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ITIL 4 Specialist: Monitor, Support, FulfilExam

ITIL ITIL-4-Specialist-Monitor-Support-Fulfil

Version Demo

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Topic Break Down

Topic	No. of Questions
Topic 1, Service desk	37
Topic 2, Incident management	36
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Topic 5, Monitoring and event management	41
Topic 6, Mix Questions	3
Total	196

QUESTION NO: 1

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

ANSWER: A

Explanation:

Level 1 is correct because it represents the initial capability level in the ITIL practice capability model. At this level, a practice—including the service desk practice—achieves its stated purpose by performing a basic set of activities. The focus is on establishing that the essential work is being done and that the practice can deliver its fundamental intended outcomes. This provides the baseline from which the organization can develop greater consistency, measurement, integration, and optimization at subsequent capability levels. For a service desk, this means the organization has the core operational ability to receive, log, classify, prioritize, and appropriately handle user contacts and service requests sufficiently to fulfil the practice's purpose. Capability assessment is not simply a measure of organizational maturity; it assesses how effectively a particular practice is operating against progressively more demanding criteria. ITIL describes practices as organizational resources designed to perform work or accomplish an objective, while the Monitor, Support and Fulfil module applies this model to practices such as the service desk. See the [PeopleCert ITIL 4 Specialist: Monitor, Support and Fulfil overview](#) and the [AXELOS overview of ITIL](#).

QUESTION NO: 2

Which capability level is MOST focused on continual improvement?

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

ANSWER: D

Explanation:

Level 5 is correct because it represents the optimizing capability level, where continual improvement is embedded in how the organization operates. At this level, the organization does not merely perform and measure practices consistently; it uses performance information, lessons learned, innovation, and feedback to proactively identify improvement opportunities and adapt its ways of working. Improvement is therefore systematic, evidence-based, and ongoing, rather than an occasional activity undertaken only in response to a problem.

This aligns closely with ITIL's continual improvement approach, which promotes regular assessment of current performance, identification and prioritization of improvement opportunities, measurement of outcomes, and incorporation of learning into future decisions. A capability at the optimizing level can use these activities to improve services, products, value streams, practices, and organizational performance over time. The focus is on sustaining value through a culture of learning and adaptation, while ensuring improvements are aligned with organizational objectives and stakeholder needs. See the [PeopleCert ITIL Maturity Model overview](#) and the [AXELOS overview of continual improvement in ITIL 4](#).

QUESTION NO: 3

Which two fields are typically included when a problem record is created?

1. Investigation results
2. Problem solution
3. Associated configuration items
4. Affected services

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

ANSWER: C

Explanation:

3 and 4 is correct. At the point a problem record is created, it is important to capture the configuration items associated with the issue and the services affected by it. Configuration items provide the technical context needed to understand where the problem is occurring, to establish relationships and dependencies, and to support later investigation and analysis. For example, a problem may be associated with a particular application, database, server, or network component.

Recording affected services establishes the service and business context of the problem. This enables the organization to assess the scope and impact, identify relevant stakeholders, prioritize work appropriately, and coordinate communications and restoration activities with service owners and support teams. These details also support links between problem records, incident records, service configuration information, and other practice records.

ITIL problem management focuses on reducing the likelihood and impact of incidents by identifying actual and potential causes. Accurate initial contextual information, including the affected services and relevant configuration items, makes investigation and subsequent control of the problem more effective. See the [ITIL 4 practice guides](#) and the [ITIL 4 Specialist: Monitor, Support and Fulfil](#) certification overview.

QUESTION NO: 4

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

ANSWER: A

Explanation:

Analyse the value stream map to identify waste is the appropriate next step because mapping provides a shared, evidence-based view of how work currently flows, but does not by itself improve that flow. The team should use the map to examine activities, handoffs, queues, delays, rework, approvals, tools, roles, and information flows. This makes it possible to identify waste and constraints that prevent incidents from being restored efficiently and from delivering the intended value to users and customers. The resulting analysis gives the team a factual basis for prioritizing improvement opportunities, rather than making broad changes based on assumptions. Improvements can then be designed, tested, and introduced iteratively, with attention to outcomes, risk, and the four dimensions of service management. This reflects ITIL's value-stream approach: understand the current state, identify where work does not contribute effectively to value, and improve the flow of work. The ITIL guiding principle of focusing on value also supports examining each step for its contribution to the desired outcome. See [AXELOS: ITIL 4 guiding principles](#) and [PeopleCert: ITIL 4 Specialist Monitor, Support and Fulfil](#).

