# ITIL-4-Specialist-Monitor-Support-Fulfil Test Score Report | ITIL-4-Specialist-Monitor-Support-Fulfil Latest Version



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

| Topic | Details |
|---|---|
| Topic 1 | • 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 2 | • 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 | • 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. |
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| Topic 4 | • 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 5 | • 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. |

# ITIL-4-Specialist-Monitor-Support-Fulfil Latest Version, ITIL-4-Specialist-Monitor-Support-Fulfil Test Result

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# Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q153-Q158):

**NEW QUESTION # 153**
Fulfilment of service requests can be constrained by third parties. Where can users and customers find Information about these constraints?

- A. Service request model
- B. Service request catalogue
- C. Service level agreements
- D. CMDB

**Answer: C**

Explanation:
Information about constraints on service request fulfillment, including those imposed by third parties, is typically found in Service Level Agreements (SLAs). SLAs define the agreed-upon levels of service, including response times, resolution times, and any constraints or dependencies that may affect service fulfillment.
Service Level Agreements (Answer A - Correct): SLAs document the terms of service between the service provider and the customer, including the limitations and constraints imposed by third parties. This ensures that both the provider and the customer are aware of potential delays or issues that could arise due to third-party involvement.
Service Request Catalogue (Answer B - Incorrect): The service request catalogue lists the available services and requests but does not typically detail constraints related to third parties.
Service Request Model (Answer C - Incorrect): Service request models outline the steps to fulfill specific service requests but do not usually contain detailed information about third-party constraints.
CMDB (Answer D - Incorrect): The Configuration Management Database (CMDB) contains information about configuration items (CIs) and their relationships, but it is not the primary source for details on third-party constraints affecting service request fulfillment.
ITIL 4 Reference:
Service Level Management Practice: SLAs include details about service constraints and obligations, ensuring transparency between service providers and customers regarding service fulfillment expectations.

**NEW QUESTION # 154**
Which problem management process has inputs from external user and professional communicates?

- A. Problem control
- B. Proactive problem identification
- C. Reactive problem identification
- D. Error control

**Answer: B**

Explanation:
Proactive problem identification often relies on inputs from external users and professional communities. This process involves analyzing trends and feedback from users, vendors, and other professionals to identify potential problems before they result in incidents. Engaging with external sources helps organizations stay ahead of issues by identifying patterns and emerging risks. Problem control and error control focus more on managing existing problems and known errors, while reactive problem identification focuses on identifying problems in response to incidents.

## NEW QUESTION # 155
What is used to minimize the negative impact of an event?

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

**Answer: D**

Explanation:
A monitoring action plan outlines the specific steps to be taken when a particular event or set of events occurs. These plans are designed to:
Minimize impact: By having predefined actions, the response to an event can be swift and targeted, reducing the potential negative consequences.
Provide guidance: Action plans ensure that everyone involved knows what to do, avoiding confusion and delays.
Enable proactive response: In some cases, action plans might include steps to be taken before an event fully materializes, potentially preventing it altogether.
Let's consider the other options:
A . An event correlation: This is the process of linking related events together to gain a better understanding of the situation, but it doesn't directly minimize the impact.
B . A rule set: Rule sets define the criteria for triggering alerts or actions based on events, but they are not the actions themselves.
C . A health model: This provides a baseline for normal system behavior, aiding in identifying anomalies, but it doesn't outline specific actions to take.

## NEW QUESTION # 156
What characteristic of communication channels can be supported by pre-population of relevant user data?

- A. Familiarity
- B. Availability
- C. Usability
- D. Contextual intelligence

**Answer: D**

Explanation:
Communication channels in ITIL 4 are essential for effective service delivery, and contextual intelligence refers to the ability to understand and act based on the context in which communication occurs. When pre-population of relevant user data is utilized in communication, it allows the system to better understand the user's needs and context, making the communication more intelligent and efficient.
Contextual Intelligence: By pre-populating relevant data (such as user history, previous interactions, preferences), the system can offer more tailored and meaningful responses to the user. This approach helps the system to anticipate user needs, suggest appropriate actions, and streamline interactions.
Option D ("Contextual intelligence") is correct because it refers to the system's ability to understand the context of the interaction and improve the relevance of the communication, which is enhanced by the pre-population of user data.

Incorrect Options:

Option A (Usability): Usability refers to how easy and efficient the system is to use, which isn't directly enhanced by pre-populating data.

Option B (Familiarity): Familiarity relates to how accustomed users are with the system, which isn't the primary outcome of data pre-population.

Option C (Availability): Availability refers to the uptime and accessibility of the system, not the intelligent use of user data.

## NEW QUESTION # 157

A value stream mapping exercise has noted that the service provider monitors all components that are visible to the service consumers.

Why will this NOT be sufficient 'monitoring and event management' capability?

- A. Because most technology components include monitoring and event management capabilities by default
- B. Because the wrong stakeholders may have been consulted
- C. Because it is important monitor development and teat environments
- D. Because other components may be essential for the service to be available

**Answer: D**

Explanation:

In the context of Monitoring and Event Management, ITIL 4 emphasizes the importance of monitoring not only the components visible to service consumers but also the underlying components that may not be directly visible but are critical for the overall service availability. This includes infrastructure, databases, and other back-end systems that, if compromised or unavailable, can still affect the service.

Other Components Essential for Service Availability (Answer C - Correct): Monitoring only the visible components of a service is insufficient because critical infrastructure and other underlying components may fail without being immediately visible to consumers. Effective monitoring must include all the components that contribute to the functioning of the service, even those hidden from the service consumer's view. Failure to monitor these can result in unexpected service outages.

Wrong Stakeholders (Answer A - Incorrect): While consulting the right stakeholders is essential, the main issue in this scenario is the lack of monitoring of essential, non-visible components.

Technology Components Including Monitoring by Default (Answer B - Incorrect): Although some technology components include monitoring capabilities by default, it does not guarantee that all necessary components are being monitored adequately. This answer does not address the full scope of monitoring required.

Monitoring Development and Test Environments (Answer D - Incorrect): Monitoring test and development environments can be useful, but the question is about ensuring that essential components for live services are being monitored.

ITIL 4 Reference:

Monitoring and Event Management Practice: ITIL 4 highlights that all components, both visible and invisible to consumers, need to be monitored to ensure complete service availability and performance.

## NEW QUESTION # 158

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