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

Topic	Details
Topic 1	• 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.
Topic 2	• 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.
Topic 3	• 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.
Topic 4	• 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.
Topic 5	• 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.

Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q118-Q123):

NEW QUESTION # 118
What defines how event messages will be processed and evaluated?

- A. A monitoring action plan
- B. An event correlation
- C. A health model
- D. A rule set

Answer: D

Explanation:
In ITIL 4, event management involves detecting and responding to events generated by various systems and services. The rule set defines how event messages are processed and evaluated to determine the appropriate response. These rules guide the system in correlating events and taking action based on predefined criteria.
Rule Set: This is a set of predefined conditions that determine how events should be handled, ensuring that the correct actions are taken based on the type and severity of the event.
Option B ("A rule set") is the correct answer because it directly relates to defining how event messages will be processed and evaluated.
Incorrect Options:
Option A (Event correlation): Correlates related events but does not define how they are processed.
Option C (Health model): Provides insights into system health but does not define how events are processed.
Option D (Monitoring action plan): Guides monitoring but doesn't specifically define event processing rules.

NEW QUESTION # 119
What is used to minimize the negative impact of an event?

- A. A rule set
- B. An event correlation
- C. A monitoring action plan
- D. A health model

Answer: C

Explanation:
A monitoring action plan outlines the specific steps to be taken when a particular event or set of events occurs. These plans are designed to:
Minimize impact: By having predefined actions, the response to an event can be swift and targeted, reducing the potential negative consequences.
Provide guidance: Action plans ensure that everyone involved knows what to do, avoiding confusion and delays.
Enable proactive response: In some cases, action plans might include steps to be taken before an event fully materializes, potentially preventing it altogether.
Let's consider the other options:
A . An event correlation: This is the process of linking related events together to gain a better understanding of the situation, but it doesn't directly minimize the impact.
B . A rule set: Rule sets define the criteria for triggering alerts or actions based on events, but they are not the actions themselves.
C . A health model: This provides a baseline for normal system behavior, aiding in identifying anomalies, but it doesn't outline specific actions to take.

NEW QUESTION # 120

In which step of the 'incident handling and resolution' process will a change be initiated?

- A. Incident diagnosis
- B. Incident resolution
- C. Incident registration
- D. Incident closure

Answer: B

Explanation:
During the incident resolution step of the incident handling process, it may become clear that a change is needed to resolve the underlying issue permanently. This is where the connection between Incident Management and Change Enablement occurs. For instance, if the resolution of the incident requires a modification to the system, a change request is initiated to implement this solution, ensuring the problem does not recur.

NEW QUESTION # 121

In which step of the 'incident handling and resolution' process does the service desk agent confirm that the user query refers to an incident?

- A. Incident diagnosis
- B. Incident classification
- C. Incident registration
- D. Incident detection

Answer: D

Explanation:
In the incident handling and resolution process, the service desk agent confirms that a user query refers to an incident during the incident detection step. This step involves recognizing that an issue reported by a user is indeed an incident that requires further investigation and classification.
Incident classification (Option A) happens after detection and involves categorizing the incident.
Incident registration (Option C) involves logging the incident once it is confirmed.
Incident diagnosis (Option D) occurs later, during the troubleshooting phase.

NEW QUESTION # 122

Which of the following is NOT a benefit of the 'incident management' practice?

- A. Reduced knowledge capture and reuse
- B. Reduced losses caused by IT service unavailability
- C. Higher client and employee satisfaction
- D. Fulfilment of the SLAs with service consumers

Answer: A

Explanation:
The Incident Management practice in ITIL 4 provides several benefits, including the fulfillment of SLAs, improving client and employee satisfaction, and reducing losses caused by service unavailability. However, reduced knowledge capture and reuse is not a benefit; in fact, knowledge capture and reuse are key goals of incident management to ensure that lessons learned from incidents are applied to prevent future issues. Proper documentation and sharing of knowledge ensure continuous improvement and efficiency in resolving incidents.

NEW QUESTION # 123

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