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NEW QUESTION: 1

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.

NEW QUESTION: 2

Which is a practice success factor of the problem management practice?

- A. Proactive problem identification
- B. Reactive problem identification
- C. Problem control
- D. Optimizing problem resolution and mitigation

Answer: (SHOW ANSWER)

A key success factor for problem management is proactive problem identification, which focuses on finding potential problems before incidents occur. This approach helps reduce future incidents by addressing root causes early on. It aligns with ITIL's emphasis on continual improvement and proactive problem management.

Reactive problem identification happens after incidents occur, but proactive identification helps to prevent incidents before they happen.

Problem control and optimizing resolution are important steps but not as crucial as proactively identifying problems.

NEW QUESTION: 3

A service provider identified several errors in the IT infrastructure which cannot be resolved for various reasons. The Infrastructure management team identified workarounds which reduced the likelihood of incidents caused by those errors to a minimum. However, the team is aware of the errors and needs to monitor and regularly review them to ensure that the impact assessment and the workarounds remain valid. How should automation of problem management support the team in this situation?

- A.** By supporting the problem management metrics
- B.** By supporting, separation of problem and known errors
- C.** By supporting problem diagnosis with machine learning
- D.** By supporting automated periodic control of known errors

Answer: ([SHOW ANSWER](#))

In the situation where known errors have been identified and workarounds are in place, automation in problem management can help by supporting automated periodic control of known errors. This ensures that known errors are regularly monitored, and their impact and workarounds are reassessed to ensure they remain valid.

NEW QUESTION: 4

A service desk agent notices multiple incidents affecting different users but involving the same application. What should occur NEXT?

- A.** Create a problem record for investigation
- B.** Close all incidents immediately
- C.** Ignore the trend until SLA failure occurs
- D.** Convert incidents into service requests

Answer: ([SHOW ANSWER](#))

When multiple incidents share common symptoms, a problem record should be created to investigate potential underlying causes. This supports proactive analysis and long-term service improvement. Waiting for SLA breaches or closing incidents without investigation increases the risk of recurring disruptions.

NEW QUESTION: 5

What is used to minimize the negative impact of an event?

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

Answer: ([SHOW ANSWER](#))

A monitoring action plan outlines the specific steps to be taken when a particular event or set of events occurs. These plans are designed to:

Minimize impact: By having predefined actions, the response to an event can be swift and targeted, reducing the potential negative consequences.

Provide guidance: Action plans ensure that everyone involved knows what to do, avoiding confusion and delays.

Enable proactive response: In some cases, action plans might include steps to be taken before an event fully materializes, potentially preventing it altogether.

NEW QUESTION: 6

Reactive problem identification is based on the information about past and current incidents. Which software tools ensure that this information is available for problem identification?

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

Answer: ([SHOW ANSWER](#))

Reactive problem identification relies heavily on the analysis of incident data to identify trends and patterns that might indicate underlying problems. Workflow management and collaboration tools often include features for:

Incident Tracking: Capturing and storing information about past and current incidents, including their details, status, and resolution steps.

Incident Analysis: Providing capabilities to search, filter, and analyze incident data to identify recurring issues or common root causes.

Collaboration: Facilitating communication and collaboration among teams involved in incident and problem management, enabling them to share insights and identify potential problems.

NEW QUESTION: 7

During which activity of the service request fulfilment control process is user satisfaction MOST LIKELY to be measured?

- A. Service request model initiation and control
- B. Request categorization
- C. Ad hoc fulfilment control
- D. Fulfilment review

Answer: ([SHOW ANSWER](#))

The fulfilment review stage of the service request fulfilment process is where user satisfaction is most likely to be measured. At this point, the organization evaluates whether the service request was handled effectively, ensuring that the user's expectations were met and gathering feedback for continuous improvement.

NEW QUESTION: 8

What is the MOST LIKELY reason to involve third parties in the service provider's problem management practice?

- A. Problems may cause incidents that have an Impact on third parties
- B. Third parties are responsible for problem categorization and Impact analysis
- C. Errors in third-party products may cause problems
- D. Service provider may have insufficient resources

Answer: ([SHOW ANSWER](#))

Involving third parties in problem management is often necessary when errors in third-party products are the root cause of problems within the service provider's environment. These errors can lead to incidents or disruptions, making it essential to collaborate with external vendors or partners to resolve such issues.

NEW QUESTION: 9

An organization is designing a value stream for onboarding users. At which step in value stream mapping should the involvement of the service desk practice be identified?

- A. Identify the scope of the value stream analysis
- B. Create a 'to be' value stream map
- C. Reflect on the value stream map
- D. Define the purpose of the value stream

Answer: ([SHOW ANSWER](#))

When designing a value stream for onboarding users, the service desk practice's involvement should be identified during the creation of the 'to be' value stream map. This step defines the future state of the value stream and allows for the service desk's role in supporting the onboarding process to be clearly mapped out and optimized.

NEW QUESTION: 10

A service desk team notices that several users repeatedly report slow response times from a customer portal. Monitoring tools indicate occasional spikes in database latency, but service levels are still technically being met. What should the service desk do FIRST?

