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NEW QUESTION: 1

Which of the following automation tools will help to integrate service desk with other practice in the service provider's value streams?

- A. Survey tools
- B. Workflow management tools
- C. Reporting tools
- D. Work prioritization tools

Answer: B (LEAVE A REPLY)

Workflow management tools help integrate the service desk with other practices in the service provider's value streams by automating and managing the flow of tasks and information across different ITIL practices. These tools ensure that incidents, service requests, and changes flow seamlessly between the service desk and other functions such as incident management, problem management, and change enablement.

Workflow management tools ensure that tasks are assigned, monitored, and completed efficiently, promoting integration between service desk operations and other processes within the organization's service value system.

Survey tools and reporting tools are used for gathering feedback and generating insights, but they don't actively manage or integrate workflows between practices.

Work prioritization tools assist in task prioritization but don't facilitate integration between different practices in the value stream.

NEW QUESTION: 2

How can partners and suppliers support the 'service desk' practice?

- A. By reducing the need to customize the IT services
- B. By advising on how to build the team and implement an information system

- C. By providing problem management tools
- D. By outsourcing the development of IT services

Answer: B (LEAVE A REPLY)

Partners and suppliers in ITIL 4 play a significant role in supporting service management practices, including the service desk. The key is understanding how they can complement and enhance service operations through their expertise and resources.

A . By reducing the need to customize the IT services: This option relates more to service design or service development. It doesn't specifically align with how partners and suppliers would support the operational and communication-focused aspects of the service desk.

B . By advising on how to build the team and implement an information system (Correct Answer): Partners and suppliers often provide expertise in areas such as team structuring, system implementation, and best practices. In the context of the service desk, external expertise can be invaluable in setting up effective service desk operations, selecting and implementing tools for managing communication, and ensuring smooth integration with other IT operations.

C . By providing problem management tools: While problem management tools are valuable, they are more directly aligned with the problem management practice rather than supporting the service desk. The service desk focuses on communication, incident capture, and request management.

D . By outsourcing the development of IT services: Outsourcing the development of IT services is more aligned with service delivery and design. While external service providers may offer support for technical services, this does not directly support the service desk's operational focus.

Therefore, B is the correct answer as it clearly reflects how partners and suppliers can support the service desk practice through advice on team building and systems implementation.

NEW QUESTION: 3

What problem management process or activity is MOST LIKELY to have a dependency on third parties?

- A. Problem prioritization
- B. Creation of problem models
- C. Reactive problem identification
- D. Error control

Answer: D (LEAVE A REPLY)

Error control is most likely to have a dependency on third parties, especially when the errors are related to third-party software or services. This process involves managing known errors and may require input from vendors or suppliers to provide patches, updates, or other fixes. As a result, coordination with external partners is often essential in resolving such issues.

NEW QUESTION: 4

Which role or team usually perform the initial operational actions on service requests?

- A.** Service desk
- B.** Specialized technician
- C.** Problem manager
- D.** Change manager

Answer: (SHOW ANSWER)

In ITIL 4, the Service Desk is the first point of contact for users and typically performs the initial operational actions on service requests. The service desk is responsible for handling a variety of user requests, including incidents, service requests, and inquiries, and ensures that these are either fulfilled or routed to the appropriate team.

Service Desk (Answer A - Correct): The service desk handles initial interactions with users and is responsible for logging, categorizing, and taking the first actions on service requests. They may fulfill simple requests directly or escalate more complex requests to specialized teams.

Specialized Technician (Answer B - Incorrect): Specialized technicians are usually involved in the fulfillment of more complex requests, but the initial actions are handled by the service desk.

Problem Manager (Answer C - Incorrect): The problem manager is responsible for handling problems, not service requests, and is usually involved after incidents are escalated due to unresolved underlying issues.

Change Manager (Answer D - Incorrect): The change manager handles change requests but is not involved in the initial operational actions of service requests.

ITIL 4 Reference:

Service Desk Practice: The service desk is the primary role responsible for initial service request actions, ensuring that requests are appropriately logged and managed.

NEW QUESTION: 5

Which of the following is a benefit of utilizing incident models?

- A.** Optimizing the handling of novel incidents
- B.** Reducing the impact of an incident when a full resolution is unavailable
- C.** Optimizing the handling of repeating incidents
- D.** Reducing the technical debt created by incident workarounds

Answer: C (LEAVE A REPLY)

An incident model defines the steps to handle a particular type of incident in a standardized way. This is particularly beneficial for repeating incidents, as it ensures that these incidents are handled consistently and efficiently, reducing the time and effort required to resolve them. Incident models provide a structured approach to incident management, making it easier to handle common incidents.

Incident Models: These models streamline the process of handling recurring incidents by defining predefined steps and actions, ensuring quick and consistent resolution.

Option C ("Optimizing the handling of repeating incidents") is the correct answer because incident models are designed to improve the efficiency of dealing with frequent incidents.

Incorrect Options:

Option A: Incident models are not typically used for novel incidents, which require more flexible approaches.

Option B: Reducing the impact of an incident when a full resolution is unavailable is more related to incident workarounds.

Option D: Incident models do not directly reduce technical debt; this is more related to managing workarounds and problem management.

NEW QUESTION: 6

A service provider is implementing a new analysis and reporting system. How will service request management benefit from it?

- A. The system will support practice measurement and reporting
- B. The system will support handling of service requests from initiation to fulfilment
- C. The system will be used for ad hoc request fulfilment
- D. The system will be used to communicate new request models to users

Answer: (SHOW ANSWER)

In ITIL 4, a new analysis and reporting system can enhance service request management by supporting the measurement and reporting of key practice metrics. This enables organizations to track the performance of service requests, ensuring they are meeting agreed service levels and identifying areas for improvement. Such systems provide insights into trends and patterns, helping management teams optimize resource allocation and request handling.

