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Exam : **ITIL-4-Specialist-Monitor-Support-Fulfil**

Title : ITIL 4 Specialist: Monitor, Support, Fulfil Exam

Vendor : PeopleCert

Version : DEMO

components or outputs used for process enhancement and decision-making during query handling.

NO.5 What defines how event messages will be processed and evaluated?

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

Answer: B

Explanation:

In ITIL 4, event management involves detecting and responding to events generated by various systems and services. The rule set defines how event messages are processed and evaluated to determine the appropriate response. These rules guide the system in correlating events and taking action based on predefined criteria.

Rule Set: This is a set of predefined conditions that determine how events should be handled, ensuring that the correct actions are taken based on the type and severity of the event.

Option B ("A rule set") is the correct answer because it directly relates to defining how event messages will be processed and evaluated.

Incorrect Options:

Option A (Event correlation): Correlates related events but does not define how they are processed.

Option C (Health model): Provides insights into system health but does not define how events are processed.

Option D (Monitoring action plan): Guides monitoring but doesn't specifically define event processing rules.

NO.6 Which of the following states the purpose of the service desk practice?

- A.** To provide a dedicated team to acknowledge and record user impacting incidents
- B.** To ensure that the demand for incident resolution and service requests is captured
- C.** To ensure that user queries are captured, validated, and triaged for further processing
- D.** To create and maintain a healthy work culture in the service desk team

Answer: B

Explanation:

The service desk practice in ITIL 4 is a key practice that serves as the main point of contact between service providers and users. Its primary role is to capture and manage the demand for incident resolution and service requests.

Definition: The service desk is responsible for:

Capturing demand for incident resolution and service requests.

Acting as the entry point and interface for all service-related interactions between users and service providers.

This ensures that all user incidents and service requests are recorded, processed, and escalated when necessary, aiming for efficient and quick resolution. ITIL 4 emphasizes that the service desk facilitates effective incident management, ensuring that any disruptions to services are minimized.

Option B ("To ensure that the demand for incident resolution and service requests is captured") perfectly reflects this definition as it highlights the core function of capturing demand for both incident resolution and service requests. This aligns with the ITIL 4 definition of the service desk practice.

Explanation:

When users provide feedback that procedures are unclear, ineffective, and slow, the best approach is to review the service value stream from the user's perspective. This helps identify bottlenecks, inefficiencies, and areas where the user experience can be improved. By focusing on the user's journey through the service request process, the service provider can make targeted improvements that directly address the users' concerns.

User-Centered Review: By analyzing the value stream from the user's perspective, the organization can optimize procedures to make them clearer, faster, and more effective.

Option B ("Review the service value stream from the user's viewpoint") is the best approach as it directly addresses the feedback provided by users.

Incorrect Options:

Option A: Communicating the current procedures won't help if the procedures themselves are ineffective.

Option C: Automation can help, but only after the value stream is optimized.

Option D: Outsourcing may not solve the underlying issues and could complicate the process further.

NO.10 How can partners and suppliers support the monitoring and event management practice?

A. By building event generation capabilities into their product's operating system

B. By defining which informational events require immediate action

C. By benchmarking service performance against SLAs agreed with customers

D. By providing incident management tools

Answer: A

Explanation:

Partners and suppliers can support the monitoring and event management practice by integrating event generation capabilities into their products, allowing the organization to monitor and manage events more effectively. This allows systems to automatically generate and report events based on predefined triggers, facilitating proactive management.

Event Generation: By building event generation capabilities into their products, suppliers ensure that critical events are automatically detected and reported, supporting the organization's monitoring efforts.

Option A ("By building event generation capabilities into their product's operating system") is the correct answer because it directly supports the ability to monitor systems effectively through automated event generation.

Incorrect Options:

Option B: Defining which events require immediate action is part of internal event handling, not a supplier's responsibility.

Option C: Benchmarking performance is useful but not directly related to event management.

Option D: Providing incident management tools supports incident resolution, not event generation.

NO.11 How does the service request management practice achieve its purpose of supporting the agreed quality of a service?

A. By reducing the costs associated with request handling and fulfilment

B. By setting realistic expectations relating to the fulfilment of requests

C. By improving the reputation of the service providing organization

D. By effectively handling user queries that initiate agreed service actions

Answer: D

Explanation:

The purpose of the service request management practice is to support the agreed quality of a service by effectively handling user queries and ensuring that all pre-defined, user-initiated service actions are completed. This ensures that services are delivered according to agreed standards, leading to higher user satisfaction and more consistent service delivery.

NO.12 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. Request categorization
- C. Ad hoc fulfillment control
- D. Fulfil merit review

Answer: B

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.

NO.13 Which practice capability level indicates that the service desk practice achieves its purpose through a basic set of activities?