- A. Escalate directly to problem management
- B. Ignore the reports because SLAs are met
- C. Record and correlate the incidents for trend analysis
- D. Request immediate infrastructure replacement

Answer: ([SHOW ANSWER](#))

Even when SLAs are not breached, recurring user complaints may indicate an emerging issue. The service desk should accurately log and correlate incidents to identify patterns and support further investigation. Immediate escalation or costly replacement may be premature without evidence. Trend analysis helps determine whether a deeper problem exists and supports informed decision-making.

NEW QUESTION: 11

It is important for a service provider to understand user's feelings, emotions, and needs. Which service capability supports this?

- A. Assurance
- B. Service empathy
- C. Omnichannel communication
- D. Moment of truth

Answer: ([SHOW ANSWER](#))

ITIL 4 recognizes the importance of understanding users' emotions, feelings, and needs to provide better service and enhance the overall user experience. The capability that supports this understanding is service empathy.

Service Empathy (Answer B - Correct): Service empathy refers to the ability of a service provider to understand and address the emotions, needs, and experiences of the users. It involves putting oneself in the user's position to provide more personalized and supportive service. ITIL 4 encourages organizations to focus on the user experience (UX), ensuring that services are designed and delivered with empathy toward the users' circumstances.

NEW QUESTION: 12

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: ([SHOW ANSWER](#))

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.

NEW QUESTION: 13

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 is 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 share 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: ([SHOW ANSWER](#))

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.

NEW QUESTION: 14

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: ([SHOW ANSWER](#))

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.

NEW QUESTION: 15

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: ([SHOW ANSWER](#))

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: 16

Which activity is NOT part of the service request review and optimization process?

- A. Reviewing metrics related to service requests
- B. Registering suggested improvements to service request models
- C. Communicating the updated service request models to stakeholders
- D. Enacting the procedures to fulfil the request

Answer: ([SHOW ANSWER](#))

The service request review and optimization process focuses on assessing, improving, and optimizing the workflows related to service requests. The key activities include analyzing metrics, identifying improvement opportunities, and communicating updates to stakeholders. Reviewing metrics and registering improvements are standard steps in the optimization process to ensure service requests are handled efficiently.

Communicating updates to stakeholders is necessary to ensure alignment and smooth transition of optimized service request models.

Option D ("Enacting the procedures to fulfil the request") is not part of the optimization process. This refers to operational activities rather than reviewing or optimizing the process.

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NEW QUESTION: 17

A support analyst restores a failed application service after restarting a middleware component. The root cause is still unknown. Which term BEST describes the situation?

- A. Problem resolved
- B. Known error
- C. Workaround applied
- D. Change implemented

Answer: ([SHOW ANSWER](#))

A workaround restores service without eliminating the underlying cause. Since the root cause remains unknown, the issue cannot yet be classified as a known error or resolved problem. Applying a workaround is often essential to minimize service disruption while further investigation continues through problem management activities.

NEW QUESTION: 18

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: ([SHOW ANSWER](#))

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: 19

A service provider is experimenting with artificial intelligence (AI) capabilities to improve event correlation and impact assessment. The previous monitoring and event management records provide sufficient technical data to 'tech' the AI. However, some human input is required. What aspect of correlation and impact analysis are MOST LIKELY to need an input from the service provider's members?

- A. Impact of events on the system performance
- B. Performance and capacity thresholds
- C. Impact of events on the service and business context
- D. Anomalies that are not apparent to humans

Answer: ([SHOW ANSWER](#))

Artificial Intelligence (AI) can automate event correlation and impact assessment, but human input is still required to assess the business context and the impact on services. While AI can handle

technical aspects like system performance and capacity thresholds, understanding how events affect the business and services requires human expertise.

Impact of Events on the Service and Business Context (Answer C - Correct): Human input is crucial for understanding how technical events affect business operations. For instance, the same technical event (e.g., a server failure) could have different business impacts depending on which services are affected and the time of occurrence.

NEW QUESTION: 20

What is the MAIN purpose of event correlation?

- A. Increase the number of alerts generated
- B. Combine related events into meaningful information
- C. Eliminate monitoring tools
- D. Replace incident prioritization

Answer: ([SHOW ANSWER](#))

Event correlation links related events to provide context and reduce unnecessary noise. By grouping multiple alerts into meaningful information, support teams can identify root symptoms more effectively and avoid responding to redundant notifications. This improves operational efficiency and situational awareness.

NEW QUESTION: 21

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.

NEW QUESTION: 22

What is a benefit of a health model?

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

Answer: ([SHOW ANSWER](#))

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.

NEW QUESTION: 23

An organization's service desk practice has a dedicated team of skilled agents that effectively interacts with other teams and practices. What capability level does this indicate?

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

Answer: ([SHOW ANSWER](#))

Capability levels in ITIL describe how well a practice is structured and integrated within an organization. For the service desk practice, the capabilities range from ad-hoc (Level 1) to highly optimized and continually improving (Level 4).

Level 1 (Initial): The practice is informal, unstructured, and inconsistent.

Level 2 (Basic): The practice starts to systematically achieve its purpose but may lack refinement.

Level 3 (Defined and Organized): The practice is well-defined, with clear roles and responsibilities. There is effective collaboration with other teams, and the practice operates in a coordinated and organized manner, which aligns with the description provided in the question.