NEW QUESTION: 7

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. Service configuration management tools
- B. Knowledge management tools
- C. Workflow management and collaboration tools
- D. Analysis and reporting tools

Answer: (SHOW ANSWER)

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: 8

Which of the following is an input to the 'user query handling' process?

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

Answer: D (LEAVE A REPLY)

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: 9

Which process includes sending out notifications?

- A. Monitoring planning
- B. Event handling
- C. Monitoring and event management review
- D. Establishing and maintaining approaches

Answer: (SHOW ANSWER)

The process of event handling in ITIL 4 involves managing events by systematically identifying and responding to them. This includes sending out notifications when significant events are detected, ensuring that the appropriate stakeholders are informed of any issues or changes in the status of services.

NEW QUESTION: 10

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. Integration with incident management records

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

Answer: ([SHOW ANSWER](#))

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.

NEW QUESTION: 11

What is usually included in a problem record when it is created, for both reactive and proactive problem identification?

- A. Problem workaround
- B. Incidents requiring a root cause analysis
- C. Associated configuration items
- D. Problem solution

Answer: ([SHOW ANSWER](#))

When creating a problem record, it is essential to include information that can help in diagnosing and resolving the problem. One key piece of information is the associated configuration items (CIs), as this helps to identify which components are affected and to trace relationships between incidents and problems. This is applicable for both reactive (responding to incidents) and proactive (preventing future incidents) problem management. Configuration Items (CIs): These are the building blocks of IT services, and understanding which CIs are involved in a problem is crucial for identifying potential root causes and for future reference.

Option C ("Associated configuration items") is the correct answer because documenting the CIs involved helps in the root cause analysis and tracking of problems.

Incorrect Options:

Option A: Workarounds may not be immediately available when the problem record is created.

Option B: Root cause analysis occurs after the problem is logged, not during its creation.

Option D: The solution comes later in the problem management process, after analysis.

NEW QUESTION: 12

A service provider has been utilizing some monitoring and event management capabilities for years, but never had an integrated approach to the practice. Different teams use different monitoring tools to detect and handle events in their areas of responsibility. What should be the FIRST step for the service provider to establish and automate an integrated monitoring and event management practice?

- A. Define a strategy for monitoring and event management
- B. Use machine learning to detect event patterns
- C. Use artificial intelligence to make sense of ambiguous events
- D. Ensure decentralized monitoring across the technical teams

Answer: (SHOW ANSWER)

The first step in establishing and automating an integrated monitoring and event management practice is to define a strategy. A well-defined strategy ensures that all teams are aligned, using standardized processes and tools for event detection, handling, and resolution. Without a strategy, it would be difficult to achieve the integration and automation needed across different teams using different tools.

Strategy for Monitoring and Event Management: This strategy will guide how monitoring tools are selected, integrated, and used consistently across the organization, ensuring all teams follow a unified approach.

Option A ("Define a strategy for monitoring and event management") is the correct answer because it lays the foundation for integrating and automating the practice.

Incorrect Options:

Option B: Machine learning can help detect patterns but is not the first step in creating an integrated approach.

Option C: Artificial intelligence is useful later in the process, once the system is integrated.

Option D: Decentralized monitoring would work against integration, as it perpetuates siloed efforts.

NEW QUESTION: 13

Which TWO of the following items is a service desk MOST LIKELY to capture?

- 1. Problems
- 2. Service requests
- 3. Incidents
- 4. Changes

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

Answer: (SHOW ANSWER)

The service desk is primarily responsible for handling service requests and incidents. A service request refers to user requests for information, advice, or access to a standard service, while an incident refers to an unplanned interruption or reduction in the quality of an IT service. These are the two most common types of interactions captured by the service desk.

Service Requests: Routine requests from users, such as password resets or access to applications.

Incidents: Issues affecting the availability or performance of services that need to be addressed promptly.

Option B ("2 and 3 - Service requests and Incidents") is the correct answer because these are the primary types of requests handled by the service desk.

Incorrect Options:

Option A (Problems): Problems are handled by problem management, not typically captured by the service desk.

Option C (Changes): Changes are managed by change enablement, not the service desk.

NEW QUESTION: 14

An organization is designing a value stream for communicating planned outages to users. At which step in value stream mapping will the user's expectations regarding communicating planned communicating planned outages be identified?

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

Answer: C (LEAVE A REPLY)

In the user query handling process, triage is the activity where the service desk agent assesses the query to determine the necessary action. When the query is simple and can be resolved immediately, the agent resolves it at the first line. Triage is critical because it helps to identify which queries can be handled directly and which need to be escalated to more specialized teams.

Acknowledging and recording the query is an important step but does not lead directly to resolution.

Information packaging typically refers to preparing information for the user, often following resolution.

Validating ensures the query is correctly understood, but resolution occurs during triage when the appropriate activities are initiated.

NEW QUESTION: 15

Which of the following is NOT a key metric for the practice success factor 'resolving incidents quickly and efficiently'?

- A. Time between incident detection and acceptance for diagnosis
- B. User satisfaction with incident handling and resolution
- C. Percentage of incidents resolved before being reported by users
- D. Percentage of incidents detected via monitoring and event management

Answer: (SHOW ANSWER)

To determine the correct answer, we must first evaluate each of the metrics provided in the options against the ITIL 4 guidelines for Incident Management.

Time between incident detection and acceptance for diagnosis:

This metric is critical in measuring the efficiency of incident response processes, as it indicates how quickly an incident is identified and taken up for diagnosis. ITIL emphasizes that timely detection and diagnosis are vital to resolving incidents efficiently, making this a relevant key metric.

User satisfaction with incident handling and resolution:

ITIL 4 places strong emphasis on customer-centricity, including user satisfaction as a key measure of service success. Monitoring user satisfaction helps assess the effectiveness and user-friendliness of incident handling, which is essential for ensuring the quality of service. This is explicitly mentioned in ITIL practices for service management.

