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## Peoplecert ITIL 4 Specialist: Monitor, Support and Fulfil Sample Questions

## (Q137-Q142):

### NEW QUESTION # 137

Which of the following is NOT a benefit of knowing the current status of services and service components?

- A. Ability to respond appropriately to service-impacting events that have already occurred
- B. Ability to take proactive actions to prevent future adverse events from occurring
- C. Ability to perform operational activities that are required to ensure that service components are performing optimally
- D. Ability to filter the vast amount of monitoring data which can be collected through the monitoring tools

**Answer: D**

Explanation:

While knowing the current status of services and service components provides several operational benefits, filtering monitoring data is not directly a benefit of knowing the status.

Instead, it relates to the capabilities of the monitoring tools themselves, which are designed to help manage and process large amounts of data. The primary benefits of knowing the status include responding to events, optimizing performance, and preventing future incidents.

### NEW QUESTION # 138

Which event type normally requires no immediate action?

- A. Informational event
- B. Critical event
- C. Major incident
- D. Exception event

**Answer: A**

Explanation:

Informational events communicate status updates or routine operational information. They are typically logged for reference and auditing purposes but do not require immediate intervention.

Critical or exception events may indicate abnormal conditions requiring investigation or corrective action.

### NEW QUESTION # 139

How can partners and suppliers support the 'service desk' practice?

- A. By providing problem management tools
- B. By reducing the need to customize the IT services
- C. By advising on how to build the team and implement an information system
- D. By outsourcing the development of IT services

**Answer: C**

Explanation:

Partners and suppliers in ITIL 4 play a significant role in supporting service management practices, including the service desk. The key is understanding how they can complement and enhance service operations through their expertise and resources.

B). By advising on how to build the team and implement an information system (Correct Answer):

Partners and suppliers often provide expertise in areas such as team structuring, system implementation, and best practices. In the context of the service desk, external expertise can be invaluable in setting up effective service desk operations, selecting and implementing tools for managing communication, and ensuring smooth integration with other IT operations.

### NEW QUESTION # 140

An organization is designing a value stream for onboarding users. At which step in value stream mapping should the involvement of the service desk practice be identified?

- A. Identify the scope of the value stream analysis
- B. Reflect on the value stream map

- C. Create a 'to be' value stream map
- D. Define the purpose of the value stream

**Answer: C**

Explanation:

When designing a value stream for onboarding users, the service desk practice's involvement should be identified during the creation of the 'to be' value stream map. This step defines the future state of the value stream and allows for the service desk's role in supporting the onboarding process to be clearly mapped out and optimized.

#### NEW QUESTION # 141

Which of the following is a benefit of utilizing incident models?

- A. Reducing the technical debt created by incident workarounds
- B. Optimizing the handling of repeating incidents
- C. Optimizing the handling of novel incidents
- D. Reducing the impact of an incident when a full resolution is unavailable

**Answer: B**

Explanation:

An incident model defines the steps to handle a particular type of incident in a standardized way.

This is particularly beneficial for repeating incidents, as it ensures that these incidents are handled consistently and efficiently, reducing the time and effort required to resolve them.

Incident models provide a structured approach to incident management, making it easier to handle common incidents.

Incident Models: These models streamline the process of handling recurring incidents by defining predefined steps and actions, ensuring quick and consistent resolution. Option C ("Optimizing the handling of repeating incidents") is the correct answer because incident models are designed to improve the efficiency of dealing with frequent incidents.

#### NEW QUESTION # 142

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