Level 4 (Optimized and Continually Improving): The practice not only achieves its purpose but is continually optimized.

Since the question mentions a "dedicated team of skilled agents" that "effectively interacts with other teams and practices," this suggests a well-defined and organized level, which corresponds to Level 3 (Defined and Organized).

NEW QUESTION: 24

A service provider receives negative feedback from users about fulfillment of some types of service requests. If a service request requires implementation of a change. It is often fulfilled with significant delays. What is the BEST way to improve this situation?

- A. Review the fulfillment procedures to remove the need for change implementation
- B. Review the service value stream to ensure effective integration of all involved

- C. Automate the fulfillment procedures
- D. Outsource the fulfillment procedures

Answer: ([SHOW ANSWER](#))

In this scenario, service requests that require the implementation of a change are often delayed, leading to negative feedback. The best way to address this issue is to review the service value stream to ensure effective integration of all teams involved. Review the Service Value Stream (Answer B - Correct): The service value stream represents all the activities required to fulfill a service request, from initiation to completion. By reviewing and optimizing the service value stream, the service provider can identify where delays occur and improve integration between the teams responsible for service request fulfillment and change implementation. This holistic approach ensures that each step in the process is aligned, reducing delays and improving overall efficiency.

NEW QUESTION: 25

Which capability level shows that the problem management practice is defined. Achieve its purpose, and is integrated with other practices?

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

Answer: ([SHOW ANSWER](#))

At capability level 3, a practice is defined, achieves its purpose, and is integrated with other practices. This level indicates that the practice is functioning consistently across the organization and that it has been formalized and integrated into the organization's processes. Level 3 (Answer B - Correct): At this level, the problem management practice has been properly defined and integrated with other service management practices, such as incident management and change enablement. The organization has established workflows and procedures to ensure that problems are managed effectively.

NEW QUESTION: 26

Incident management team uses monitoring and event management tools to detect incidents as early as possible. What other incident management activities can benefit from the use of these tools?

- A. Confirmation of incident resolution
- B. Planning of improvement initiatives
- C. Management of incident lifecycle
- D. Management of incident models

Answer: ([SHOW ANSWER](#))

In ITIL 4, the use of monitoring and event management tools extends beyond just detecting incidents. These tools can significantly enhance the management of the incident lifecycle, which includes activities from detection to resolution. By providing real-time monitoring, automated

event correlation, and proactive incident detection, these tools enable more efficient tracking and management of incidents from start to finish, ensuring faster resolution and better coordination across teams.

The management of the entire incident lifecycle--from detection, diagnosis, and resolution to closure--can be optimized through automation and data provided by monitoring tools, which provide timely insights into incident status and progress.

NEW QUESTION: 27

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: ([SHOW ANSWER](#))

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.

NEW QUESTION: 28

The monitoring and event management practice includes rules for event filtering and categorization. In which dimension of service management are these rules established?

- A.** Value Streams and Processes
- B.** Information and Technology
- C.** Partners and Suppliers
- D.** Organization and People

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

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 ([LEAVE A REPLY](#))

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.

NEW QUESTION: 30

Which metric BEST indicates the effectiveness of incident management?

- A. Number of service catalog items
- B. Mean time to restore service
- C. Number of approved suppliers
- D. Total infrastructure cost

Answer: ([SHOW ANSWER](#)**)**

Mean Time to Restore Service (MTRS) directly measures how quickly services are recovered after incidents occur. Faster restoration generally indicates effective incident management processes. Catalog size, supplier count, and infrastructure costs may provide useful information but do not directly reflect incident management performance.

NEW QUESTION: 31

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 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.

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NEW QUESTION: 32

Which incident management capability criteria must be fulfilled to achieve capability level 5?

- A. The users and other relevant stakeholders know how to report incidents and report them as soon as possible
- B. Incidents are usually detected immediately after they occur
- C. The effectiveness of incident detection is regularly reviewed and continually improved
- D. Incidents are usually resolved in the Quickest possible way

Answer: ([SHOW ANSWER](#))

To achieve capability level 5 in incident management, an organization must demonstrate a high level of maturity, where processes are well-established, optimized, and continuously improved. ITIL 4 emphasizes continual improvement as a critical aspect of advanced maturity levels.

Capability Level 5 (Answer C - Correct): At this level, the focus is on continual improvement. The organization regularly reviews the effectiveness of incident detection and takes proactive steps to improve the process. This aligns with ITIL's emphasis on continual improvement through feedback loops and metrics, ensuring that the organization refines its incident management capabilities over time.

NEW QUESTION: 33

Which of the following is NOT a benefit of knowing the current status of services and service components?

- A. Ability to perform operational activities that are required to ensure that service components are performing optimally

- B. Ability to respond appropriately to service-impacting events that have already occurred
- C. Ability to take proactive actions to prevent future adverse events from occurring
- D. Ability to filter the vast amount of monitoring data which can be collected through the monitoring tools

Answer: ([SHOW ANSWER](#))

While knowing the current status of services and service components provides several operational benefits, filtering monitoring data is not directly a benefit of knowing the status. Instead, it relates to the capabilities of the monitoring tools themselves, which are designed to help manage and process large amounts of data. The primary benefits of knowing the status include responding to events, optimizing performance, and preventing future incidents.