Percentage of incidents resolved before being reported by users (Correct Answer):

Although detecting incidents before users report them is important, it is not typically used as a direct measure of incident resolution effectiveness. Instead, this is more of a metric associated with Event Management and Monitoring, where systems automatically detect potential issues before they impact users. Thus, while it helps minimize disruption, it does not directly measure how well incidents are resolved after they are detected.

Percentage of incidents detected via monitoring and event management:

This metric is related to the ITIL practices of monitoring and event management, which are crucial for proactively identifying issues before they affect users. It is an important metric for improving incident detection and, subsequently, the speed of resolution.

In conclusion, the correct answer is C, as the percentage of incidents resolved before being reported by users is more relevant to event detection and monitoring processes rather than a direct indicator of the effectiveness of resolving incidents quickly and efficiently. The other options represent key metrics directly linked to the success factor of resolving incidents efficiently, as outlined in ITIL 4.

NEW QUESTION: 16

What is NOT a main characteristic of a service request?

- A. A service request leads to a normal change
- B. A service request leads to an agreed service outcome
- C. A service request is initiated by a user or user representative
- D. A service request is acted on by the service provider

Answer: (SHOW ANSWER)

A service request in ITIL 4 refers to a user-initiated request for information, advice, or a standard service action. It does not usually involve the complex activities associated with normal changes, which are part of the change enablement process.

Main Characteristics of a Service Request:

A service request is initiated by a user or user representative.

It leads to an agreed service outcome.

It is acted upon by the service provider.

Option A ("A service request leads to a normal change") is incorrect because normal changes involve more formal procedures, risk assessments, and approvals, and they are part of change enablement, not service request management.

Correct Characteristics:

Option B: Service requests are intended to achieve agreed service outcomes.

Option C: Service requests are user-initiated.

Option D: Service providers are responsible for fulfilling service requests.

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NEW QUESTION: 17

An organization is having Issues with their incident management practice, it wants to address the aspect of collective responsibility and improve the time it takes to restore normal service, as well as knowledge-sharing between teams and individuals.

Which of the following statements a CORRECT?

- A.** Teams that share responsibility cannot have only one person that sees an Incident through to resolution
- B.** Teams that share responsibility should celebrate heroes and should not slime successes and failures
- C.** Teams that share responsibility should be encouraged to engage experienced people in the process
- D.** Teams that share responsibility should bounce incidents between them and other teams

Answer: C (LEAVE A REPLY)

In ITIL 4, the Incident Management practice emphasizes the need for collaboration, efficient response, and leveraging expertise to resolve incidents quickly and minimize their impact. The correct approach to addressing issues like collective responsibility and improving knowledge-sharing is to ensure that experienced individuals are involved in the process.

Engaging Experienced People (Answer C - Correct): ITIL promotes collaboration and knowledge-sharing within and between teams. Engaging experienced people ensures that incidents are handled by those with the requisite skills and knowledge, which improves

both the speed of resolution and the learning opportunities for others involved. This is in line with the Collaborate and Promote Visibility guiding principle, where cross-team collaboration is encouraged to enhance service restoration and continual improvement. Hero Mentality and Failing Together (Answer B - Incorrect): While recognizing achievements is important, ITIL advises against promoting a "hero culture" where individuals are solely credited for resolving incidents. Instead, it encourages collective responsibility and learning from both successes and failures. The focus should be on continuous learning and improvement, rather than celebrating individual success in a team-oriented environment.

Seeing an Incident Through to Resolution (Answer A - Incorrect): Even in teams where responsibility is shared, ITIL recommends that there should be clear ownership of incidents to ensure accountability. It's crucial that one person or a defined team tracks the incident from start to finish, even if multiple people contribute to the resolution.

Bouncing Incidents Between Teams (Answer D - Incorrect): ITIL discourages the practice of bouncing incidents between teams, as this can lead to delays, confusion, and poor resolution times. Instead, clear responsibility and communication are key to effective incident resolution.

ITIL 4 Reference:

Incident Management Practice: Focuses on ensuring efficient and quick restoration of service by involving the right people and sharing knowledge across teams.

Collaborate and Promote Visibility Guiding Principle: Encourages involving experienced individuals and sharing knowledge to improve outcomes.

NEW QUESTION: 18

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

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

Answer: C (LEAVE A REPLY)

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: 19

Which is a challenge of the monitoring and event management practice in a modern IT environment?

- A. Volume of data

- B. Lack of data
- C. Lack of availability of monitoring tools
- D. Service value streams

Answer: A (LEAVE A REPLY)

One of the main challenges in monitoring and event management in modern IT environments is the volume of data generated by various systems, applications, and infrastructure. As organizations increasingly rely on complex, distributed environments, the amount of data from monitoring systems can become overwhelming, making it difficult to identify critical events amidst the noise.

Volume of Data: Modern IT environments produce vast amounts of data, which can be challenging to manage and analyze effectively. Filtering out unnecessary data while focusing on critical events is a common issue.

Option A ("Volume of data") is the correct answer because the sheer amount of data generated by monitoring tools is one of the key challenges in modern IT environments.

Incorrect Options:

Option B: Lack of data is not typically a challenge in modern environments.

Option C: Monitoring tools are widely available, so lack of tools is rarely an issue.

Option D: Service value streams are a part of service management but are not a challenge specific to monitoring and event management.

NEW QUESTION: 20

A service provider identified several errors in the third-party software which cannot be resolved for various reasons. The application management team identified a way to prevent incidents related to these errors. However, the team is conscious of the errors and needs to monitor and regularly review them to ensure that the impact assessment and the workarounds remain valid. How can automation of problem management support the team in this situation?

- A. By supporting automated correlation of incidents
- B. By supporting the problem management metrics
- C. By supporting problem diagnosis with machine learning
- D. By supporting integration with change records

Answer: A (LEAVE A REPLY)

In ITIL 4, automation plays a key role in supporting Problem Management, particularly in situations involving unresolved known errors. Automated tools can assist in correlating incidents that share the same root cause, helping to identify patterns and recurring issues. This is particularly useful when a team needs to monitor known errors and regularly review them to ensure the validity of impact assessments and workarounds.

