



**ITIL® 4 Specialist:
Monitor, Support, and Fulfil**

Sample Paper 2

Question Booklet | Multiple Choice

Examination | 1 Hour 30 Minutes



Official Training Materials

Sample Paper 2:

Question Booklet

Multiple Choice

Examination Duration: 90 Minutes

Instructions

1. You should attempt all 60 questions. Each question is worth one mark.
2. There is only one correct answer per question.
3. You need to answer 39 questions correctly to pass the exam.
4. Mark your answers on the answer sheet provided. Use a pencil (NOT pen).
5. You have 90 minutes to complete this exam.
6. This is a 'closed book' exam. No material other than the exam paper is allowed.

1. In which step of the 'incident handling and resolution' process will a change be initiated?
 - A. Incident closure
 - B. Incident registration
 - C. Incident resolution
 - D. Incident diagnosis

2. Which of the following is **NOT** a benefit of the 'incident management' practice?
 - A. Fulfilment of the SLAs with service consumers
 - B. Reduced knowledge capture and reuse
 - C. Higher client and employee satisfaction
 - D. Reduced losses caused by IT service unavailability

3. 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

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

5. 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

6. An organization with different types of customers operates in several markets. Services are technically complex and require experts from many teams in order to resolve incidents. The organization wants to reorganize its teams to improve incident management.
What is the **BEST** approach for the organization to use in order to improve incident handling?
 - A. Create a hierarchical structure of incident resolution teams
 - B. Create separate teams with clear boundaries to handle specific types of incident
 - C. Implement horizontal team structure and encourage collaboration
 - D. Create processes with detailed procedures for handling all incidents

7. An organization is in the process of improving their incident management practice. It wants to adjust the processes and procedures for complexity.
- Which of the following options is the **BEST** for the organization to apply in order to achieve this objective?
- A. Ensure effective integration with service desk, change enablement, and problem management
 - B. Assess business impact even if there are no directly affected users yet
 - C. Use swarming to optimize resolution of unusual and major incidents
 - D. Motivate team members to document and share their knowledge
8. Which of the following is **NOT** an area to consider for creating a common language in the multi-vendor environment?
- A. Salary agreements
 - B. Rules for data exchange
 - C. Software tools
 - D. Processes
9. Which of the following is a benefit of utilizing incident models?
- A. Optimizing the handling of novel incidents
 - B. Reducing the impact of an incident when a full resolution is unavailable
 - C. Optimizing the handling of repeating incidents
 - D. Reducing the technical debt created by incident workarounds
10. A service management team has understood the benefits of value streams and has already mapped the current incident management value stream.
- What should be the **NEXT** step for the service management team to take?
- A. Analyse the value stream map to identify waste
 - B. Proceed with major changes to the incident management value stream
 - C. Start eliminating work not connected to the incident management value stream
 - D. Adjust the incident management value stream to best practice
11. When is incident prioritization **MOST** relevant?
- A. When incident resolution is tasked to a single team
 - B. When it is impossible to assign resources to all tasks in the backlog
 - C. When there are sufficient resources to process every task within time constraints
 - D. When there are no visualization tools available
12. Which of the following capability criteria supports the practice success factor of 'continually improving incident management'?
- A. The competencies required to resolve incidents are identified and skilled human resources are available
 - B. The incident management approach is integrated with other standards and approaches adopted by the organization
 - C. The effectiveness of incident resolution is regularly reviewed and continually improved
 - D. Information about detected incidents is traced and managed in an integrated information system