NEW QUESTION: 34

What is NOT a potential reason for registering an incident?

- A. The customer is unhappy with the service level agreement
- B. Users perceiving the situation as abnormal
- C. Service level agreement is breached
- D. A specialist thinks that the service is not operating normally

Answer: A ([LEAVE A REPLY](#))

Being unhappy with the service level agreement (SLA) is not a valid reason for registering an incident. An incident is an unplanned interruption to a service or reduction in the quality of a service, whereas dissatisfaction with an SLA would be managed through other processes like service level management or complaints handling.

Users perceiving a situation as abnormal, a breach of SLA, and a specialist identifying a service issue are valid reasons for registering an incident.

NEW QUESTION: 35

The problem manager has been invited to a workshop for people who contribute to the initial incident diagnosis activity of the value stream that is used to restore normal service after an incident. Which other TWO managers is it important to invite to this workshop?

1. The manager responsible for testing the service
2. The manager responsible for incident management
3. The manager responsible for knowledge management
4. The manager responsible for monitoring and event management

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

Answer: ([SHOW ANSWER](#))

In a workshop aimed at contributing to initial incident diagnosis, it is essential to involve the incident management and knowledge management managers. The incident management manager ensures that incidents are properly handled and escalated as necessary. The

knowledge management manager ensures that relevant information and solutions are available to support efficient incident diagnosis and resolution.

Testing the service and monitoring and event management are important functions but are not as directly involved in the initial incident diagnosis.

NEW QUESTION: 36

What is a CORRECT statement about the handling of events?

- A.** A single set or 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.

NEW QUESTION: 37

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

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

Answer: ([SHOW ANSWER](#))

The service request management practice in ITIL 4 is responsible for handling all pre-defined, user-initiated service requests. These are typically requests for something that is already part of an agreed-upon service offering (for example, password resets or access to software). Agreed Service Actions: This refers to standard service actions that are defined and documented, such as software access or user account creation. Service request management ensures that such requests are handled efficiently and in line with agreed service levels. Option A ("Requests that initiate an agreed service action") is the correct answer, as it aligns with the purpose of service request management, which is to handle routine requests for agreed service actions.

NEW QUESTION: 38

What is the CORRECT description of a known error?

- A.** A solution that reduces or eliminates the impact of one or more incidents
- B.** A problem that has been analysed but has not been resolved
- C.** An error which may cause, or has already caused, one or more incidents
- D.** A repeatable approach to the management of a particular type of problem

Answer: ([SHOW ANSWER](#))

In ITIL 4, a known error is defined as a problem that has been analyzed but not resolved. It is a condition where the cause of the problem is understood and documented, but a permanent solution has not yet been implemented. Known errors often have workarounds that can reduce the impact of the issue, but the underlying problem remains unresolved until further actions can be taken.

NEW QUESTION: 39

What is the MOST important reason for integrating monitoring with incident management?

- A. To increase infrastructure spending
- B. To reduce visibility of services
- C. To accelerate response to service issues
- D. To eliminate user reporting

Answer: ([SHOW ANSWER](#))

Integration allows significant events to trigger incidents automatically, reducing detection and response times. Faster identification enables quicker restoration of service and improves user experience. Monitoring complements, but does not replace, user reporting and operational oversight.

NEW QUESTION: 40

Which statement BEST describes a standard service request?

- A. It always requires emergency approval
- B. It is pre-authorized and low risk
- C. It must be treated as an incident
- D. It always requires root cause analysis

Answer: ([SHOW ANSWER](#))

Standard service requests are typically low-risk, repeatable, and pre-approved activities such as password resets or software access requests. Because their procedures are well understood, they can often be automated or fulfilled efficiently. Emergency approvals and root cause investigations are generally unrelated to standard request fulfillment.

NEW QUESTION: 41

Which aspect of the service request management practice MOST helps to ensure that the practice is efficient?

- A. Service request procedures are automated
- B. Service request fulfillment is performed in line with the agreed procedures
- C. Service request procedures are optimized
- D. Service requests are fulfilled according to user satisfaction

Answer: ([SHOW ANSWER](#))

Automation in service request management significantly improves the efficiency of the practice.

Automating repetitive tasks such as logging requests, approvals, and fulfilling standard service requests ensures faster processing, reduces human error, and frees up resources for more complex tasks.

While fulfilment in line with procedures ensures consistency, automation is the key driver of efficiency.

Optimizing procedures and fulfilling requests based on user satisfaction are important but secondary to the benefits gained through automation.

NEW QUESTION: 42

Which activity of the 'service desk optimization' process ensures that change request are raised where necessary?

- A.** Service desk improvement communication
- B.** service desk review
- C.** Triage the user query and initiate the appropriate activities
- D.** Service desk improvement Initiation

Answer: ([SHOW ANSWER](#))

In the service desk optimization process, a service desk review identifies areas where improvements or changes are needed. If issues or inefficiencies are discovered that require structural or procedural changes, a change request is raised as part of this review process. Service desk improvement initiation involves starting improvements, but the review process is where the need for change requests is identified.

