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Peoplecert ITIL 4 Specialist: Monitor, Support and Fulfil Sample Questions (Q18-Q23):

NEW QUESTION # 18

Which TWO of the following items is a service desk MOST LIKELY to capture?

1. Problems
 2. Service requests
 3. Incidents
 4. Changes
- A. 1 and 4
 - B. 2 and 3
 - C. 1 and 2
 - D. 3 and 4

Answer: B

Explanation:

The service desk is primarily responsible for handling service requests and incidents. A service request refers to user requests for information, advice, or access to a standard service, while an incident refers to an unplanned interruption or reduction in the quality of an IT service. These are the two most common types of interactions captured by the service desk.

Service Requests: Routine requests from users, such as password resets or access to applications.

Incidents: Issues affecting the availability or performance of services that need to be addressed promptly.

Option B ("2 and 3 - Service requests and Incidents") is the correct answer because these are the primary types of requests handled by the service desk.

NEW QUESTION # 19

An organization is in the process of improving their incident management practice. It wants to adjust the processes and procedures for complexity. Which of the following options is the BEST for the organization to apply in order to achieve this objective?

- A. Ensure effective integration with service desk, change enablement, and problem management
- B. Assess business impact even if there are no directly affected users yet
- C. Motivate team members to document and share their knowledge
- D. Use swarming to optimize resolution of unusual and major incidents

Answer: D

Explanation:

Swarming involves bringing together a group of experts from different teams to collaborate on resolving complex or high-priority incidents. This approach allows for rapid response and collective problem-solving, which is particularly useful for handling unusual and major incidents. It avoids the traditional escalation model, where incidents are passed from one team to another, potentially slowing down resolution.

Swarming: This method is highly effective in addressing complex incidents by leveraging the collective knowledge and expertise of multiple teams.

Option C ("Use swarming to optimize resolution of unusual and major incidents") is the best option because it helps optimize incident resolution for complex and high-impact incidents.

NEW QUESTION # 20

What is the PRIMARY objective of incident management?

- A. Improve supplier contracts
- B. Authorize infrastructure investments
- C. Eliminate recurring issues permanently
- D. Restore normal service operation quickly

Answer: D

Explanation:

Incident management aims to minimize the impact of service interruptions by restoring normal operation as quickly as possible.

Identifying and removing root causes is primarily the responsibility of problem management. The focus remains on rapid recovery and maintaining business productivity.

NEW QUESTION # 21

Which event type normally requires no immediate action?

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

Answer: B

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 # 22

The service request management team structures are usually the same as for what other practice?

- A. Change enablement
- **B. Incident management**
- C. Problem management
- D. Service level management

Answer: B

Explanation:

The service request management team structure is often similar to that of the incident management practice. Both practices involve handling user interactions, managing user expectations, and ensuring swift and effective resolution of issues (in the case of incidents) or fulfillment of requests (in the case of service requests).

Shared Team Structures: Since both practices require similar processes--capturing, categorizing, and managing requests or incidents--many organizations use the same or similar team structures for both practices to optimize efficiency.

Option B ("Incident management") is the correct answer because the workflow and team structures often overlap with service request management, as both deal with managing user-facing interactions.

NEW QUESTION # 23

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