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Peoplecert ITIL 4 Specialist: Monitor, Support and Fulfil Sample Questions (Q83-Q88):

NEW QUESTION # 83

What is part of the service desk agent role?

- A. Ensuring the workload balance between the service desk activities and involvement in other practices
- **B. Triaging user queries and taking appropriate action**
- C. Creating and maintaining a healthy work culture
- D. Planning the capacity and performance of the service desk team

Answer: B

Explanation:

The role of a Service Desk Agent in ITIL 4 focuses on being the first point of contact for users.

One of the primary responsibilities of a service desk agent is to triage user queries, meaning they assess and prioritize the issues reported by users and take appropriate action to resolve them or escalate them as needed.

Triaging User Queries and Taking Appropriate Action (Answer C - Correct): This is a core responsibility of service desk agents. They are responsible for assessing the nature of incidents or requests, categorizing them, and ensuring they are either resolved or

escalated to the appropriate teams. This role is crucial in ensuring timely and efficient service delivery.

NEW QUESTION # 84

What practice should be used together with the 'service request management' practice to ensure that third parties will adjust their level of service to the needs of the organization?

- A. Service level management
- B. Service catalogue management
- C. Service desk
- D. Supplier management

Answer: D

Explanation:

The supplier management practice ensures that suppliers and their performance are managed appropriately to support the seamless provision of quality services. When used together with service request management, supplier management helps ensure that third parties adjust their level of service to the organization's needs by setting clear expectations and monitoring supplier performance through contracts and agreements (SLAs).

Supplier Management: This practice focuses on maintaining and improving supplier relationships, including negotiating and enforcing SLAs, ensuring that third-party services align with organizational requirements.

Option B ("Supplier management") is the correct answer because it ensures that third-party service levels are aligned with the needs of the organization through proper management and oversight.

NEW QUESTION # 85

Although many events are captured and processed automatically, some require a human response. Which software tools are MOST important for effective joint work of IT teams responding to events?

- A. Knowledge management tools
- B. Analysis and reporting tools
- C. Workflow management and collaboration tools
- D. Service configuration management tools

Answer: C

Explanation:

When human responses are required for events, workflow management and collaboration tools are essential for the effective joint work of IT teams. These tools help coordinate tasks, ensure proper handoffs, and facilitate communication between teams, making it easier to manage incidents and events that require manual intervention.

NEW QUESTION # 86

A service provider wants to automatically create records and tasks if certain events happen.

These can be incident records, maintenance tasks, change records, and others. Which automation system should the service provider use for this?

- A. Monitoring system built into the monitored component
- B. Service configuration management system
- C. Workflow management system
- D. Knowledge management system

Answer: C

Explanation:

A workflow management system automates the process of creating and managing records and tasks in response to specific events. This system can handle various types of tasks, such as creating incident records, initiating maintenance activities, or triggering change records, based on predefined workflows. It ensures that the appropriate actions are taken automatically when certain events are detected.

Automation through Workflow Management: This system allows for the seamless creation of tasks and records whenever an event occurs, improving efficiency and reducing the need for manual intervention.

Option B ("Workflow management system") is the correct answer because it automates the creation of incident records, maintenance tasks, and change records based on predefined event triggers.

NEW QUESTION # 87

A support manager wants to reduce repetitive incidents. Which practice should be MOST closely aligned with incident management?

- A. Financial budgeting
- B. Supplier evaluation
- C. Workforce planning
- **D. Problem management**

Answer: D

Explanation:

Problem management investigates recurring incidents and seeks to identify and remove underlying causes. Close collaboration between incident and problem management reduces future disruptions and improves service quality. The other activities may contribute indirectly but are not primarily focused on recurrence reduction.

NEW QUESTION # 88

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