Service desk improvement communication is about informing stakeholders of improvements, not initiating change requests.

Triage is focused on user queries and does not directly relate to raising change requests for service desk optimization.

NEW QUESTION: 43

Which of the following is a possible benefit of automatically detecting and registering incidents?

- A.** Improved ability to hide incident records from users
- B.** Increased downtime of negatively impacted services
- C.** Increased savings from incident management activities
- D.** Reduced use of self-healing systems

Answer: ([SHOW ANSWER](#))

Automatically detecting and registering incidents can significantly reduce the manual workload involved in incident management, leading to increased savings. Automation can streamline processes, reduce human error, and enable faster incident resolution. By proactively identifying and logging incidents, organizations can focus resources on resolving issues rather than spending time on administrative tasks, thus improving overall operational efficiency and saving costs.

NEW QUESTION: 44

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.

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.

NEW QUESTION: 45

Which activity belongs to request fulfillment rather than incident management?

- A. Restoring failed email service
- B. Investigating service outages
- C. Provisioning a new laptop
- D. Recovering a database

Answer: ([SHOW ANSWER](#))

Providing a new laptop is a user request involving a planned service offering. Request fulfillment handles such activities through predefined procedures. Incident management focuses on restoring disrupted services, while provisioning resources is generally not related to service failure recovery.

NEW QUESTION: 46

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: ([SHOW ANSWER](#))

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.

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NEW QUESTION: 47

A service provider successfully fulfils service requests according to well-defined service request models. This is effectively supported by the workflow management software tool, where the models are saved and managed. The CIO is aiming to understand and optimize the costs of the services delivered to customers.

Which capability of the workflow management tool used for service request management is DM MOST important to support this objective?

- A. Available and convenient self service
- B. Affordable and flexible super-user role
- C. Work hours planning and reporting
- D. Support of end to end value streams

Answer: (SHOW ANSWER)

To optimize the costs of the services delivered to customers, the most important capability of the workflow management tool in service request management is the support of end-to-end value streams. ITIL 4 focuses on understanding and optimizing the entire value stream rather than isolated tasks to ensure services are delivered efficiently and cost-effectively.

Support of End-to-End Value Streams (Answer D - Correct): By supporting end-to-end value streams, the workflow management tool can track and manage the entire process, from request submission to fulfillment. This capability is critical for analyzing the full cost of delivering a service, identifying bottlenecks, and optimizing the process. Understanding the full value stream allows the CIO to make informed decisions about how to reduce costs without sacrificing service quality.

NEW QUESTION: 48

Which situation MOST likely requires functional escalation?

- A. An analyst lacks technical expertise to resolve an incident

- B. SLA targets are exceeded
- C. A user requests a password reset
- D. A service request is completed

Answer: ([SHOW ANSWER](#))

Functional escalation occurs when additional technical expertise or specialist knowledge is needed. The incident is transferred to a team capable of providing deeper investigation or resolution. SLA concerns may require hierarchical escalation, while routine requests generally do not require escalation.

NEW QUESTION: 49

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: ([SHOW ANSWER](#))

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.

NEW QUESTION: 50

What can be used to help the service provider assess user experience of a user service?

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

Answer: ([SHOW ANSWER](#))

A health model in ITIL 4 refers to a comprehensive understanding of how various components of a service perform in relation to user expectations. By using a health model, a service provider can assess the overall user experience and determine whether the service meets performance standards. Health Model (Answer C - Correct): A health model provides insights into the status of key service components and how they affect the user experience. By comparing actual performance data with desired outcomes, the provider can make informed decisions on service improvements.

NEW QUESTION: 51

A value stream mapping exercise has noted that the service provider monitors all components that are visible to the service consumers. Why will this NOT be sufficient 'monitoring and event management' capability?

- A. Because the wrong stakeholders may have been consulted
- B. Because most technology components include monitoring and event management capabilities by default
- C. Because other components may be essential for the service to be available
- D. Because it is important monitor development and test environments

Answer: ([SHOW ANSWER](#))

In the context of Monitoring and Event Management, ITIL 4 emphasizes the importance of monitoring not only the components visible to service consumers but also the underlying components that may not be directly visible but are critical for the overall service availability. This includes infrastructure, databases, and other back-end systems that, if compromised or unavailable, can still affect the service.

Other Components Essential for Service Availability (Answer C - Correct): Monitoring only the visible components of a service is insufficient because critical infrastructure and other underlying components may fail without being immediately visible to consumers. Effective monitoring must include all the components that contribute to the functioning of the service, even those hidden from the service consumer's view. Failure to monitor these can result in unexpected service outages.

NEW QUESTION: 52

Which of the following roles is typically the request initiator in the service request management practice?

- A. Any user or authorized user representative
- B. Product Owner
- C. Service owner
- D. Technical specialist

Answer: ([SHOW ANSWER](#))

In the service request management practice, service requests are typically initiated by users or their authorized representatives who require assistance or access to services. These requests are usually routine and standardized, such as password resets or access to software, and can be initiated by any user or an authorized user representative.

User Initiation: Service requests are meant to fulfill user needs related to service consumption. Any user or an authorized representative can initiate these requests, making this role central to the service request management process.