The automated correlation of incidents can quickly link multiple incidents to the same known error, reducing manual intervention and speeding up the resolution process. This ensures the team can effectively prevent future incidents and keep the workarounds valid by detecting early signs of potential problems.

NEW QUESTION: 21

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 (LEAVE A REPLY)

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.

NEW QUESTION: 22

A service provider is implementing a new powerful survey management system. How can service desk practice benefit from it?

- A. The system will help to report the practice performance
- B. The system will help to collect user feedback
- C. The system will help to manage user query records
- D. The system will help to integrate service desk into value streams

Answer: (SHOW ANSWER)

NEW QUESTION: 23

What management practice is involved in providing users with descriptions of the service requests available to them?

- A. Problem management
- B. Incident management
- C. Change enablement
- D. Service catalogue management

Answer: D (LEAVE A REPLY)

The service catalogue management practice involves maintaining a structured list or catalogue of services available to users. This includes providing clear descriptions of the services, service requests, and the options available to users.

Service catalogue management ensures that all service offerings and requests are clearly documented, communicated, and accessible to users. This helps users understand what services they can request and how to access them.

Option D ("Service catalogue management") is the correct answer, as it directly involves providing users with descriptions of available service requests.

Incorrect Options:

Option A (Problem management): Deals with identifying and managing the underlying causes of incidents.

Option B (Incident management): Focuses on restoring normal service operation as quickly as possible.

Option C (Change enablement): Manages changes to services, not the description of service requests.

NEW QUESTION: 24

The service request management team structures are usually the same as for what other practice?

- A. Change enablement
- B. Incident management
- C. Problem management
- D. Service level management

Answer: B (LEAVE A REPLY)

The service request management team structure is often similar to that of the incident management practice. Both practices involve handling user interactions, managing user expectations, and ensuring swift and effective resolution of issues (in the case of incidents) or fulfillment of requests (in the case of service requests).

Shared Team Structures: Since both practices require similar processes-capturing, categorizing, and managing requests or incidents-many organizations use the same or similar team structures for both practices to optimize efficiency.

Option B ("Incident management") is the correct answer because the workflow and team structures often overlap with service request management, as both deal with managing user-facing interactions.

Incorrect Options:

Option A (Change enablement): This focuses on managing changes, not requests.

Option C (Problem management): This focuses on identifying and managing the root cause of incidents.

Option D (Service level management): This is concerned with setting and managing service performance expectations, not with the operational fulfillment of requests.

NEW QUESTION: 25

How can partners and suppliers support the service desk practice?

- A. By mandating that all users utilize self-help portals
- B. By reducing the amount of automation used by the service desk
- C. By providing trained resources to work in service desk teams
- D. By reducing the need to customize the IT services

Answer: ([SHOW ANSWER](#))

Partners and suppliers can play an important role in supporting the service desk practice by providing trained resources to work alongside internal teams. This is particularly useful in situations where specialized knowledge or additional staffing is required to handle user requests efficiently. By integrating trained external resources into the service desk, organizations can enhance their capacity and expertise, leading to better service delivery. Providing Trained Resources: Suppliers can augment the capabilities of the service desk by contributing skilled personnel who are familiar with the tools, processes, and services being offered.

Option C ("By providing trained resources to work in service desk teams") is the correct answer as it reflects how partners and suppliers can directly support service operations.

Incorrect Options:

Option A: Mandating self-help portals doesn't require supplier involvement.

Option B: Reducing automation is counterproductive to efficient service desk operations.

Option D: Reducing customization of IT services isn't directly related to service desk support.

NEW QUESTION: 26

When a specialist performing proactive problem identification decides NOT to register a problem, they may also decide NOT to notify the initiator of the problem. What is the usual reason for this?

- A. The information was pushed from an internal source
- B. The information was pulled from an external source
- C. The problem has not caused any incidents
- D. The incidents caused by this problem have already been closed

Answer: ([SHOW ANSWER](#))

When a problem has not caused any incidents, the specialist may decide not to register or notify the initiator. This approach is based on the proactive identification of potential issues that have yet to impact the service. Since the problem has not resulted in any service disruptions, it may be deprioritized or monitored without immediate escalation.

NEW QUESTION: 27

Which of the following is a practice success factor for the 'service desk' practice?

- A. Including service desk communication in every value stream

- B. Ensuring that multichannel communication is used and improved wherever possible
- C. Enabling the effective integration of user communications into value streams
- D. Overcoming the challenges associated with using web portals

Answer: B (LEAVE A REPLY)

The 'service desk' practice in ITIL 4 focuses on providing a single point of contact between the service provider and users. It is responsible for capturing demand for incident resolution and service requests, while also being responsible for general communication across the entire organization.

A . Including service desk communication in every value stream: While communication is a key component, service desk communication is not necessarily included in every value stream. The service desk is a component of user interaction, but the success factor here focuses more on how communication is handled rather than its integration in every part of the value chain.

B . Ensuring that multichannel communication is used and improved wherever possible (Correct Answer): One of the key success factors for a service desk is to ensure that communication happens across multiple channels such as phone, email, chat, or web portal. This makes the service desk more accessible and flexible in how it interacts with users, and ITIL 4 stresses the importance of continually improving communication channels to enhance service desk effectiveness.

C . Enabling the effective integration of user communications into value streams: This option suggests that the focus is on how communications fit into value streams, but in the context of the service desk, success factors revolve more around communication quality and accessibility rather than integration into the value streams.

D . Overcoming the challenges associated with using web portals: While overcoming challenges with portals is important, it is not a broad success factor for the entire practice of the service desk. It is more specific to one communication method.

Thus, the success factor that best aligns with the goals of the service desk practice in ITIL 4 is ensuring multichannel communication and its continual improvement.

NEW QUESTION: 28

How can partners and suppliers support the service desk practice?

