

# New ITIL-4-Specialist-Monitor-Support-Fulfil Exam Dumps, Exam ITIL-4-Specialist-Monitor-Support-Fulfil Sample



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The ITIL 4 Specialist: Monitor, Support, Fulfil Exam (ITIL-4-Specialist-Monitor-Support-Fulfil) certification exam is one of the top-rated career advancement certifications in the market. This ITIL-4-Specialist-Monitor-Support-Fulfil exam dumps have been inspiring beginners and experienced professionals since its beginning. There are several personal and professional benefits that you can gain after passing the ITIL-4-Specialist-Monitor-Support-Fulfil Exam. The validation of expertise, more career opportunities, salary enhancement, instant promotion, and membership of Peoplecert certified professional community.

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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 5	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
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### Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q114-Q119):

#### NEW QUESTION # 114

Which statement about the third-parties role in incident management is CORRECT?

- A. Third parties should be excluded from incident management activities
- B. Incident management activities should be delegated to third parties as much as possible
- C. Interactions with third parties during incident management should be formalized as much as possible
- D. Incident models should define third parties' involvement in incident management

**Answer: D**

Explanation:

In ITIL 4, incident models provide predefined steps for handling incidents, including the roles and responsibilities of third parties. It is important that these models define how and when third parties are involved in incident management, ensuring their contribution is clear and that the process is efficient and effective.

Excluding third parties (Option A) is incorrect, as third parties often play a critical role, especially in complex services that involve external providers.

Delegating incident management (Option C) to third parties is only appropriate in specific contexts and not a general best practice. While formalizing interactions (Option D) is important, it is secondary to clearly defining third-party roles in incident models.

#### NEW QUESTION # 115

What is the MOST important factor to consider when deciding how to mitigate problems?

- A. Technical impact on applications or infrastructure
- B. Service level agreements for problem resolution
- C. Business impact on service consumers
- D. The number and frequency of related incidents

**Answer: C**

Explanation:

In problem management, the most critical factor to consider when deciding how to mitigate problems is the business impact on service consumers. ITIL 4 emphasizes the importance of focusing on value, which means prioritizing issues that affect the business operations and end-user experience. By considering the business impact, organizations can ensure that they are addressing problems that have the greatest impact on customer satisfaction and service delivery.

Business Impact: The primary goal of problem management is to minimize disruptions to business operations. Problems that significantly impact the service consumers' ability to perform their work should be prioritized for mitigation.

Option B ("Business impact on service consumers") is the correct answer because it aligns with the ITIL 4 principle of focusing on value and ensuring that problems affecting customers are mitigated quickly.

Incorrect Options:

Option A: While technical impact is important, it should be secondary to business impact.

Option C: SLAs are important, but the urgency of addressing a problem should be guided by the business impact.

Option D: The number of incidents is a factor, but the priority should be on how the problem affects the business.

### NEW QUESTION # 116

Which activity is part of the 'service request review and optimization' process?

- A. Enacting the procedures to fulfill the request
- **B. Registering suggested Improvements to service request models**
- C. Selecting the appropriate service request model
- D. Deciding on whether to fulfil exceptions to standard service requests

**Answer: B**

Explanation:

In the service request review and optimization process, one of the key activities is registering suggested improvements to the service request models. This ensures that the service request process evolves and improves over time based on user feedback and operational efficiency analysis.

Selecting the appropriate service request model happens during request categorization, not review and optimization.

Enacting procedures to fulfill the request is part of the execution phase, not the review process.

Deciding on exceptions is not a typical activity within the optimization process, which is more focused on enhancing and refining the standard models.

### NEW QUESTION # 117

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 report the practice performance
- B. The system will help to manage user query records
- 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 # 118

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

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

**Answer: A**

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 # 119

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