Option A ("Any user or authorized user representative") is the correct answer because it aligns with ITIL 4's definition of service request initiators.

NEW QUESTION: 53

What is both a key input and a key output of the 'service request fulfillment control' process?

- A. Service level agreements
- B. User satisfaction surveys
- C. Service request models
- D. Fulfillment actions records and reports

Answer: C ([LEAVE A REPLY](#))

Service request models serve as both a key input and a key output of the 'service request fulfillment control' process. Let's explore why:

Key Input:

Service request models define the standardized procedures and workflows for fulfilling various types of service requests. They act as a blueprint for the fulfillment process.

Key Output:

The 'service request fulfillment control' process might involve reviewing and updating existing service request models based on feedback, performance data, or changes in service offerings.

NEW QUESTION: 54

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: ([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: 55

What should a service provider do when human resources to establish problem models are not available?

- A. Consider using a third-party consulting service to help develop problem models
- B. Postpone problem management activities until the resources are available
- C. Delegate creation of problem models to a problem coordinator
- D. Create a single problem model to be used for managing all problems

Answer: (SHOW ANSWER)

When a service provider lacks human resources to establish problem models, it is advisable to use a third-party consulting service to help develop these models. ITIL encourages organizations to leverage external expertise when internal resources are insufficient, ensuring that problem management practices remain effective.

NEW QUESTION: 56

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.

NEW QUESTION: 57

A user requests access to an application already approved for their role. What is the MOST appropriate action?

- A. Raise an emergency change
- B. Treat as a standard service request
- C. Open a major incident
- D. Escalate to problem management

Answer: (SHOW ANSWER)

Access requests that follow predefined authorization rules are typically handled as standard service requests. They are repeatable, low risk, and often automated. Emergency changes, incidents, and problem investigations are inappropriate because no service disruption or underlying issue exists.

NEW QUESTION: 58

An organization automates password resets through a self-service portal. Which outcome is MOST likely?

- A. Increased fulfillment costs
- B. Slower response times

- C. Improved efficiency and reduced support workload
- D. Increased incident volumes

Answer: ([SHOW ANSWER](#))

Automating common requests reduces manual effort, accelerates fulfillment, and improves user convenience. Password reset automation is a common example of optimization within request management. Organizations benefit from lower operational costs and support teams can focus on more complex issues.

NEW QUESTION: 59

An organization is designing a value stream for restoring service to users. At which step in value stream mapping should the user touchpoints be identified?

- A. Identify the scope of the values stream analysis
- B. Reflect on the value stream map
- C. Create a 'to be' value stream map
- D. Define the purpose of the value stream from the business standpoint

Answer: ([SHOW ANSWER](#))

In value stream mapping, user touchpoints are identified when the scope of the value stream analysis is being defined. This initial step is critical because it outlines the start and end points of the value stream and helps identify all key interactions, including those where users engage with the service.

Defining the scope ensures that all critical user interactions (touchpoints) are identified and included in the analysis, which is essential for ensuring the value stream meets user needs efficiently. Other steps like creating a 'to be' value stream map and reflecting on the value stream map come later in the process and focus more on optimization and future state mapping.

NEW QUESTION: 60

Which activity is MOST closely associated with the monitoring and event management practice?

- A. Prioritizing user requests
- B. Detecting meaningful state changes
- C. Authorizing service changes
- D. Defining service warranties

Answer: ([SHOW ANSWER](#))

Monitoring and event management focuses on observing services and infrastructure to detect significant events and changes in status. Identifying meaningful state changes enables timely responses before users experience service degradation. Prioritization, authorization, and service design activities belong primarily to other ITIL practices.

NEW QUESTION: 61

The service management team is analyzing different practices, products, and services to map relevant value streams for further improvements. They are currently looking at the incident management value stream. Which of the following statements is CORRECT?

- A. Incident management should be involved in all value streams.
- B. Only the incident management value stream can trigger restoration of normal service
- C. Incident management can be involved in other value streams
- D. Incident management should be included in the required fulfillment workflow

Answer: C ([LEAVE A REPLY](#))

ITIL 4 defines Incident Management as a key practice that works across various parts of the Service Value Chain. While Incident Management has its own value stream focused on restoring normal service operations as quickly as possible, it can also be involved in other value streams to handle incidents that may arise during activities like Service Fulfillment, Service Request Management, or even during the delivery of new services.

Incident Management in Multiple Value Streams (Answer C - Correct): Incident Management can be involved in other value streams where its role is to manage disruptions that may occur during different stages of service delivery or other operations. For example, during Change Management, incidents may occur as a result of changes made to the infrastructure, and Incident Management would need to step in to manage those disruptions.

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NEW QUESTION: 62

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

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 63

A service provider has different product focused teams, plus a small problem management team. What activity is MOST LIKELY to be a responsibility of the problem management team?

- A. Identifying and logging problems
- B. Investigating problems
- C. Coordinating problem solving teams
- D. Reviewing known errors

Answer: C ([LEAVE A REPLY](#))

In organizations where multiple product-focused teams exist alongside a small problem management team, the problem management team's primary role is often to coordinate problem-solving activities across these teams. This ensures that the right people are involved in the investigation and resolution of problems, facilitating collaboration and driving solutions.

