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

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

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Peoplecert ITIL 4 Specialist: Monitor, Support, Fulfil Exam Sample Questions (Q128-Q133):

NEW QUESTION # 128
What is a benefit of a health model?

- A. It provides a list of prioritized monitoring objectives
- B. It allows to monitor services from the user experience perspective
- C. It defines how events messages are processed and evaluated
- D. It suggests actions to minimize negative impact of an event

Answer: B

Explanation:
A health model in ITIL 4 is used to monitor services and systems from a holistic perspective, often focusing on user experience. It helps assess the overall state of a service and its components by tracking performance and availability metrics. Monitoring from the user experience perspective ensures that services are not only functional from a technical standpoint but also meet the expectations of users.
Options like event processing and minimizing the impact of events (Option B) refer more to event management, while prioritized monitoring objectives (Option C) relate to monitoring objectives rather than the health model.

NEW QUESTION # 129
An organization with different types of customers operates in several markets. Services are technically complex and require experts from many teams in order to resolve incidents. The organization wants to reorganize its teams to improve incident management. What is the BEST approach for the organization to use in order to improve incident handling?

- A. Create separate teams with clear boundaries to handle specific types of incident
- B. Implement horizontal team structure and encourage collaboration
- C. Create processes with detailed procedures for handling all incidents
- D. Create a hierarchical structure of incident resolution teams

Answer: B

Explanation:
In complex environments where services require input from multiple teams to resolve incidents, a horizontal team structure encourages collaboration across specialized teams. This structure avoids the limitations of siloed or hierarchical teams, which may delay incident resolution due to rigid boundaries. Collaboration allows experts from different areas to work together more effectively, resulting in faster and more comprehensive incident handling.

Horizontal Team Structure: This structure enables cross-functional collaboration, which is essential for handling complex incidents that require expertise from multiple areas. By promoting teamwork, the organization can improve incident resolution efficiency.
Option C ("Implement horizontal team structure and encourage collaboration") is the best approach because it fosters collaboration and agility in handling complex incidents.
Incorrect Options:
Option A: Hierarchical structures can create bottlenecks and delays.
Option B: Separate teams with clear boundaries may not be effective for complex, multi-team incidents.
Option D: Detailed procedures are important but may not address the need for flexibility and collaboration in incident resolution.

NEW QUESTION # 130
What is a part of the service desk manager role?

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

Answer: B

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 # 131
How should an organization BEST assess how well problem management is contributing to the organization's success?

- A. By engaging independent consultants to assess and report on the practice
- B. By measuring and reporting the key performance indicators defined in the practice guide
- C. By documenting the organization's service value system
- D. By using the ITIL maturity model described in the practice guide

Answer: B

Explanation:
The most effective way to assess the contribution of problem management to an organization's success is to use the key performance indicators (KPIs) defined in the relevant practice guide (e.g., ITIL 4). These KPIs are designed to measure the effectiveness and efficiency of problem management processes and their impact on service quality and overall organizational goals.

NEW QUESTION # 132
An organization is improving a value stream for fulfilling service requests. It is identifying the steps, activities and information flows that are used to handle service requests. Which step in the value stream mapping is the organization performing?

- A. Create a 'to be' value stream map
- B. Reflect on the value stream map
- C. Do the service value stream walk
- D. Define the purpose of the value stream

Answer: C

Explanation:
A value stream in ITIL 4 refers to a series of steps an organization undertakes to create and deliver services to its consumers. When improving a value stream, organizations need to map out the steps, activities, and flows involved.
Identifying steps, activities, and information flows is part of the initial analysis of the current value stream, often referred to as the "value stream walk." This involves observing and documenting the current processes, which will later inform future improvements.
Option D ("Do the service value stream walk") is the correct answer because it involves analyzing the current state of the value stream by identifying the existing steps and information flows.
Incorrect Options:

Option A (Create a 'to be' value stream map) refers to designing a future state, which comes later in the process.
Option B (Reflect on the value stream map) happens after the current state has been mapped.
Option C (Define the purpose of the value stream) is an earlier step before mapping begins.

NEW QUESTION # 133

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