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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>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 2	<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 3	<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>
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>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>

## Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q13-Q18):

### NEW QUESTION # 13

Which types of incidents do NOT usually require individual review upon resolution?

- A. Incidents not resolved in time
- B. New types of incidents
- C. Major Incidents
- D. Recurring incidents**

### Answer: D

Explanation:

In ITIL 4, incidents are categorized based on their impact and urgency, and the way they are managed depends on their classification. Let's break down the various types of incidents mentioned in the question:

Recurring Incidents

(Answer A):

These are incidents that have been identified and occur frequently, often with well-documented resolutions (e.g., through a known error or workaround). Due to their recurring nature and the availability of established solutions, these incidents typically do not require an individual review upon resolution. Instead, they may be reviewed in bulk periodically or handled through predefined processes. According to the ITIL Service Operation practice, recurring incidents are often managed through Problem Management, where known errors or workarounds can be applied without requiring a detailed review every time. This makes recurring incidents the correct answer.

Major Incidents (Answer B):

Major incidents are high-impact, urgent incidents that require immediate attention and often involve significant resources. ITIL 4 specifies that major incidents should always undergo an individual review to assess the incident's cause, resolution time, and how the incident was handled to avoid future recurrences. This is part of the Post-Incident Review process outlined in the Incident Management practice, ensuring lessons are learned and improvements are made.

New Types of Incidents (Answer C):

New types of incidents are unfamiliar and do not have a predefined resolution or known error in place. These incidents typically require careful investigation and review upon resolution to ensure they were handled appropriately and to determine if any preventive measures need to be taken. ITIL 4 promotes continuous learning from such incidents to improve Knowledge Management and prevent future occurrences.

Incidents Not Resolved in Time (Answer D):

Incidents that are not resolved within the agreed time frame (Service Level Agreement breaches) are typically reviewed to understand why the service level was not met. Such incidents are important for Service Level Management to ensure that corrective

actions are taken and similar delays do not occur in the future.

ITIL 4 Reference:

Incident Management Practice: ITIL emphasizes efficient handling of incidents to restore service operation quickly. Recurring incidents often have a known error and are resolved using documented procedures, hence not requiring detailed individual review each time.

Problem Management Practice: This deals with analyzing recurring incidents, identifying their root cause, and either resolving them permanently or establishing a workaround.

Service Level Management Practice: Incidents breaching the SLA (Answer D) are usually reviewed to improve performance and ensure compliance in future instances.

#### NEW QUESTION # 14

What practice enables the early detection of incidents?

- A. Knowledge management
- B. Service request management
- C. Monitoring and event management
- D. Problem management

**Answer: C**

#### NEW QUESTION # 15

Which of the following is an input to the 'communicating to users' process?

- A. Guidelines and procedures for triage
- B. Technology opportunities
- C. Communication reports
- D. Previous incident, problem and change records

**Answer: D**

Explanation:

When communicating with users, it is important to use historical data such as previous incident, problem, and change records. This information helps provide context and ensures that communication is accurate and informed by past events. These records can guide responses to current incidents or service requests and help set expectations for resolution based on historical trends.

Previous Incident, Problem, and Change Records: These provide valuable information that can be used to communicate effectively with users about ongoing issues, expected resolution times, and any steps that have been taken to resolve similar issues in the past. Option C ("Previous incident, problem, and change records") is the correct answer because these records serve as a key input for informed user communication.

Incorrect Options:

Option A: Triage guidelines are for internal processes, not directly related to user communication.

Option B: Communication reports reflect previous communication activities, not input to the communication process.

Option D: Technology opportunities are not relevant to incident communication.

#### NEW QUESTION # 16

An organization is designing a value stream for restoring service to users.

At which step in value stream mapping should the user touchpoints be identified?

- A. Identify the scope of the values stream analysis
- B. Create a 'to be' value stream map
- C. Reflect on the value stream map
- D. Define the purpose of the value stream from the business standpoint

**Answer: A**

Explanation:

In value stream mapping, user touchpoints are identified when the scope of the value stream analysis is being defined. This initial step is critical because it outlines the start and end points of the value stream and helps identify all key interactions, including those where users engage with the service.

Defining the scope ensures that all critical user interactions (touchpoints) are identified and included in the analysis, which is essential for ensuring the value stream meets user needs efficiently.

Other steps like creating a 'to be' value stream map and reflecting on the value stream map come later in the process and focus more on optimization and future state mapping.

### NEW QUESTION # 17

An organization is going to introduce problem management and they are considering who to appoint as a new problem manager. Who is the BEST candidate for the problem manager role?

- A. An enterprise architect who is experienced at defining and documenting processes and workflows
- B. A business relationship manager who previously worked as a risk manager
- **C. A senior technical specialist with a thorough knowledge of the organization's products and architecture**
- D. A service desk manager who is an expert at configuring service management tools

#### Answer: C

Explanation:

The role of the problem manager requires deep technical knowledge of the organization's systems, services, and architecture to effectively manage and resolve problems. A senior technical specialist with this expertise is well-suited to the role because they can diagnose problems, understand root causes, and collaborate with other teams to implement solutions.

Technical Expertise: A problem manager needs to understand the technical aspects of the infrastructure and services in order to analyze and resolve complex issues.

Option C ("A senior technical specialist with a thorough knowledge of the organization's products and architecture") is the best candidate because they have the necessary technical background to manage problems effectively.

Incorrect Options:

Option A: A business relationship manager may lack the technical knowledge needed for problem management.

Option B: While a service desk manager may be familiar with service tools, deep technical expertise is more crucial for this role.

Option D: An enterprise architect focuses more on strategy and design, not operational problem resolution.

### NEW QUESTION # 18

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