NEW QUESTION: 64

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: ([SHOW ANSWER](#))

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.

NEW QUESTION: 65

Fulfillment of service requests can be constrained by third parties. Where can users and customers find Information about these constraints?

- A.** Service level agreements
- B.** Service request catalogue
- C.** Service request model
- D.** CMDB

Answer: ([SHOW ANSWER](#))

Information about constraints on service request fulfillment, including those imposed by third parties, is typically found in Service Level Agreements (SLAs). SLAs define the agreed-upon levels of service, including response times, resolution times, and any constraints or dependencies that may affect service fulfillment.

Service Level Agreements (Answer A - Correct): SLAs document the terms of service between the service provider and the customer, including the limitations and constraints imposed by third parties.

This ensures that both the provider and the customer are aware of potential delays or issues that could arise due to third-party involvement.

NEW QUESTION: 66

An organization is implementing a new service configuration management system. How will monitoring and event management practice benefit from it?

- A. The system will support collaboration between teams
- B. The system will support event correlation
- C. The system will help to manage tasks
- D. The system will support practice measurement and reporting

Answer: ([SHOW ANSWER](#))

In ITIL 4, a Service Configuration Management System (CMS) contains information about configuration items (CIs) and their relationships. This data is crucial for the Monitoring and Event Management practice, particularly for supporting event correlation, which involves linking events to the configuration items affected by those events.

Event Correlation (Answer B - Correct): The CMS provides detailed information about the relationships between different CIs, which can be used to correlate events. For example, if multiple components fail, the system can help identify how these failures are connected. This capability helps reduce noise from redundant alerts and enables faster identification of the root cause of incidents.

NEW QUESTION: 67

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.

NEW QUESTION: 68

Which third party contribution to problem management should NOT be documented in a problem model?

- A. How the third party helps to investigate specific types of problem
- B. How the third party documents workarounds for problems

- C. How the third party helps to develop the problem management practice
- D. How the third party identifies and logs problems

Answer: ([SHOW ANSWER](#))

A problem model documents the steps needed to manage a specific type of problem, including how third parties contribute to resolving it. While third parties may assist in identifying and investigating problems or providing workarounds, contributing to the development of the problem management practice is not typically included in a problem model. Problem models are focused on the operational aspects of managing recurring issues, rather than the broader development of practices. Third-Party Contributions: Problem models are designed to document how third parties assist in resolving specific types of problems (e.g., helping with investigations, logging problems, or providing workarounds). These models focus on practical, actionable contributions directly related to problem resolution.

Option C ("How the third party helps to develop the problem management practice") is the correct answer because problem models do not typically include strategic contributions to the overall practice; they focus on operational activities.

NEW QUESTION: 69

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: 70

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: 71

How is service configuration management system used for incident handling and resolution?

- A.** It helps to detect incidents
- B.** It supports Incident classification
- C.** It helps to manage modem records
- D.** It supports collection of user's feedback

Answer: ([SHOW ANSWER](#))

The Service Configuration Management System (CMS), or Configuration Management Database (CMDB), is a critical tool in ITIL 4 that provides detailed information about the configuration items (CIs) in an organization and their relationships. In the context of Incident Management, this tool plays a crucial role in Incident Classification.

Supporting Incident Classification (Answer B - Correct): The CMS provides valuable information about the affected configuration items and their relationships with other services or components. This data is essential in classifying incidents, determining their impact, and assigning them to the appropriate support team. Accurate classification of incidents helps streamline the resolution process and ensures that the incident is handled by the right people from the start.

NEW QUESTION: 72

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: ([SHOW ANSWER](#))

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: 73

A service provider is implementing a new service configuration management system. How will problem management benefit from it?

- A. The system will help to measure the practice performance
- B. The system will support collaboration between problem management teams
- C. The system will support management of the problem and known error records
- D. The system will help to categorize and investigate problems

Answer: ([SHOW ANSWER](#))

A service configuration management system (CMS) provides accurate and reliable information about the configuration of services and their relationships, including known error records. For Problem Management, the CMS helps track problems, known errors, and workarounds effectively. It ensures that the necessary data is available to manage these records and keep them up to date, facilitating problem resolution and ensuring that workarounds remain effective.

NEW QUESTION: 74

Which specific skill is required by a service desk manager when performing the activity 'defining the objectives of monitoring'?

- A. Knowledge of the event logging procedures
- B. Understanding service value for stakeholders
- C. Expertise in monitoring tools
- D. Expertise in automation

Answer: B ([LEAVE A REPLY](#))

When defining the objectives of monitoring, the service desk manager needs to have a strong understanding of the service value for stakeholders. This knowledge ensures that monitoring objectives align with the stakeholders' needs and the overall business value that the service delivers. Knowledge of event logging procedures and expertise in monitoring tools or automation are technical skills but are secondary to understanding the broader value for stakeholders.

NEW QUESTION: 75

A vendor bulletin includes a description of an issue that could cause servers to suddenly stop working. These servers play a critical role in the delivery of an essential service. Which person in the service provider organization is MOST LIKELY to review the information and decide how this can affect the organization?

