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Peoplecert ITIL-4-MSF Exam Syllabus Topics:

Section	Objectives
Topic 1: Monitor, Support and Fulfil Practices Overview	- Incident Management - Service Request Management - Service Desk Practice - Problem Management - Monitoring and Event Management

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

NEW QUESTION # 60

A service provider successfully fulfils service requests according to well-defined service request models. This is effectively supported by the workflow management software tool, where the models are saved and managed. The CIO is aiming to understand and optimize the costs of the services delivered to customers.

Which capability of the workflow management tool used for service request management is DM MOST important to support this objective?

- A. Work hours planning and reporting
- B. Affordable and flexible super-user role
- **C. Support of end to end value streams**
- D. Available and convenient self service

Answer: C

Explanation:

To optimize the costs of the services delivered to customers, the most important capability of the workflow management tool in service request management is the support of end-to-end value streams. ITIL 4 focuses on understanding and optimizing the entire value stream rather than isolated tasks to ensure services are delivered efficiently and cost-effectively.

Support of End-to-End Value Streams (Answer D - Correct): By supporting end-to-end value streams, the workflow management tool can track and manage the entire process, from request submission to fulfillment. This capability is critical for analyzing the full cost of delivering a service, identifying bottlenecks, and optimizing the process. Understanding the full value stream allows the CIO to make informed decisions about how to reduce costs without sacrificing service quality.

NEW QUESTION # 61

An organization operates in several markets and has many services provided collaboratively with their partners. The organization has adopted modern methods of development for its products and aims to quickly respond to changing requirements of the customers. It has recently become apparent that incident resolution time increased, sometimes exceeding the agreed targets. An incident review also showed an increase in the number and duration of transfers between the technical teams. What is the BEST approach to improving incident handling in this instance?

- **A. Group technical specialists by product or service**
- B. Ensure only internal teams take part in incident resolution
- C. Design significant rewards for individual technical specialists
- D. Ensure only external teams take part in incident resolution

Answer: A

Explanation:

In this scenario, incident resolution times are increasing, and incidents are being transferred between multiple teams, causing delays.

The best approach is to group technical specialists by product or service, allowing for faster, more efficient resolution. Group Technical Specialists by Product or Service (Answer B - Correct): Organizing teams by product or service ensures that specialists have deep knowledge of the system they are responsible for, which reduces the need to transfer incidents between teams. This setup aligns with modern development approaches like DevOps, where cross-functional teams are responsible for end-to-end service delivery and incident resolution.

NEW QUESTION # 62

What challenge is associated with user-to-technology interactions?

- A. Limited applicability to complicated and complex situations
- **B. Subjective attitudes and emotions**
- C. Limited scalability
- D. Unstructured information

Answer: B

Explanation:

One of the main challenges associated with user-to-technology interactions is the involvement of subjective attitudes and emotions. Users may have different levels of comfort with technology, varying expectations, and emotional reactions to incidents, which can complicate interactions and affect the quality of the service. Managing these subjective elements requires a combination of technical solutions and empathetic, user-focused support.

NEW QUESTION # 63

The appropriate service request model is chosen as part of which activity of the service request fulfillment control process?

- A. Service request model initiation and control
- B. Ad hoc fulfillment control
- **C. Request categorization**
- D. Fulfillment review

Answer: C

Explanation:

In the service request fulfillment control process, the appropriate service request model is chosen during the request categorization activity. Categorizing the request helps determine the correct model or procedure to follow for fulfilling the request efficiently and appropriately. This ensures that the service request is aligned with pre-defined workflows, contributing to consistency and efficiency in handling similar types of requests.

Service request model initiation and control refers to starting and managing the model, but the categorization determines which model is appropriate.

Ad hoc fulfillment control and fulfillment review occur after the model has been selected.

NEW QUESTION # 64

Which of the following is a correct statement about active monitoring in the context of the monitoring and event management practice?

- A. Active monitoring takes place when a defined set of conditions have been met
- **B. Active monitoring takes place whether an event has occurred or not**
- C. In active monitoring CIs report the event when it occurs
- D. Active monitoring takes place only when an event occurs

Answer: B

Explanation:

Active monitoring refers to continuously checking the status of configuration items (CIs) and other components, regardless of whether an event has occurred. This type of monitoring proactively looks for potential issues by continuously evaluating the state of systems and services, unlike passive monitoring, which only reacts when an event is triggered.

Active Monitoring: This involves actively probing or querying systems to check their status, even if no event has occurred. It helps in detecting issues before they manifest into problems.

Option C ("Active monitoring takes place whether an event has occurred or not") is the correct answer because active monitoring involves continuous checks, independent of event occurrence.

NEW QUESTION # 65

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