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

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

Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q155-Q160):

NEW QUESTION # 155
What competency is the MOST important when performing the activity 'event logging'?

- A. Methods and techniques expert
- B. Technical expert
- C. Leader
- D. Coordinator/communicator

Answer: B

Explanation:
Event logging is a critical function within the "Monitoring and Event Management" practice in ITIL 4. This practice focuses on systematically observing services and service components to capture significant changes of state, which are identified as events. The goal is to ensure services are being effectively monitored and that events are logged and appropriately managed.
Technical expertise is vital in understanding how various systems and components work, identifying key data points, and determining the significance of certain events. A technical expert can analyze the logs, determine the root cause of issues, and configure monitoring tools effectively.
According to ITIL 4 guidance, the person responsible for event logging needs to have a deep understanding of the technical aspects of the infrastructure and applications being monitored. This allows them to configure and interpret event data efficiently to ensure the system's performance aligns with organizational goals.
Why Not Other Options?
Coordinator/communicator (A): While communication is essential for coordinating incident responses, the activity of "event logging" requires more technical knowledge than communication skills.
Leader (B): Leadership is important for managing teams, but "event logging" is a more hands-on technical task.
Methods and techniques expert (D): Although important, this role focuses more on understanding methodologies rather than having the in-depth technical knowledge necessary for event logging.
Thus, the Technical expert (C) is the most critical competency for performing event logging effectively, as this person must configure monitoring systems, identify key metrics, and interpret complex data to detect and react to system events accurately.

NEW QUESTION # 156
What should the service request management practice handle in order to support the agreed quality of a service?

- A. Requests for design of a new service
- B. Requests that initiate an agreed service action
- C. Requests to resolve an interruption to an agreed service
- D. Requests to determine the root cause of an incident

Answer: B

Explanation:
The service request management practice in ITIL 4 is responsible for handling all pre-defined, user-initiated service requests. These are typically requests for something that is already part of an agreed-upon service offering (for example, password resets or access to software).
Agreed Service Actions: This refers to standard service actions that are defined and documented, such as software access or user account creation. Service request management ensures that such requests are handled efficiently and in line with agreed service levels.
Option A ("Requests that initiate an agreed service action") is the correct answer, as it aligns with the purpose of service request management, which is to handle routine requests for agreed service actions.
Incorrect Options:
Option B: Requesting the design of a new service falls under service design, not service request management.
Option C: Requests to resolve an interruption to a service are incidents, not service requests.
Option D: Determining the root cause of an incident relates to problem management, not service request management.

NEW QUESTION # 157
Which of the following is an input to the 'user query handling' process?

- A. Recorded and categorized user queries
- B. Service desk performance reports
- C. Categorized user queries
- D. Previous incident, problem and change records

Answer: A

Explanation:
In ITIL 4, the 'user query handling' process is part of the service desk practice, which involves addressing inquiries and requests from users. For the service desk to handle these queries effectively, it needs access to input data, particularly categorized user queries.
A . Previous incident, problem, and change records: While historical data can be useful for identifying trends and improving problem management, it is not the primary input for the 'user query handling' process. These records serve more as inputs for problem or incident management rather than query handling.
B . Service desk performance reports: Performance reports are outputs used to assess the effectiveness of the service desk but are not inputs to the query handling process.
C . Categorized user queries: This would be the result of the query handling process, but it isn't an initial input.
D . Recorded and categorized user queries (Correct Answer): Recorded and categorized user queries serve as a key input to the 'user query handling' process. Proper categorization allows the service desk to efficiently prioritize and address user requests.
Thus, D is the correct input for the user query handling process in line with ITIL 4 guidelines.

NEW QUESTION # 158
A service provider is running workshops to improve the value stream that is used to restore normal service after an incident. Each workshop will discuss one activity from the value stream. The problem manager is very busy and can only attend two of these workshops.
Which TWO workshops should the problem manager attend?
1. Incident detection
2. Incident registration
3. Incident resolution
4. Incident closure

- A. 3 and 4

- B. 2 and 3
- C. 1 and 4
- D. 1 and 2

Answer: A

Explanation:
The value stream focused on restoring normal service after an incident is primarily concerned with the latter stages of the incident lifecycle. Let's break down why:
Incident detection and registration (1 & 2): These are the initial stages of incident management, where the focus is on identifying and logging the incident. While important, they don't directly contribute to restoring service.
Incident resolution (3): This is where the actual work to fix the underlying issue and restore service takes place. The problem manager's expertise in identifying and addressing root causes can be invaluable in this stage.
Incident closure (4): This involves verifying that the service has been restored, documenting the resolution, and conducting any necessary follow-up actions. The problem manager can contribute to ensuring that the problem has been adequately addressed and preventive measures are in place.
Therefore, the problem manager should attend workshops 3 and 4, as these are the stages where their expertise and involvement will be most beneficial in improving the value stream for restoring normal service.

NEW QUESTION # 159
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. Workflow management and collaboration tools
- C. Analysis and reporting tools
- D. Service configuration management tools

Answer: B

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 # 160
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