner, which aligns with the description provided in the question.

Level 4 (Optimized and Continually Improving): The practice not only achieves its purpose but is continually optimized.

Since the question mentions a "dedicated team of skilled agents" that "effectively interacts with other teams and practices," this suggests a well-defined and organized level, which corresponds to Level 3 (Defined and Organized).

NEW QUESTION # 107

What defines how event messages will be processed and evaluated?

- A. A monitoring action plan

- B. A rule set
- C. An event correlation
- D. A health model

Answer: B

Explanation:

In ITIL 4, event management involves detecting and responding to events generated by various systems and services. The rule set defines how event messages are processed and evaluated to determine the appropriate response. These rules guide the system in correlating events and taking action based on predefined criteria.

Rule Set: This is a set of predefined conditions that determine how events should be handled, ensuring that the correct actions are taken based on the type and severity of the event.

Option B ("A rule set") is the correct answer because it directly relates to defining how event messages will be processed and evaluated.

Incorrect Options:

Option A (Event correlation): Correlates related events but does not define how they are processed.

Option C (Health model): Provides insights into system health but does not define how events are processed.

Option D (Monitoring action plan): Guides monitoring but doesn't specifically define event processing rules.

NEW QUESTION # 108

An organization is improving its service desk practice.

How should the organization use the guiding principle 'start where you are'?

- A. Gradually Implement new service desk channels and tools
- B. Establish a clear communication channel but use the procedures that are currently available.
- C. Identify metrics that demonstrate the role of the service desk in the service provider and the service consumer organizations
- D. Standardize operations and automate processes where possible

Answer: B

Explanation:

The ITIL 4 guiding principle "Start Where You Are" emphasizes leveraging existing resources, processes, and capabilities before introducing new ones. When an organization is improving its Service Desk practice, it should assess what is already working and build upon those foundations rather than starting from scratch.

Establish a Clear Communication Channel but Use the Procedures that are Currently Available (Answer C - Correct): In line with the "Start Where You Are" principle, the organization should first assess and improve the current communication channels rather than immediately replacing them. By using the existing procedures that have proven effective, the organization can introduce improvements without disrupting ongoing operations. This gradual and practical approach ensures that any enhancements are made with a clear understanding of what is already in place.

Standardize Operations and Automate Processes (Answer A - Incorrect): While standardizing and automating are essential for operational efficiency, they should not be the first step. ITIL advises assessing current practices before automating, especially if there are already useful procedures in place.

Identify Metrics Demonstrating the Service Desk Role (Answer B - Incorrect): Identifying metrics is important for performance measurement but is not directly related to the "Start Where You Are" principle, which focuses more on leveraging existing resources and practices.

Gradually Implement New Service Desk Channels and Tools (Answer D - Incorrect): While gradual implementation of new tools aligns with the "Progress Iteratively with Feedback" principle, it is not directly related to the "Start Where You Are" principle, which emphasizes making the most of existing processes before introducing new ones.

ITIL 4 Reference:

Guiding Principle: Start Where You Are: Focuses on utilizing and improving existing processes before introducing new tools or channels.

Service Desk Practice: The service desk plays a crucial role in maintaining effective communication with users, and improvements should be based on the evaluation of current systems.

NEW QUESTION # 109

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

- A. By effectively handling user queries that initiate agreed service actions

- B. By setting realistic expectations relating to the fulfilment of requests
- C. By improving the reputation of the service providing organization
- D. By reducing the costs associated with request handling and fulfilment

Answer: A

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 # 110

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