QUESTION NO: 5

An organization offers a standard request for access to a business application. Most requests require manager approval, but requests from staff in a regulated department also require a compliance review.

How should service request management BEST ensure that both types of request are fulfilled consistently?

- A. Use service request models that apply the appropriate approval path
- B. Require the service desk to obtain approvals by email for every request
- C. Use the same approval path for all requests to simplify fulfilment
- D. Allow users to select the approval path when they submit the request

ANSWER: A

Explanation:

Use service request models that apply the appropriate approval path is correct because request models define repeatable fulfilment activities, responsibilities, approvals, and controls. The models can use request information, such as the requester's department, to initiate the required approval route while retaining a consistent overall fulfilment process. Handling every request manually would reduce consistency, while a single approval path for all users would either omit a required control or create unnecessary delay.

QUESTION NO: 6

Which of the following is the BEST description for events?

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

ANSWER: B

Explanation:

Configuration item's change of state that has significance for the management of a service is the correct description. In ITIL 4, an event is any change of state that has significance for the management of a service or other configuration item. Events are typically detected through monitoring tools, but they can also arise through other mechanisms. Their significance is determined by the context and by predefined thresholds, rules, or correlations. Event management supports service management by identifying meaningful conditions such as normal operation, exceptions, warnings, or faults, then enabling an appropriate response. This may include logging the event, notifying a team, initiating automated remediation, creating an incident, or providing information for analysis and continual improvement. The definition deliberately focuses on a state change that is meaningful to service management, rather than every possible technical change. This helps organizations filter high volumes of monitoring data and concentrate attention and action on conditions that affect, or may affect, the delivery and management of services. See the ITIL 4 glossary definition of an event in [AXELOS glossary resources](#) and the event-management practice overview from [ITIL UK](#).

QUESTION NO: 7

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

ANSWER: C

Explanation:

Organization and People is correct because the rules that determine how events are filtered, categorized, prioritized, escalated, and acted on are governance and operating-model decisions. They establish a shared organizational approach to interpreting monitoring data: which events are meaningful, who owns them, which teams receive notifications, and how personnel coordinate their responses. Although monitoring tools collect and process technical event data, the criteria and responsibilities that make those events useful must be defined by the organization and embedded in its ways of working. This ensures that monitoring and event management supports agreed service objectives rather than simply generating large volumes of alerts. ITIL's four dimensions model highlights that service management requires consideration of organizations, roles, competencies, culture, and communication, all of which are central to establishing and maintaining these rules. The practice therefore relies on clear accountability and consistently understood decision rules across the people and teams involved in service delivery and support. See the official overview of the ITIL four dimensions at [Axelos: ITIL 4 four dimensions of service management](#) and the ITIL practice guidance catalogue at [PeopleCert: Monitor, Support and Fulfil practices](#).

QUESTION NO: 8

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: B

Explanation:

Incident classification is the first incident-handling activity that supports identifying the appropriate team responsible for a failed configuration item or service. Classification records and organizes relevant incident characteristics, such as the affected service or CI, type of issue, user or business context, and technical category. These details enable the organization's routing rules, support model, and assignment groups to direct the incident to the team with the necessary accountability and capability to investigate and restore service. Accurate classification is therefore essential to efficient incident handling: it establishes a consistent basis for assignment and escalation, avoids delays caused by manual reassignment, and provides useful data for reporting and continual improvement. In ITIL, incident management seeks to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. Identifying the relevant support team early through classification directly contributes to that objective and supports timely diagnosis and resolution. The ITIL 4 Specialist: Monitor, Support and Fulfil module covers the practical application of incident management and related service-management practices. See the official [PeopleCert ITIL 4 Specialist: Monitor, Support and Fulfil overview](#) and the [AXELOS glossary of ITIL terms](#).

QUESTION NO: 9

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

A. Service request procedures are automated

B. Service request fulfilment is performed in line with the agreed procedures

- C. Service request procedures are optimized
- D. Service requests are fulfilled according to user satisfaction

ANSWER: A

Explanation:

Service request procedures are automated is correct because service request management is intended to handle predefined, user-initiated requests in an effective and user-friendly way. Many requests are standard, repeatable, and low risk—for example, requests for access, information, software, or equipment. Automation enables these requests to be logged, categorized, routed, approved where appropriate, fulfilled, and communicated consistently with minimal manual effort. This shortens fulfillment time, reduces avoidable handoffs and errors, and allows support staff to focus their time on exceptions or requests requiring judgement. Automation can also provide users with self-service request catalogues, standardized workflows, status updates, and knowledge-based guidance. These capabilities make the practice more efficient while still supporting agreed service levels and a good user experience. ITIL emphasizes optimizing and automating work as part of continual improvement and value-stream design, particularly where activities are repeatable and rules can be defined clearly. Further ITIL guidance and official resources are available from [PeopleCert's ITIL certification pages](#) and [AXELOS's ITIL 4 guiding-principles resource](#).

