Certification ITIL-4-Specialist-Monitor-Support-Fulfil Questions | ITIL-4-Specialist-Monitor-Support-Fulfil Valid Real Exam

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

Topic	Details
Topic 1	• 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.
Topic 2	• 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.
Topic 3	• 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.
Topic 4	• 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.
Topic 5	• 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.

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Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q34-Q39):

NEW QUESTION # 34
An organization is not currently doing problem management, and is trying to decide how to get started.
What should be the FIRST step for the organization to take?

- A. Define detailed workflows and activities for the problem management
- B. Look at data on backlogs and links with incidents and changes
- C. Define a scope for problem management that includes a wide range of product and services
- D. Identify some problems in critical services and try to resolve them

Answer: D

Explanation:
When an organization is just starting with Problem Management, the best first step is to focus on identifying and resolving problems in critical services. ITIL 4 emphasizes a practical, iterative approach to adopting new practices.
Identify Problems in Critical Services (Answer D - Correct): Starting with critical services helps the organization focus on the most impactful areas and gain experience with problem management. This approach aligns with ITIL's principle of starting where you are by addressing existing issues and building the practice incrementally.
Define Detailed Workflows (Answer A - Incorrect): Defining detailed workflows can come later once the organization has gained some experience in problem management. Initially, it's more important to focus on addressing key problems.
Define a Broad Scope (Answer B - Incorrect): Starting with a wide scope might overwhelm the organization. Focusing on critical services is a more practical approach when beginning problem management.
Look at Backlogs and Links (Answer C - Incorrect): While analyzing backlogs and links to incidents and changes is important, it's not the best first step when starting problem management from scratch.
ITIL 4 Reference:
Problem Management Practice: ITIL encourages organizations to start small and address the most critical problems first, gradually building the practice.

NEW QUESTION # 35
What is a part of the service desk manager role?

- A. Acknowledging user queries
- B. Providing software tools for service desk
- C. Creating and maintaining a healthy work culture
- D. Triaging user queries

Answer: C

Explanation:
The role of a service desk manager goes beyond operational tasks and includes ensuring that the team works in a positive and productive environment. Maintaining a healthy work culture is essential for motivating staff, reducing burnout, and improving overall service desk performance. This aligns with ITIL's focus on managing people, roles, and responsibilities to deliver quality service.

NEW QUESTION # 36
What can be used to help the service provider assess user experience of a user service?

- A. An event correlation
- B. A monitoring action plan
- C. A rule set
- D. A health model

Answer: D

Explanation:
A health model in ITIL 4 refers to a comprehensive understanding of how various components of a service perform in relation to user expectations. By using a health model, a service provider can assess the overall user experience and determine whether the service meets performance standards.

Health Model (Answer C - Correct): A health model provides insights into the status of key service components and how they affect the user experience. By comparing actual performance data with desired outcomes, the provider can make informed decisions on service improvements.

Event Correlation (Answer A - Incorrect): Event correlation links related events but does not directly assess user experience.

Rule Set (Answer B - Incorrect): A rule set may be used to define thresholds for system alerts but does not directly assess user experience.

Monitoring Action Plan (Answer D - Incorrect): This refers to the strategy for monitoring activities, but it is not specifically designed to measure or assess user experience.

ITIL 4 Reference:

Monitoring and Event Management Practice: The health model is a tool for understanding the impact of service health on user experience, allowing for continuous improvement of services.

NEW QUESTION # 37

A service provider analysed the performance of the service desk practice and identified several improvement initiatives. Which software tools will help the service provider to track the progress of these initiatives?

- A. Workflow management and collaboration tools
- B. Survey tools
- C. Analysis and reporting tools
- D. Work planning and prioritization tools

Answer: A

Explanation:

To track the progress of improvement initiatives in the service desk, workflow management and collaboration tools are essential. These tools allow for the automation and tracking of tasks, ensuring that improvement activities are well-organized and that stakeholders can collaborate effectively on initiatives. By using these tools, service providers can ensure that workflows are properly managed and that progress is tracked in a transparent way.

Workflow Management: Automates and tracks the sequence of tasks related to service desk improvements.

Collaboration Tools: Facilitate communication and coordination between different teams working on improvement initiatives.

Option A ("Workflow management and collaboration tools") is the correct answer because these tools directly support tracking and managing improvement initiatives.

Incorrect Options:

Option B (Analysis and reporting tools): These are useful for measuring outcomes but not for tracking the progress of initiatives.

Option C (Work planning and prioritization tools): These help in planning, but not in tracking the execution of improvements.

Option D (Survey tools): These are for gathering feedback, not for tracking progress.

NEW QUESTION # 38

Which capability level is MOST focused on continual improvement?

- A. Level 2
- B. Level 5
- C. Level 4
- D. Level 3

Answer: B

Explanation:

The Capability Maturity Model Integration (CMMI) defines five levels of process maturity, with each level building upon the previous one.

Level 5 - Optimizing: This level is characterized by a focus on continuous process improvement. Organizations at this level proactively identify and implement improvements to their processes based on quantitative data and analysis. They are constantly looking for ways to make their processes better and more efficient.

NEW QUESTION # 39

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