- A. By providing change enablement tools
- B. By providing trained resources to work in service desk teams
- C. By outsourcing the development of IT services
- D. By providing consultancy on how to customize the IT services

Answer: B (LEAVE A REPLY)

The service desk practice in ITIL 4 is the single point of contact between the service provider and the users, focusing on incident resolution and service request management. Partners and suppliers can support this practice by providing trained resources to work in service desk teams. This aligns with the "Partners and Suppliers" dimension of service

management, which emphasizes that external organizations can supply expertise, resources, or technology that help the service provider meet its objectives.

ITIL encourages collaboration with external partners when the internal organization lacks the necessary resources or expertise. Providing trained resources enhances the service desk's ability to efficiently resolve incidents and handle requests, ensuring continuity and service quality.

Other options, such as providing change enablement tools or outsourcing IT services, do not directly support the service desk in its role of handling incidents and requests.

NEW QUESTION: 29

What type of service requests is not available to users when a service is designed for a no-request operations?

- A. A request specific to service utility
- B. A request to register a compliment
- C. A request to register a complaint
- D. A how-to request

Answer: A (LEAVE A REPLY)

When a service is designed for no-request operations, users do not have access to service requests related to utility, which refers to the functionality of a service that meets the user's needs. In no-request operations, services are designed to function without requiring user-initiated requests to ensure the utility of the service is met automatically.

NEW QUESTION: 30

A service provider wants to automate monitoring and event management effectively. To achieve this, the IT operations teams are working on identifying and documenting a business context for the events in IT systems and components. The main source of information for this is the configuration management system which helps to estimate the service and business impact of the events. Other information is available from existing event and incident records. What other important source of information must be considered to understand the context of events?

- A. Impact of events on the system performance
- B. Information from stakeholders about business impact
- C. Performance and capacity thresholds provided by vendors
- D. Anomalies that are not apparent to humans

Answer: B (LEAVE A REPLY)

When automating monitoring and event management, it is important to understand the business context of events to prioritize actions based on their impact on the business. While the configuration management system (CMS) provides technical information about configuration items (CIs) and how they relate to services, and event and incident records provide historical data, a crucial additional source of information is direct feedback from stakeholders who can offer insights into how events affect the business.

Stakeholder Input: Stakeholders, such as service owners or business representatives, provide valuable insights into the business impact of events, which might not be fully understood from technical data alone. This helps in estimating the severity of events and deciding the appropriate response.

Option B ("Information from stakeholders about business impact") is the correct answer because stakeholder input is essential for understanding how events influence business operations.

Incorrect Options:

Option A: The impact on system performance is already covered by monitoring tools.

Option C: Vendor-provided thresholds are useful but do not provide the business context.

Option D: Anomalies are important for detecting unknown issues but are less relevant to understanding business impact.

NEW QUESTION: 31

What is considered an incident?

A. Inability to assign resources to all tasks in the backlog

B. Reduction in the quality of a service

C. Planned interruption to a service

D. End-users having to use self-help tools

Answer: B (LEAVE A REPLY)

An incident in ITIL 4 is defined as an unplanned interruption to a service or a reduction in the quality of a service. Incidents impact the normal functioning of a service, and the goal of Incident Management is to restore normal service operation as quickly as possible.

Reduction in the Quality of Service (Answer B - Correct): Any reduction in service quality, such as slow performance or degraded functionality, is considered an incident. This aligns with the ITIL definition of an incident as an event that impacts service delivery.

Inability to Assign Resources to All Tasks in the Backlog (Answer A - Incorrect): This describes a resource management issue, not an incident, as it does not directly relate to a service interruption or quality degradation.

Planned Interruption (Answer C - Incorrect): Planned interruptions, such as maintenance, are not considered incidents. Incidents are unplanned disruptions or degradations.

End-Users Using Self-Help Tools (Answer D - Incorrect): Self-help tools are part of normal service operation and do not constitute an incident. An incident occurs when there is an unplanned disruption or degradation in service.

ITIL 4 Reference:

Incident Management Practice: Incidents are unplanned interruptions or reductions in service quality that require prompt attention to restore normal service.

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NEW QUESTION: 32

Which statement about the third-parties role in incident management is CORRECT?

- A. Third parties should be excluded from incident management activities
- B. Incident models should define third parties' involvement in incident management
- C. Incident management activities should be delegated to third parties as much as possible
- D. Interactions with third parties during incident management should be formalized as much as possible

Answer: B (LEAVE A REPLY)

In ITIL 4, incident models provide predefined steps for handling incidents, including the roles and responsibilities of third parties. It is important that these models define how and when third parties are involved in incident management, ensuring their contribution is clear and that the process is efficient and effective.

Excluding third parties (Option A) is incorrect, as third parties often play a critical role, especially in complex services that involve external providers.

Delegating incident management (Option C) to third parties is only appropriate in specific contexts and not a general best practice.

While formalizing interactions (Option D) is important, it is secondary to clearly defining third-party roles in incident models.

NEW QUESTION: 33

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. Define the purpose of the value stream
- D. Do the service value stream walk

Answer: D (LEAVE A REPLY)

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: 34

An organization is going to introduce problem management and they are considering who to appoint as a new problem manager. Who is the BEST candidate for the problem manager role?

- A.** A business relationship manager who previously worked as a risk manager
- B.** A service desk manager who is an expert at configuring service management tools
- C.** A senior technical specialist with a thorough knowledge of the organization's products and architecture
- D.** An enterprise architect who is experienced at defining and documenting processes and workflows

Answer: C (LEAVE A REPLY)

The role of the problem manager requires deep technical knowledge of the organization's systems, services, and architecture to effectively manage and resolve problems. A senior technical specialist with this expertise is well-suited to the role because they can diagnose problems, understand root causes, and collaborate with other teams to implement solutions.

Technical Expertise: A problem manager needs to understand the technical aspects of the infrastructure and services in order to analyze and resolve complex issues.

Option C ("A senior technical specialist with a thorough knowledge of the organization's products and architecture") is the best candidate because they have the necessary technical background to manage problems effectively.

