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Peoplecert ITIL-4-MSF Exam Syllabus Topics:

Section	Objectives
Monitor, Support and Fulfil Practices Overview	- Service Desk Practice - Service Request Management - Problem Management - Incident Management - Monitoring and Event Management

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Peoplecert ITIL 4 Specialist: Monitor, Support and Fulfil Sample Questions (Q28-Q33):

NEW QUESTION # 28

A service provider wants to automate monitoring and event management effectively. To achieve this, the IT operations teams are working on identifying and documenting a business context for the events in IT systems and components. The main source of information for this is the configuration management system which helps to estimate the service and business impact of the events. Other information is available from existing event and incident records. What other important source of information must be considered to understand the context of events?

- A. Impact of events on the system performance
- B. Performance and capacity thresholds provided by vendors
- C. Anomalies that are not apparent to humans
- **D. Information from stakeholders about business impact**

Answer: D

Explanation:

When automating monitoring and event management, it is important to understand the business context of events to prioritize actions based on their impact on the business. While the configuration management system (CMS) provides technical information about configuration items (CIs) and how they relate to services, and event and incident records provide historical data, a crucial additional source of information is direct feedback from stakeholders who can offer insights into how events affect the business.

Stakeholder Input: Stakeholders, such as service owners or business representatives, provide valuable insights into the business impact of events, which might not be fully understood from technical data alone. This helps in estimating the severity of events and deciding the appropriate response.

Option B ("Information from stakeholders about business impact") is the correct answer because stakeholder input is essential for understanding how events influence business operations.

NEW QUESTION # 29

Which situation MOST likely requires functional escalation?

- A. A user requests a password reset
- B. A service request is completed
- **C. An analyst lacks technical expertise to resolve an incident**
- D. SLA targets are exceeded

Answer: C

Explanation:

Functional escalation occurs when additional technical expertise or specialist knowledge is needed. The incident is transferred to a team capable of providing deeper investigation or resolution. SLA concerns may require hierarchical escalation, while routine requests generally do not require escalation.

NEW QUESTION # 30

Which process has an output of 'stakeholder notifications'?

- A. Monitoring planning
- B. Monitoring and event management review
- **C. Event handling**
- D. Ensuring that events are detected, interpreted, and if needed acted upon as quickly as possible

Answer: C

Explanation:

In ITIL 4, event handling involves managing events that may require notifications to stakeholders.

When an event is detected, it could signify a change in the state of a service or component, necessitating communication with relevant stakeholders to ensure appropriate actions are taken.

Stakeholder notifications are a key part of this process, ensuring that those affected or involved are informed promptly.

NEW QUESTION # 31

Which of the following describes the purpose of the service desk practice?

- A. To minimize the negative impact of incidents by restoring normal service operation as quickly possible
- B. To systematically observe services and service components, and record and report selected changes of state
- C. To reduce the likelihood and impact of incidents by Identifying, actual and potential causes of incidents
- D. To ensure that the demand for incident resolution and service requests is captured

Answer: D

Explanation:

The primary purpose of the service desk practice, according to ITIL 4, is to capture demand for incident resolution and service requests. The service desk acts as the communication point for IT users, ensuring that their issues and requests are recorded and handled. This function is critical for maintaining service quality and efficiency, as it allows the organization to quickly respond to incidents and ensure user needs are met.

NEW QUESTION # 32

How can partners and suppliers support the monitoring and event management practice?

- A. By benchmarking service performance against SLAs agreed with customers
- B. By providing incident management tools
- C. By defining which informational events require immediate action
- D. By building event generation capabilities into their product's operating system

Answer: D

Explanation:

Partners and suppliers can support the monitoring and event management practice by integrating event generation capabilities into their products, allowing the organization to monitor and manage events more effectively. This allows systems to automatically generate and report events based on predefined triggers, facilitating proactive management. Event Generation: By building event generation capabilities into their products, suppliers ensure that critical events are automatically detected and reported, supporting the organization's monitoring efforts.

Option A ("By building event generation capabilities into their product's operating system") is the correct answer because it directly supports the ability to monitor systems effectively through automated event generation.

NEW QUESTION # 33

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