13. What challenge is associated with user-to-technology interactions?
- A. Unstructured information
 - B. Limited applicability to complicated and complex situations
 - C. Subjective attitudes and emotions
 - D. Limited scalability
14. How can partners and suppliers support the service desk practice?
- A. By mandating that all users utilize self-help portals
 - B. By reducing the amount of automation used by the service desk
 - C. By providing trained resources to work in service desk teams
 - D. By reducing the need to customize the IT services
15. 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
16. A service provider analysed the performance of the service desk practice and identified several improvement initiatives.
- Which software tools will help the service provider to track the progress of these initiatives?
- A. Workflow management and collaboration tools
 - B. Analysis and reporting tools
 - C. Work planning and prioritization tools
 - D. Survey tools
17. An organization is reviewing a value stream for fulfilling service requests.
- At which step in value stream mapping will updates to user communication templates and procedures be created?
- A. Do the service value stream walk
 - B. Reflect on the value stream map
 - C. Using the 'to be' value stream map to plan improvements
 - D. Identify the scope of the value stream analysis
18. Which of the following is an input to the 'communicating to users' process?
- A. Guidelines and procedures for triage
 - B. Communication reports
 - C. Previous incident, problem and change records
 - D. Technology opportunities

19. An organization is improving its service desk practice.
How should the organization use the guiding principle 'optimize and automate'?
- A. Gradually implement new service desk channels and tools
 - B. Review and standardize service desk procedures using tools where possible
 - C. Establish a clear and easy way to use communication channel for users
 - D. Use existing procedures until the resources are available to review them
20. Which practice capability level indicates that the service desk practice achieves its purpose through a basic set of activities?
- A. Level 1
 - B. Level 2
 - C. Level 3
 - D. Level 4
21. How can a service desk agent recognize and understand the experience of a user?
- A. Create a moment of truth
 - B. Effectively and efficiently triage the user query
 - C. Apply service empathy
 - D. Utilize omnichannel communication
22. 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
23. What is a part of the service desk manager role?
- A. Creating and maintaining a healthy work culture
 - B. Providing software tools for service desk
 - C. Acknowledging user queries
 - D. Triageing user queries
24. What process has activities that ensure that messages are directed to the correct audience?
- A. Service desk optimization
 - B. User query handling
 - C. Omnichannel communication
 - D. Communicating to users

25. 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
26. How does the service request management practice achieve its purpose of supporting the agreed quality of a service?
- A. By reducing the costs associated with request handling and fulfilment
 - B. By setting realistic expectations relating to the fulfilment of requests
 - C. By improving the reputation of the service providing organization
 - D. By effectively handling user queries that initiate agreed service actions
27. When a service provider was analysing performance of the service request management practice, it became clear that service requests fulfilled by the service provider's teams meet the agreed standards and have a high user satisfaction score. However, service requests that are supposed to be partially fulfilled by users, are often overdue, and leave users unhappy. In many cases, a service provider team needs to step in and complete the request fulfilment. At the same time, the service provider is planning to migrate to a new ITSM software system.
- Which requirement for the automation of service request management is particularly important to ensure that the new system addresses the situation?
- A. Support of service request models
 - B. Support of end-to-end value streams
 - C. Work hours planning and reporting
 - D. Available and convenient self-service
28. The use of an integrated information system is an important aspect of which capability level for the 'service request management' practice?
- A. Level 2
 - B. Level 3
 - C. Level 4
 - D. Level 5
29. A service provider receives negative feedback from users about fulfilment of some types of service requests. Users say that the procedures are unclear, ineffective, and take too long.
- What is the **BEST** way to improve this situation?
- A. Make sure that the current procedures are clearly communicated
 - B. Review the service value stream from the user's viewpoint
 - C. Automate the fulfilment procedures
 - D. Outsource the fulfilment procedures

30. What is both a key input and a key output of the 'service request fulfilment control' process?
- A. Service level agreements
 - B. User satisfaction surveys
 - C. Service request models
 - D. Fulfilment actions records and reports
31. A service provider is implementing a new analysis and reporting system. How will service request management benefit from it?
- A. The system will support practice measurement and reporting
 - B. The system will support handling of service requests from initiation to fulfilment
 - C. The system will be used for ad hoc request fulfilment
 - D. The system will be used to communicate new request models to users
32. 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
33. The request catalogue is a part of what other source of information?
- A. Service level agreements
 - B. Service request models
 - C. The service catalogue
 - D. The service desk
34. 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
35. 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
36. What practice should be used together with the service request management practice to ensure that third parties will adjust their level of service to the needs of the organization?
- A. Service level management
 - B. Supplier management
 - C. Service desk
 - D. Service catalogue management