- A. A service owner who understands the service architecture and how the components are configured
- B. A dedicated problem manager who works in a senior role to coordinate resources for complex issues
- C. A problem coordinator who understands how to log, manage, and close problems
- D. A technical specialist who understands how the servers work and how they can be repaired and upgraded

Answer: ([SHOW ANSWER](#))

In ITIL 4, the service owner is typically the person responsible for managing a specific service throughout its lifecycle. The service owner has a deep understanding of the service's architecture, including how the components are configured and how they interact. When a vendor bulletin describes a critical issue affecting servers that play an essential role in the delivery of a service, it is the service owner who is most likely to assess how this issue could impact the organization's operations. They have the expertise to understand the dependencies of these components within the service and make informed decisions about risk mitigation and necessary actions.

NEW QUESTION: 76

Which capability criterion supports the practice success factor 'establishing and maintaining approaches/models that describe the various types of events and monitoring capabilities needed to detect them'?

- A. The key users of the monitoring data and their requirements are identified
- B. Trends are analysed and used to predict the event occurrence
- C. The effectiveness of the monitoring and event management approach is measured and reported
- D. Detected events are interpreted and acted upon, where relevant

Answer: (SHOW ANSWER)

For the success factor of establishing and maintaining models that describe events and monitoring capabilities, it is critical to identify the key users of the monitoring data and understand their requirements. This ensures that the monitoring approach is tailored to meet the specific needs of those who will act on the data, thus improving the effectiveness of the monitoring and event management process.

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NEW QUESTION: 77

What is the FIRST step in the incident handling and resolution process that helps identify the team responsible for the failed Cis and/or services?

- A. Incident diagnosis
- B. Incident classification
- C. Incident resolution
- D. Incident detection

Answer: (SHOW ANSWER)

The first step in the Incident Management process after detecting an incident is the Incident classification step. ITIL 4 defines Incident classification as the step where the incident is categorized based on certain criteria, such as the type of failure, affected configuration items (CIs), services, urgency, and impact. This categorization helps direct the incident to the appropriate support team responsible for handling incidents involving the specific CI or service. Incident Classification (Answer B): After detection, the next step is classification, where the incident is categorized, and based on this categorization, the team responsible for the failed CI or service is identified. For instance, if the incident relates to a network outage, it is classified accordingly and assigned to the network management team. This is the first step where responsibility for resolving the incident starts to take shape.

NEW QUESTION: 78

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: ([SHOW ANSWER](#))

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: 79

Which of the following is the BEST description of problem prioritization?

- A. The importance of a problem relative to other problems
- B. Optimizing problem resolution and mitigation
- C. People with different areas of expertise working together to solve a problem
- D. Choosing which problems to work on first when there are insufficient resources

Answer: ([SHOW ANSWER](#))

Problem prioritization refers to the process of determining which problems should be addressed first based on their impact, urgency, and available resources. This becomes particularly important when resources are insufficient to address all problems simultaneously. Prioritization helps

ensure that the most critical problems, which could have the highest business impact, are dealt with promptly.

NEW QUESTION: 80

A service owner needs to have a good knowledge of available tools and methods. Which service request management activity is this knowledge particularly useful for?

- A. Request categorization
- B. Ad hoc fulfilment control
- C. Service request modal update communication
- D. Service request model improvement initiation

Answer: ([SHOW ANSWER](#))

A service owner's knowledge of available tools and methods is particularly useful in the service request model improvement initiation process. ITIL 4 emphasizes the continuous improvement of practices, including service request management. The service owner plays a crucial role in identifying opportunities for improving the efficiency and effectiveness of service request models. Service Request Model Improvement Initiation (Answer D - Correct): Knowledge of tools and methods enables the service owner to assess current service request models and identify areas for improvement. This knowledge helps in optimizing workflows, automating repetitive tasks, and ensuring the service request process is efficient and aligned with user needs.

NEW QUESTION: 81

Which types of incidents do NOT usually require an individual review upon resolution?

- A. Recurring incidents
- B. Major Incidents
- C. New types of incidents
- D. Incidents not resolved in time

Answer: ([SHOW ANSWER](#))

In ITIL 4, incidents are categorized based on their impact and urgency, and the way they are managed depends on their classification. Let's break down the various types of incidents mentioned in the question:

Recurring Incidents

These are incidents that have been identified and occur frequently, often with well-documented resolutions (e.g., through a known error or workaround). Due to their recurring nature and the availability of established solutions, these incidents typically do not require an individual review upon resolution. Instead, they may be reviewed in bulk periodically or handled through predefined processes. According to the ITIL Service Operation practice, recurring incidents are often managed through Problem Management, where known errors or workarounds can be applied without requiring a detailed review every time. This makes recurring incidents the correct answer.

NEW QUESTION: 82

A monitoring tool reports that a critical business service is unavailable, but users have not yet reported any issues. What should support teams do?

- A. Wait for user confirmation
- B. Ignore automated alerts
- C. Initiate investigation and response procedures immediately
- D. Convert the event into a service request

Answer: ([SHOW ANSWER](#))

Monitoring systems often detect failures before users notice them. Critical service outages should trigger immediate investigation and response activities to minimize business impact. Waiting for user reports delays recovery efforts and increases the likelihood of service disruption affecting customers and stakeholders.

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