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

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>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.</li></ul>

## Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q60-Q65):

### NEW QUESTION # 60

A service provider wants to improve its proactive problem identification capabilities. To support this objective, it is reviewing the software tools currently used for problem management. Which automation capabilities will be particularly important for proactive problem identification?

- A. Integration with incident management records
- B. Integration with knowledge bases
- C. Separation of problem control and error control
- D. Practice measurement and reporting

### Answer: A

Explanation:

For proactive problem identification, the ability to correlate and analyze data from incident management records is crucial. By integrating problem management tools with incident management, the organization can detect patterns of recurring incidents, helping identify potential problems before they escalate. Automation capabilities that link these two practices will allow the service provider to enhance its proactive problem management capabilities, focusing on long-term solutions to reduce incident occurrence.

### NEW QUESTION # 61

Which monitoring and oven! management activity is MOST LIKELY to involve partners and suppliers?

- A. Providing information about how services that utilize internal and externally provided components, enable value fill customers.
- B. Providing consultancy on how to design and develop new IT services
- C. Providing application programme interface (APIs) that integrate with the service provider's monitoring and event management systems
- D. Defining monitoring and event thresholds for all services delivered by the service provider

### Answer: C

Explanation:

Partners and suppliers often provide APIs to integrate external components with the service provider's monitoring and event management systems. This is critical for ensuring that services with both internal and external dependencies can be monitored

cohesively, ensuring a seamless operation.

Defining thresholds and providing service information (Options A and B) are more internal activities managed by the service provider.

Providing consultancy on service design is unrelated to monitoring and event management.

#### NEW QUESTION # 62

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.

Option B describes the purpose of incident management, not the service desk.

Option C refers to problem management, which focuses on identifying and reducing potential causes of incidents.

Option D describes monitoring and event management, which involves systematically observing services and components.

#### NEW QUESTION # 63

A service provider supports an international customer organization with users in many countries. The service provider aims to ensure high and consistent quality of request fulfillment for all users at all locations. How should the service provider use the workflow and collaboration system to support this objective?

- A. It should offer a flexible measurement and reporting capability
- B. It should allow for a flexible and affordable super-user role
- C. It should offer convenient self-help capabilities
- D. It should support creation and use of service request models

**Answer: D**

Explanation:

To ensure high and consistent quality of request fulfillment across different locations, the service provider should focus on standardization. Service request models help in defining standard procedures for fulfilling requests, ensuring consistency in how requests are handled, regardless of the user's location.

Service Request Models: These models standardize the fulfillment process for common requests, ensuring that the same steps are followed in every case, which promotes consistency and quality across all locations.

Option D ("It should support creation and use of service request models") is the best answer, as it directly contributes to maintaining a high and consistent quality of service by using standardized workflows for request fulfillment.

Incorrect Options:

Option A: The role of super-users may help in certain scenarios but doesn't directly ensure consistency of request fulfillment.

Option B: While measurement and reporting are important, they do not directly ensure the quality of request fulfillment.

Option C: Self-help capabilities can improve user experience but are not the key to ensuring consistency across multiple locations.

#### NEW QUESTION # 64

A service management team has understood the benefits of value streams and has already mapped the current incident management value stream. What should be the NEXT step for the service management team to take?

- A. Proceed with major changes to the incident management value stream
- B. Analyse the value stream map to identify waste
- C. Start eliminating work not connected to the incident management value stream
- D. Adjust the incident management value stream to best practice

## Answer: B

Explanation:

In ITIL 4, after mapping a value stream, the next logical step is to analyze the value stream map to identify waste. This analysis helps the service management team to pinpoint inefficiencies, bottlenecks, and redundant activities in the incident management process. By identifying and addressing these areas of waste, the team can improve the overall performance and flow of the value stream.

## NEW QUESTION # 65

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