37. Which process includes sending out notifications?
- A. Monitoring planning
 - B. Event handling
 - C. Monitoring and event management review
 - D. Establishing and maintaining approaches
38. Which process has an output of 'stakeholder notifications'?
- 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
39. How can partners and suppliers support the monitoring and event management practice?
- A. By defining which exception events do not require action
 - B. By providing clear documentation about the meaning of events generated by their products
 - C. By initiating major event reviews after high-priority incidents
 - D. By providing consultancy on how to customize the IT services
40. Why is the monitoring provided by default for a configuration item not always right for a specific organization?
- A. Because it does not ensure that the component is operating optimally
 - B. Because it does not assist operations staff in managing the object
 - C. Because it does not ensure that value is being created for the organization
 - D. Because many components do not come with default monitoring capability
41. 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
42. 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. Organization and People
 - D. Partners and Suppliers

43. Which competency is the **MOST** important when performing the activity 'event logging'?
- A. Coordinator/communicator
 - B. Leader
 - C. Technical expert
 - D. Methods and techniques expert
44. 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
45. Although many events are captured and processed automatically, some require a human response.
- Which software tools are **MOST** important for effective joint work of IT teams responding to events?
- A. Service configuration management tools
 - B. Knowledge management tools
 - C. Workflow management and collaboration tools
 - D. Analysis and reporting tools
46. 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
47. During self-assessment of the 'monitoring and event management' practice capability, what should be considered as evidence of the capability level 3?
- A. Integration of monitoring and event management into service value streams
 - B. Agreed processes, roles, and responsibilities
 - C. Regularly conducted practice reviews
 - D. Regular reporting on the practice performance
48. 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 even management practice?
- A. Define a strategy for monitoring and event management
 - B. Use machine learning to detect event patterns
 - C. Use artificial intelligence to make sense of ambiguous events
 - D. Ensure decentralized monitoring across the technical teams

49. What should be the **FIRST** step in investigating a problem that was identified by reactive problem identification?
- 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
50. What will **MOST** help a service provider to adopt swarming to support their problem management practice?
- 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
51. A service provider wants to improve its proactive problem identification capabilities. To support this objective, it is reviewing the software tools currently used for problem management.
- Which automation capabilities will be particularly important for proactive problem identification?
- A. Integration with incident management records
 - B. Practice measurement and reporting
 - C. Separation of problem control and error control
 - D. Integration with knowledge bases
52. 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?
- A. Knowledge management tools
 - B. Workflow management and collaboration tools
 - C. Monitoring and event management tools
 - D. Service configuration management tools
53. A service provider is running workshops to improve the value stream that is used to restore normal service after an incident. Each workshop will discuss one activity from the value stream. The problem manager is very busy and can only attend two of these workshops.
- Which **TWO** workshops should the problem manager attend?
- 1. Incident detection
 - 2. Incident registration
 - 3. Incident resolution
 - 4. Incident closure
- A. 1 and 2
 - B. 2 and 3
 - C. 3 and 4
 - D. 1 and 4

54. 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
55. Why should a service provider organization identify and understand problems and their impact on services?
- 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
56. How should an organization **BEST** assess how well problem management is contributing to the organization's success?
- 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
57. 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
58. A vendor bulletin includes a description of an issue that could cause servers to suddenly stop working. After the problem has been investigated the service provider discovers that there is likely to be a very serious impact on many different services and customers.
- Which person in the service provider organization is **MOST LIKELY** take ownership of communicating this known error?
- 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

59. 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
60. 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

