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Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q73-Q78):

NEW QUESTION # 73

The problem manager has been invited to a workshop for people who contribute to the initial incident diagnosis activity of the value stream that is used to restore normal service after an incident.

Which other TWO managers is it important to invite to this workshop?

1. The manager responsible for testing the service
2. The manager responsible for incident management
3. The manager responsible for knowledge management
4. The manager responsible for monitoring and event management

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

Answer: B

Explanation:

In a workshop aimed at contributing to initial incident diagnosis, it is essential to involve the incident management and knowledge management managers. The incident management manager ensures that incidents are properly handled and escalated as necessary. The knowledge management manager ensures that relevant information and solutions are available to support efficient incident diagnosis and resolution.

Testing the service and monitoring and event management are important functions but are not as directly involved in the initial incident diagnosis.

NEW QUESTION # 74

Which capability criterion supports the practice success factor 'ensuring that events are detected, interpreted, and if needed acted upon as quickly as possible'?

- A. The responsibility for the approach to monitoring and event management is clearly defined
- B. The key users of the monitoring data and their requirements are identified
- C. Trends are analysed and used to predict the event occurrence
- **D. The monitoring data is available when needed and meets the user requirements**

Answer: D

Explanation:

In the ITIL 4 framework, ensuring that events are detected, interpreted, and acted upon quickly is a critical aspect of the "Monitoring and Event Management" practice. The success of this practice hinges on the availability of relevant monitoring data when needed and its alignment with user requirements.

The capability criterion that supports this practice focuses on the timely availability and relevance of monitoring data. If the data is not available or does not meet the needs of the users, it will hinder the ability to respond swiftly and accurately to events. Therefore, ensuring that the monitoring data is consistently available and relevant is crucial to detecting, interpreting, and acting on events as they occur.

Other options:

B. Responsibility for the approach is defined: While important, this option focuses on process ownership rather than the immediate availability of data.

C. Identifying key users and their requirements: Identifying users is essential but does not directly support the criterion of fast response.

D. Trends are analyzed: Trend analysis helps in long-term predictions, but this does not directly support real-time event handling.

NEW QUESTION # 75

What is NOT a main characteristic of a service request?

- A. A service request leads to an agreed service outcome
- **B. A service request leads to a normal change**
- C. A service request is initiated by a user or user representative
- D. A service request is acted on by the service provider

Answer: B

Explanation:

A service request in ITIL 4 refers to a user-initiated request for information, advice, or a standard service action. It does not usually involve the complex activities associated with normal changes, which are part of the change enablement process.

Main Characteristics of a Service Request:

A service request is initiated by a user or user representative.

It leads to an agreed service outcome.

It is acted upon by the service provider.

Option A ("A service request leads to a normal change") is incorrect because normal changes involve more formal procedures, risk assessments, and approvals, and they are part of change enablement, not service request management.

Correct Characteristics:

Option B: Service requests are intended to achieve agreed service outcomes.

Option C: Service requests are user-initiated.

Option D: Service providers are responsible for fulfilling service requests.

NEW QUESTION # 76

A service provider receives negative feedback from users about fulfillment of some types of service requests. If a service request requires implementation of a change. It is often fulfilled with significant delays.

What is the BEST way to improve this situation?

- A. Review the service value stream to ensure effective integration of all Involved
- B. Outsource the fulfillment procedures
- C. Review the fulfillment procedures to remove the need for change implementation
- D. Automate the fulfillment procedures

Answer: A

Explanation:

In this scenario, service requests that require the implementation of a change are often delayed, leading to negative feedback. The best way to address this issue is to review the service value stream to ensure effective integration of all teams involved.

Review the Service Value Stream (Answer B - Correct): The service value stream represents all the activities required to fulfill a service request, from initiation to completion. By reviewing and optimizing the service value stream, the service provider can identify where delays occur and improve integration between the teams responsible for service request fulfillment and change implementation. This holistic approach ensures that each step in the process is aligned, reducing delays and improving overall efficiency.

Remove the Need for Change Implementation (Answer A - Incorrect): While simplifying procedures is helpful, removing the need for change implementation entirely may not be feasible, especially if the changes are necessary for fulfilling the service request.

Automate the Fulfillment Procedures (Answer C - Incorrect): Automation can help improve efficiency, but it won't resolve the issue if the root cause of delays is poor integration between teams.

Outsource the Fulfillment Procedures (Answer D - Incorrect): Outsourcing may provide some benefits, but it does not address the underlying issue of delays in the service value stream and the integration of change management processes.

ITIL 4 Reference:

Service Value Chain: ITIL emphasizes the importance of reviewing and improving the end-to-end service value stream to ensure that all steps in service request fulfillment are aligned and integrated effectively.

Change Enablement Practice: Delays often occur when changes are not properly integrated into the service request process, highlighting the need to review the value stream.

NEW QUESTION # 77

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

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

Answer: B

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 # 78

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