Incorrect Options:

Option A: A business relationship manager may lack the technical knowledge needed for problem management.

Option B: While a service desk manager may be familiar with service tools, deep technical expertise is more crucial for this role.

Option D: An enterprise architect focuses more on strategy and design, not operational problem resolution.

NEW QUESTION: 35

Which is a practice success factor for the service desk practice?

- A.** Enabling and continually Improving effective, efficient, and convenient communications between the service provider and its users
- B.** Overcoming the challenge of the limited scalability of voice and video call channels
- C.** Enabling and continually Improving effective, efficient, and convenient communications between the Service desk and its staff
- D.** Ensuring that multichannel communication is used and improved wherever possible

Answer: (SHOW ANSWER)

The Service Desk practice in ITIL 4 plays a critical role in facilitating communication between the service provider and users. One of its Practice Success Factors (PSFs) is ensuring effective and efficient communication.

Effective, Efficient, and Convenient Communication (Answer A - Correct): A key success factor for the Service Desk is its ability to provide smooth and efficient communication channels between the service provider and its users. This involves ensuring that users can easily report issues, ask questions, and receive timely responses. ITIL 4 encourages the continual improvement of these communication channels to adapt to changing user needs and technological advancements.

Voice and Video Call Scalability (Answer B - Incorrect): While scalability of communication methods is important, it is a technical challenge rather than a core success factor for the Service Desk.

Service Desk Staff Communication (Answer C - Incorrect): While internal communication within the service desk is essential, the primary focus of the Service Desk is facilitating communication between the service provider and its users.

Multichannel Communication (Answer D - Incorrect): Multichannel communication is a means of providing options to users, but it is not a core success factor on its own. The success factor lies in ensuring that communication—regardless of the channel—is effective and continually improving.

ITIL 4 Reference:

Service Desk Practice: A key success factor is providing effective communication between users and the service provider.

Continual Improvement Practice: Emphasizes the importance of continually improving communication methods to ensure they meet user needs.

NEW QUESTION: 36

A service provider wants to automatically create records and tasks if certain events happen. These can be incident records, maintenance tasks, change records, and others. Which automation system should the service provider use for this?

- A. Knowledge management system
- B. Workflow management system
- C. Monitoring system built into the monitored component
- D. Service configuration management system

Answer: B (LEAVE A REPLY)

A workflow management system automates the process of creating and managing records and tasks in response to specific events. This system can handle various types of tasks, such as creating incident records, initiating maintenance activities, or triggering change records, based on predefined workflows. It ensures that the appropriate actions are taken automatically when certain events are detected.

Automation through Workflow Management: This system allows for the seamless creation of tasks and records whenever an event occurs, improving efficiency and reducing the need for manual intervention.

Option B ("Workflow management system") is the correct answer because it automates the creation of incident records, maintenance tasks, and change records based on predefined event triggers.

Incorrect Options:

Option A (Knowledge management system): This system manages information and knowledge, not tasks or records.

Option C (Monitoring system built into the monitored component): This system detects events but does not handle task or record creation.

Option D (Service configuration management system): This system manages configuration items (CIs) but does not create records or tasks automatically.

NEW QUESTION: 37

A service provider wants to separate records for problems under investigation and for known errors.

Which software tools will help to achieve this?

- A. Monitoring and event management tools
- B. Knowledge management tools
- C. Service configuration management tools
- D. Workflow management and collaboration tools

Answer: (SHOW ANSWER)

Workflow management and collaboration tools are used to track and manage the different statuses of problems, including problems under investigation and known errors. These tools help ensure that problems and known errors are handled using predefined workflows, allowing for clear separation of records. This also ensures that problems are moved through the correct processes until they are either resolved or logged as known errors.

Monitoring and event management tools track events and incidents but are not specifically designed for managing problem records.

Knowledge management tools store and provide access to information but do not manage workflows.

Service configuration management tools manage the configuration of services and assets, but they do not directly manage problem and known error records.

NEW QUESTION: 38

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

Answer: C (LEAVE A REPLY)

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: 39

What output of the 'request fulfilment control' process serves as an input to the 'service request review and optimization' process?

- A.** Policies and regulatory requirements
- B.** User survey results
- C.** IT asset information

D. Service catalogue

Answer: B (LEAVE A REPLY)

The 'request fulfilment control' process involves tracking and managing the lifecycle of service requests, ensuring that they are fulfilled according to agreed service levels. Part of this process involves gathering feedback, often in the form of user survey results, which provide valuable insights into user satisfaction and the quality of service fulfillment.

User Survey Results: These results are critical for the 'service request review and optimization' process as they provide feedback that helps identify areas for improvement. Regular review of user feedback enables service providers to refine and optimize their request handling processes.

Option B ("User survey results") is the correct answer because feedback from users is a direct input that helps assess the performance and efficiency of the service request process, enabling continual improvement.

Incorrect Options:

Option A: Policies and regulatory requirements influence compliance but are not direct outputs of request fulfillment.

Option C: IT asset information relates more to asset management.

Option D: The service catalogue helps define available services but is not a primary output of request fulfillment.

NEW QUESTION: 40

Which of the following is a CORRECT statement about partners and suppliers in the incident management practice?

- A. It is not important to ensure third parties' adherence to organization's policies.
- B. It is not important to integrate third parties into incident Information exchange workflows.
- C. It is important to ensure that third parties adhere to the Incident management policies established by their customers.
- D. It is Important to unsure that third parties design their incident management processes as a copy Of their customers' processes.

Answer: C (LEAVE A REPLY)

In ITIL 4, third-party suppliers and partners are essential components of the Service Value System. For effective Incident Management, it is critical that third-party suppliers align with the incident management policies of their customers.

Adhering to Customer Policies (Answer C - Correct): ITIL stresses the importance of ensuring that external partners and suppliers follow the incident management processes and policies established by their customers. This ensures consistency in handling incidents and contributes to seamless service restoration across the supply chain. The Supplier Management practice emphasizes the need for agreements that include clear expectations for incident handling and adherence to customer policies.

