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

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Question 1

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?

Options:

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:

C

Explanation:

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.

Question 2

Question Type: **MultipleChoice**

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

Options:

A- Problem prioritization

B- Creation of problem models

C- Reactive problem identification

D- Error control

Answer:

D

Explanation:

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.

Question 3

Question Type: MultipleChoice

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

Options:

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:

D

Explanation:

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.

Question 4

Question Type: MultipleChoice

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

Options:

A- By measuring and reporting the key performance indicators defined in the practice guide

B- By engaging independent consultants to assess and report on the practice

C- By using the ITIL maturity model described in the practice guide

D- By documenting the organization's service value system

Answer:

A

Explanation:

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

Question 5

Question Type: MultipleChoice

Why should a service provider organization identify and understand problems and their impact on services?

Options:

A- Because problem resolution may require significant resources

B- To ensure problems are continually managed until resolved

C- Because problems may cause incidents and affect service quality

D- To ensure that known errors are closed quickly

Answer:

C

Explanation:

The primary reason for identifying and understanding problems and their impact is to prevent or minimize the negative effects they can have on services. Problems, if left unaddressed, can lead to recurring incidents, disruptions, and a decline in overall service quality.

Question 6

Question Type: **MultipleChoice**

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?

Options:

A- Workflow management and collaboration tools

B- Service configuration management tools

C- Monitoring and event management tools

D- Knowledge management tools

Answer:

A

Explanation:

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.

While other options might play a role in problem management, they are not as directly focused on providing the historical and current incident information necessary for reactive problem identification:

B . Service configuration management tools: These tools track configuration items and their relationships, which can be helpful in understanding the impact of problems, but they don't primarily focus on incident data.

C . Monitoring and event management tools: These tools focus on real-time monitoring and event correlation, which is more relevant for proactive problem identification.

D . Knowledge management tools: These tools store and manage knowledge articles and solutions, which can be helpful in resolving problems but are not the primary source of incident data for reactive identification.

Question 7

Question Type: MultipleChoice

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

Options:

A- 1 and 2

B- 2 and 3

C- 3 and 4

D- 1 and 4

Answer:

C

Explanation:

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.

Question 8

Question Type: **MultipleChoice**

A service provider aims to improve the use of solutions for incidents found during problem investigation. Which software tools will help the service provider to achieve this?

Options:

A- Knowledge management tools

B- Workflow management and collaboration tools

C- Monitoring and event management tools

D- Service configuration management tools

Answer:

A

Explanation:

To improve the use of solutions for incidents identified during problem investigations, knowledge management tools are essential. These tools allow organizations to document and share solutions across teams, ensuring that similar incidents are resolved more quickly in the future by leveraging previously identified solutions. Knowledge management fosters continuous learning and enables better, faster incident resolution.

Question 9

Question Type: **MultipleChoice**

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?

Options:

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:

A

Explanation:

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

Question 10

What will MOST help a service provider to adopt swarming to support their problem management practice?

Options:

A- Consulting services from a third party that specializes in swarming

B- Formal definition of the role for the problem manager

C- Delegation of swarming management to a problem coordinator

D- Linking problem records to incident records

Answer:

A

Explanation:

Adopting a new approach like swarming can be challenging, especially if the service provider has limited experience with it. Consulting services from experts who specialize in swarming can provide valuable guidance and support, including:

Understanding the swarming approach: Consultants can help the service provider understand the principles, benefits, and challenges of swarming.

Adapting swarming to the organization: Consultants can help tailor the swarming approach to the specific context of the service provider's problem management practice and organizational culture.

Implementing swarming effectively: Consultants can provide guidance on best practices for implementing swarming, including tools, processes, and communication strategies.

Overcoming challenges: Consultants can help the service provider anticipate and address potential challenges during the adoption and implementation of swarming.

While other options might be helpful, they are not as directly impactful in supporting the adoption of swarming:

B . Formal definition of the role for the problem manager: While a clear role definition is important, it doesn't directly address the challenges of adopting a new approach like swarming.

C . Delegation of swarming management to a problem coordinator: This might be part of the swarming implementation, but it doesn't provide the expertise and guidance that consultants can offer.

D . Linking problem records to incident records: This is good practice in problem management but doesn't directly relate to adopting swarming

Question 11

What should be the FIRST step in investigating a problem that was identified by reactive problem identification?

Options:

A- Create a known error

B- Look for a way to solve the problem

C- Submit a change request to resolve the problem

D- Understand which configuration items may have errors

Answer:

D

Explanation:

When a problem is identified through reactive problem identification, the first step is to understand which configuration items (CIs) may have errors. This allows for accurate diagnosis of the underlying issue. By pinpointing the affected CIs, problem management can then proceed with further analysis to identify the root cause and potential solutions.

Understanding Configuration Items: Investigating which CIs are involved helps narrow down the scope of the problem and provides insight into what might be causing the issue.

Option D ('Understand which configuration items may have errors') is the correct answer because identifying the affected CIs is a crucial first step in reactive problem management.

Incorrect Options:

Option A: A known error is created after the problem is fully analyzed.

Option B: Solving the problem comes after understanding the affected CIs.

Option C: Submitting a change request occurs later in the problem resolution process.