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Peoplecert ITIL 4 Specialist: Monitor, Support and Fulfil Sample Questions (Q11-Q16):

NEW QUESTION # 11

Which process reviews tools are available for data analysis?

- A. Establishing and maintaining approaches
- B. Event handling
- C. Monitoring planning
- D. Monitoring and event management review

Answer: D

Explanation:

In ITIL 4, the "Monitoring and Event Management" practice focuses on systematically observing services and service components and recording and reporting selected changes of state identified as events. These activities are key in ensuring the IT environment's stability and detecting issues before they cause significant problems.

The process that reviews tools available for data analysis relates to the "Monitoring and event management review," as this step involves evaluating the performance and suitability of tools and methods used to capture and analyze monitoring data. Ensuring the availability of the correct tools is crucial for analyzing large volumes of data and detecting patterns or anomalies that indicate potential issues.

NEW QUESTION # 12

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

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

Answer: D

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 # 13

When a service provider was analysing performance of the service request management practice, it became clear that service requests fulfilled by the service provider's teams meet the agreed standards and have a high user satisfaction score. However, service requests that are supposed to be partially fulfilled by users, are often overdue, and leave users unhappy. In many cases, a service provider team needs to step in and complete the request fulfilment. At the same time, the service provider is planning to migrate to a new ITSM software system. Which requirement for the automation of service request management is particularly important to ensure that the new system addresses the situation?

- **A. Available and convenient self-service**
- B. Work hours planning and reporting
- C. Support of service request models
- D. Support of end-to-end value streams

Answer: A

Explanation:

The issue described involves users being unable to effectively fulfill their portion of service requests, leading to delays and dissatisfaction. In this case, an available and convenient self-service portal is crucial. It allows users to easily complete their part of the request fulfillment process without needing assistance from the service provider. Self-service capabilities reduce delays and improve the user experience, ensuring that users can fulfill requests independently.

Self-Service Portals: These portals empower users by providing easy access to service request options and support for completing their portion of the request fulfillment.

Option D ("Available and convenient self-service") is the correct answer because a well-designed self-service portal can address the issue of users struggling with fulfilling their requests independently.

NEW QUESTION # 14

What management practice is involved in providing users with descriptions of the service requests available to them?

- A. Change enablement
- **B. Service catalogue management**
- C. Incident management
- D. Problem management

Answer: B

Explanation:

The service catalogue management practice involves maintaining a structured list or catalogue of services available to users. This includes providing clear descriptions of the services, service requests, and the options available to users.

Service catalogue management ensures that all service offerings and requests are clearly documented, communicated, and accessible to users. This helps users understand what services they can request and how to access them.

Option D ("Service catalogue management") is the correct answer, as it directly involves providing users with descriptions of available service requests.

NEW QUESTION # 15

Which consumer role is the primary focus of the service request management practice?

- A. Sponsor
- B. Asset manager
- C. User
- D. Customer

Answer: C

Explanation:

In the service request management practice, the primary focus is on the user, as they are the ones submitting service requests and requiring support. ITIL defines a user as the individual who consumes or uses the services. The objective of service request management is to address the users' needs efficiently and in line with agreed service levels. The customer defines the requirements for the service, but the user is the one interacting with the service requests.

Sponsors and asset managers have roles in other aspects of service management but are not the focus in this practice.

NEW QUESTION # 16

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