- A. Level 1
- B. Level 2
- C. Level 3
- D. Level 4

Answer: A

Explanation:

At Capability Level 1, a practice is considered to achieve its purpose through a basic set of activities. For the service desk, this means it meets its essential goal of managing service requests and incidents but may not yet include more advanced or optimized processes.

NO.14 Which of the following statements provides the BEST reason for applying a workaround?

- A. It is impossible to find a systemic solution for an incident
- B. The incident requires an immediate coordinated resolution
- C. The incident requires quick restoration of normal operation
- D. There are no automated resolution procedures available

Answer: C

Explanation:

A workaround is a temporary solution used to restore service or reduce the impact of an incident

when the root cause cannot be immediately resolved. The primary reason for applying a workaround is to restore normal operations quickly while a more permanent solution is being sought. ITIL 4 emphasizes that workarounds are used to mitigate the impact of an incident and restore service to users as quickly as possible.

Quick Restoration of Normal Operation (Answer C - Correct): The best reason for applying a workaround is to restore normal service quickly when a full resolution isn't immediately available. This aligns with the purpose of Incident Management, which is to minimize the impact on users by restoring service as fast as possible.

Systemic Solution Not Possible (Answer A - Incorrect): While a workaround may be applied when a systemic solution is not immediately available, this is not the main reason for its use. The key objective is the quick restoration of service.

Immediate Coordinated Resolution (Answer B - Incorrect): A workaround is typically used when a coordinated, full resolution is not immediately possible. It is a temporary fix rather than a final coordinated solution.

No Automated Procedures (Answer D - Incorrect): The availability of automated resolution procedures does not determine the use of a workaround. Workarounds are used when quick, temporary solutions are needed to restore service.

ITIL 4 Reference:

Incident Management Practice: The use of workarounds is part of Problem Management, and they are implemented to quickly restore service and reduce the impact on users.

NO.15 An organization is implementing a new service configuration management system. How will incident management practice benefit from it?

- A. The system will help to detect incidents
- B. The system will help manage incident records
- C. The system will help to diagnose incidents
- D. The system will help to collect user's feedback

Answer: C

Explanation:

A Service Configuration Management System (CMS) or Configuration Management Database (CMDB) stores detailed information about the configuration items (CIs) and their relationships. This data is crucial for diagnosing incidents by providing insight into which components may be causing or affected by an incident.

Diagnosing Incidents (Answer C - Correct): A CMS helps Incident Management by providing valuable data about the configuration items involved in an incident. By understanding the relationships between different components, the system can help identify the root cause of incidents more effectively.

Detecting Incidents (Answer A - Incorrect): Incident detection is typically handled by monitoring tools rather than the CMS. The CMS supports diagnosis but does not directly detect incidents.

Managing Incident Records (Answer B - Incorrect): Incident records are typically managed in an IT service management (ITSM) tool. While the CMS contains valuable configuration data, it is not primarily used to manage incident records.

Collecting User Feedback (Answer D - Incorrect): The CMS is not used to collect user feedback. Feedback is typically gathered through the Service Desk or other user interaction systems.

ITIL 4 Reference:

Incident Management Practice: The CMS provides essential data for diagnosing incidents by giving a

clear picture of the affected configuration items and their interdependencies.

NO.16 A service provider wants to improve its proactive problem identification capabilities. To support this objective, it is reviewing the software tools currently used for problem management. Which automation capabilities will be particularly important for proactive problem identification?

- A. Separation of problem control and error control
- B. Integration with knowledge bases
- C. Integration with incident management records
- D. Practice measurement and reporting

Answer: C

Explanation:

For proactive problem identification, the ability to correlate and analyze data from incident management records is crucial. By integrating problem management tools with incident management, the organization can detect patterns of recurring incidents, helping identify potential problems before they escalate. Automation capabilities that link these two practices will allow the service provider to enhance its proactive problem management capabilities, focusing on long-term solutions to reduce incident occurrence.

NO.17 What TWO requirements are important when selecting a third-party tool to support problem management?

1. Cross team collaboration
2. Changeable impact or categorization
3. Known error records not the same as problem records
4. Problems automatically closed when related incidents are closed

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

Answer: A

Explanation:

When selecting a third-party tool to support problem management, two key requirements are critical:

Cross-team collaboration: The ability to foster collaboration across different teams is essential, as problem management often involves multiple stakeholders working together to identify, assess, and resolve problems. Tools that facilitate this collaboration can improve the efficiency and effectiveness of problem management.

Changeable impact or categorization: As problems evolve, their categorization or impact may need to be adjusted. A tool that supports flexible categorization and the ability to modify impact assessments ensures that problem management remains accurate and up-to-date.