

Free Questions for ITIL-4-Specialist-Monitor-Support-Fulfil

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Question 1

Question Type: MultipleChoice

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?

Options:

- 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:

A

Explanation:

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.

Question 2

Question Type: MultipleChoice

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

Options:

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

Answer:

D

Explanation:

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.

Let's consider the other options:

A . An event correlation: This is the process of linking related events together to gain a better understanding of the situation, but it doesn't directly minimize the impact.

B . A rule set: Rule sets define the criteria for triggering alerts or actions based on events, but they are not the actions themselves.

C . A health model: This provides a baseline for normal system behavior, aiding in identifying anomalies, but it doesn't outline specific actions to take.

Question 3

Question Type: MultipleChoice

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?

Options:

A- Service configuration management tools

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

Answer:

C

Explanation:

When human responses are required for events, workflow management and collaboration tools are essential for the effective joint work of IT teams. These tools help coordinate tasks, ensure proper handoffs, and facilitate communication between teams, making it easier to manage incidents and events that require manual intervention.

Question 4

Question Type: MultipleChoice

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

Options:

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

Answer:

C

Question 5

Question Type: MultipleChoice

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

Options:

- 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:

D

Explanation:

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.

Question 6

Question Type: MultipleChoice

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

Options:

- 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

Explanation:

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.

Question 7

Question Type: MultipleChoice

Which process has an output of 'stakeholder notifications'?

Options:

- A- Event handling
- B- Monitoring planning
- C- Monitoring and event management review
- D- Ensuring that events are detected, interpreted, and if needed acted upon as quickly as possible

Answer:

A

Explanation:

In ITIL 4, event handling involves managing events that may require notifications to stakeholders. When an event is detected, it could signify a change in the state of a service or component, necessitating communication with relevant stakeholders to ensure appropriate actions are taken. Stakeholder notifications are a key part of this process, ensuring that those affected or involved are informed promptly.

Question 8

Question Type: MultipleChoice

Which process includes sending out notifications?

Options:

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

Answer:

B

Explanation:

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.

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