Designing Incident Management Processes to Copy Customer Processes (Answer D - Incorrect): While third parties should align with customer policies, they do not need to

design their incident management processes as an exact copy of their customers' processes. Instead, they should ensure that their processes are compatible and work seamlessly with the customer's incident management framework.

Not Important to Ensure Adherence (Answer A - Incorrect): It is crucial to ensure that third parties adhere to the organization's incident management policies. Failing to do so can result in inconsistent incident handling, delays in resolution, and misalignment in service levels.

Incident Information Exchange (Answer B - Incorrect): Integrating third parties into incident information exchange workflows is essential for effective collaboration. Information sharing is crucial for timely and effective incident resolution.

ITIL 4 Reference:

Supplier Management Practice: Ensures that suppliers meet their contractual obligations and follow the agreed-upon incident management processes, enabling seamless handling of incidents.

Incident Management Practice: Third-party involvement in incident management is often critical, especially when they provide key services or components that are part of the service offering.

NEW QUESTION: 41

An organization is improving its service desk practice. How should the organization use the guiding principle 'collaborate and promote visibility'?

- A.** Use existing procedures until the resources are available to review them
- B.** Automate service desk procedures where possible
- C.** Create familiar interfaces for self-service systems
- D.** Include business tours in induction training for service desk agents

Answer: D (LEAVE A REPLY)

The ITIL 4 guiding principle "collaborate and promote visibility" emphasizes working together and making work visible to all relevant stakeholders. When improving a service desk practice, this principle ensures that agents understand the broader business context and maintain good communication with other teams.

Collaboration: Encourages working across teams to ensure that information flows efficiently between departments. This would be especially beneficial for service desk agents, as they frequently interact with various parts of the organization.

Visibility: Promotes making key work, challenges, and activities visible to stakeholders to enhance decision-making and problem-solving.

In this context, Option D ("Include business tours in induction training for service desk agents") fits best because it helps new agents understand the business's environment, promotes visibility into how the service desk contributes to the organization, and facilitates better collaboration with other teams.

Incorrect Options:

Option A: Using existing procedures doesn't emphasize collaboration or visibility.

Option B: Automating processes can improve efficiency but is more aligned with the "optimize and automate" principle.

Option C: Creating familiar interfaces relates more to usability, not collaboration.

NEW QUESTION: 42

What is a CORRECT statement about the handling of events?

- A. A single set of control actions should be established for all event classes
- B. A set of control actions should define immediate response to informational events
- C. incidents should be registered in response to instructional events
- D. Events require a response that is tailored to the event type

Answer: (SHOW ANSWER)

In ITIL 4, events are classified based on their impact and urgency, and different types of events require different responses. Events can be informational, warning, or exceptional. Each type requires a tailored response based on its classification to ensure that appropriate actions are taken.

A single set of control actions for all event classes (Option A) is incorrect because it does not consider the specific needs of each event type.

Informational events (Option B) usually do not require immediate action.

Instructional events (Option C) are typically not related to incident registration.

NEW QUESTION: 43

Which of the following describes the purpose of the service desk practice desk practice?

- A. To ensure that the demand for incident resolution and service requests is captured
- B. To minimize the negative impact of incidents by restoring normal service operation as quickly possible
- C. To reduce the likelihood and impact of incidents by identifying, actual and potential causes of incidents
- D. To systematically observe services and service components, and record and report selected changes of state

Answer: (SHOW ANSWER)

The primary purpose of the service desk practice, according to ITIL 4, is to capture demand for incident resolution and service requests. The service desk acts as the communication point for IT users, ensuring that their issues and requests are recorded and handled. This function is critical for maintaining service quality and efficiency, as it allows the organization to quickly respond to incidents and ensure user needs are met.

Option B describes the purpose of incident management, not the service desk.

Option C refers to problem management, which focuses on identifying and reducing potential causes of incidents.

Option D describes monitoring and event management, which involves systematically observing services and components.

NEW QUESTION: 44

What is the MOST important factor to consider when deciding how to mitigate problems?

- A. Technical impact on applications or infrastructure
- B. Business impact on service consumers
- C. Service level agreements for problem resolution
- D. The number and frequency of related incidents

Answer: B (LEAVE A REPLY)

In problem management, the most critical factor to consider when deciding how to mitigate problems is the business impact on service consumers. ITIL 4 emphasizes the importance of focusing on value, which means prioritizing issues that affect the business operations and end-user experience. By considering the business impact, organizations can ensure that they are addressing problems that have the greatest impact on customer satisfaction and service delivery.

Business Impact: The primary goal of problem management is to minimize disruptions to business operations. Problems that significantly impact the service consumers' ability to perform their work should be prioritized for mitigation.

Option B ("Business impact on service consumers") is the correct answer because it aligns with the ITIL 4 principle of focusing on value and ensuring that problems affecting customers are mitigated quickly.

Incorrect Options:

Option A: While technical impact is important, it should be secondary to business impact.

Option C: SLAs are important, but the urgency of addressing a problem should be guided by the business impact.

Option D: The number of incidents is a factor, but the priority should be on how the problem affects the business.

NEW QUESTION: 45

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: (SHOW ANSWER)

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.

NEW QUESTION: 46

Which practice provides 'service health criteria' as an input to the 'monitoring planning' process?

- A. Service design
- B. Availability management
- C. Capacity and performance management
- D. Service catalogue management

Answer: B (LEAVE A REPLY)

The availability management practice is responsible for ensuring that services meet agreed availability levels and that the service health criteria are met. These criteria are used as inputs for the monitoring planning process to ensure services are monitored in alignment with agreed availability requirements.

Service design focuses on creating the architecture and specifications, but the health criteria for monitoring are more directly aligned with availability.

Capacity and performance management deals with performance levels, but not specifically with service health for monitoring.

Service catalogue management is about maintaining service information, not defining health criteria for monitoring.

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NEW QUESTION: 47

When service provider teams fulfil a service request, they need to control that all steps of the service request model are completed successfully. Which software tools help to perform this control?

- A. Monitoring and event management tools
- B. Social media
- C. Analysis and reporting tools

D. Publishing tools

Answer: A (LEAVE A REPLY)

NEW QUESTION: 48

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

Answer: (SHOW ANSWER)

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: 49

Which of the following capability criteria supports the practice success factor of 'continually improving incident management'?

- A. The competencies required to resolve incidents are identified and skilled human resources are available
- B. The incident management approach is integrated with other standards and approaches adopted by the organization
- C. The effectiveness of incident resolution is regularly reviewed and continually improved

D. Information about detected incidents is traced and managed in an integrated information system

Answer: (SHOW ANSWER)

To ensure that incident management practices are continually improving, it is essential that the effectiveness of incident resolution is regularly reviewed. This includes analyzing performance metrics, identifying areas for improvement, and implementing changes to enhance the process. Regular reviews help the organization stay responsive to emerging challenges and ensure that incident management practices remain aligned with organizational goals.

NEW QUESTION: 50

An organization has identified many interfaces between the service request management activities and the activities of other practices. During value stream mapping, when will it be BEST to document these interfaces?

- A. Walkthrough of the service value stream steps
- B. Definition of the purpose of the service value stream
- C. Identification of the scope of the service value stream analysis
- D. Creation of the 'to be' service value stream map

Answer: (SHOW ANSWER)

NEW QUESTION: 51

Which activity of the 'user query handling' process will result in the service desk agent resolving the query at first line?

- A. Acknowledge and record the user query
- B. Information packaging
- C. Triage the user query and initiate the appropriate activities
- D. Validate the user query

Answer: (SHOW ANSWER)

In the user query handling process, triage is the activity where the service desk agent assesses the query to determine the necessary action. When the query is simple and can be resolved immediately, the agent resolves it at the first line. Triage is critical because it helps to identify which queries can be handled directly and which need to be escalated to more specialized teams.

Acknowledging and recording the query is an important step but does not lead directly to resolution.

Information packaging typically refers to preparing information for the user, often following resolution.

Validating ensures the query is correctly understood, but resolution occurs during triage when the appropriate activities are initiated.

NEW QUESTION: 52

Why is the monitoring provided by default for a configuration item not always right for a specific organization?

- A. Because it does not ensure that the component is operating optimally
- B. Because it does not assist operations staff in managing the object
- C. Because it does not ensure that value is being created for the organization
- D. Because many components do not come with default monitoring capability

Answer: C (LEAVE A REPLY)

Default monitoring settings provided for a configuration item may not align with an organization's specific needs or goals. Monitoring must be tailored to ensure it adds value to the organization by focusing on critical metrics that align with the organization's objectives. Default settings may not cover all essential aspects required to ensure the configuration item contributes to the desired business outcomes.

NEW QUESTION: 53

Which of the following is the BEST description for events?

- A. Configuration item's change of state that can be observed
- B. Configuration item's change of state that has significance for the management of a service
- C. Configuration item's change of state that might lead to financial losses
- D. Configuration item's change of state regardless of its impact

Answer: B (LEAVE A REPLY)

In ITIL 4, events are defined as any detectable or discernible occurrences that have significance for the management of IT services. Not all changes in state are events, only those that matter for managing services, such as a performance threshold being reached or a server going offline.

Change of State with Significance for Service Management (Answer B - Correct): ITIL defines an event as a change of state in a configuration item (CI) that is significant for managing a service. These changes might indicate normal operation, warnings, or exceptions, and the service provider must monitor and manage them appropriately. Events allow the organization to track service performance and detect issues before they impact the service.

Change of State (Answer A - Incorrect): While this is part of the definition of an event, it lacks the critical component of significance for service management. Not every state change is an event that requires attention.

Change Leading to Financial Loss (Answer C - Incorrect): Although some events could lead to financial loss, this is a subset of events rather than a comprehensive definition.

Change Regardless of Impact (Answer D - Incorrect): Only state changes that have significance for the service need to be managed as events. This answer does not consider the importance of the event for service management.

ITIL 4 Reference:

Monitoring and Event Management Practice: Events are changes in the state of a configuration item that are significant for managing IT services, and they can be classified as informational, warnings, or exceptions.

NEW QUESTION: 54

Which of the following describes technical debt?

- A. A collection of tasks related to previously used workarounds
- B. An incident with significant business impact
- C. A repeatable approach to the management of incidents
- D. A special method of investigating incidents

Answer: A (LEAVE A REPLY)

Technical debt refers to the accumulation of shortcuts, workarounds, and quick fixes implemented during development or operational activities. These temporary solutions, while addressing immediate needs, can lead to long-term inefficiencies if not addressed properly. In the context of ITIL 4, technical debt often involves workarounds that have been applied to prevent immediate incidents but have not been fully resolved with permanent solutions. This can lead to a backlog of issues that need to be systematically addressed to prevent future problems.

NEW QUESTION: 55

How can partners and suppliers support the monitoring and event management practice?

- A. By defining which exception events do not require action
- B. By providing clear documentation about the meaning of events generated by their products
- C. By initiating major event reviews after high-priority incidents
- D. By providing consultancy on how to customize the IT services

Answer: (SHOW ANSWER)

Partners and suppliers play a crucial role in supporting the Monitoring and Event Management practice by providing clear documentation that explains the meaning of the events generated by their products. This allows the service provider to understand and respond to these events appropriately. Accurate documentation helps ensure that the events can be interpreted quickly and acted upon, supporting effective incident and problem management.

NEW QUESTION: 56

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 (LEAVE A REPLY)

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.

Incorrect Options:

Option A: While the service desk does acknowledge incidents, its purpose is broader than simply acknowledging and recording incidents.

Option C: Capturing and validating queries is part of what the service desk does, but this option is too narrow.

Option D: Maintaining a healthy work culture is important, but it is not the core purpose of the service desk practice.

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