QUESTION NO: 10

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 modern records
- D. It supports collection of user's feedback

ANSWER: B

Explanation:

"It supports Incident classification" is correct because service configuration management provides reliable information about configuration items, their attributes, and the relationships between them. During incident handling, this information helps support staff identify the affected component or service, understand which users or business services may be impacted, and determine the incident's appropriate category. Accurate classification enables the incident to be prioritized and routed efficiently to the team with the required knowledge and responsibility.

Configuration relationships are particularly valuable when an incident involves a shared infrastructure component or when the initially reported symptom may originate elsewhere in the service architecture. By consulting current configuration information, teams can assess dependencies, identify potentially affected services, and select suitable diagnostic or resolution activities. This supports the incident management purpose of minimizing the negative impact of incidents by restoring normal service operation as quickly as practical.

In ITIL, service configuration management ensures that accurate and reliable information about configuration items is available when and where it is needed. That information is a key input to operational practices, including incident management. See the official [ITIL 4 Specialist: Monitor, Support and Fulfil certification overview](#) and [AXELOS ITIL guidance](#).

QUESTION NO: 11

Although many events are captured and processed automatically, some require a human response. Which software tools are MOST important for effective joint work of IT teams responding to events?

- A. Service configuration management tools
- B. Knowledge management tools

C. Workflow management and collaboration tools

D. Analysis and reporting tools

ANSWER: C

Explanation:

Workflow management and collaboration tools are most important because an event that needs human intervention often requires several people or teams to coordinate their actions in a controlled, timely way. Workflow capabilities assign and track work, route tasks to the appropriate support group, manage approvals or escalations where needed, and make the current status and ownership visible. Collaboration capabilities enable responders to share operational context, communicate during investigation and recovery, and coordinate handovers without losing essential information. Together, these functions help teams execute a consistent response process rather than relying on disconnected manual communications. This directly supports the ITIL view that service management practices should enable value co-creation through effective coordination of people, processes, information, and technology. In the Monitor, Support and Fulfil module, event-related work is closely connected to operational practices that identify, assess, prioritize, and respond to service conditions. A shared workflow and collaboration environment gives responders the practical means to manage those activities collectively, while preserving traceability of decisions, actions, and outcomes. The official certification overview identifies event management among the key practices addressed by this module: [PeopleCert: ITIL 4 Specialist Monitor, Support and Fulfil](#). ITIL guidance and resources are also available through [AXELOS ITIL](#).

QUESTION NO: 12

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: B

Explanation:

Level 3 is correct because it represents the capability level at which a practice is established: it is defined, consistently implemented, and managed so that it can achieve its intended purpose. For problem management, this means the organization has a documented and understood approach for identifying, analysing, controlling, and preventing problems, rather than relying on informal or inconsistent activity. At this level, problem management is also connected with relevant practices, such as incident management, service configuration management, change enablement, and knowledge management. These interfaces enable problem records, known errors, workarounds, root-cause information, and improvement actions to be used across the service value system. The wording combines achievement of the practice purpose with a defined, integrated way of working, which is characteristic of Level 3 capability. ITIL describes problem management as reducing the likelihood and impact of incidents by identifying actual and potential causes and managing workarounds and known errors. See the [ITIL problem management overview from AXELOS](#) and the [PeopleCert ITIL certification portfolio](#).

QUESTION NO: 13

An organization notices that incidents affecting a customer portal have increased after each monthly software release. The individual incidents have been resolved, but the pattern continues.

Which problem management activity should be used to identify the potential underlying cause?

A. Error control

- B. Reactive problem identification
- C. Proactive problem identification
- D. Service request categorization

ANSWER: B

Explanation:

Reactive problem identification is correct because it uses information from one or more incidents to identify problems that may be causing recurring service issues. The repeated relationship between releases and portal incidents is evidence that should be analysed to determine whether an underlying problem exists. Proactive problem identification uses other sources, such as supplier advisories or trend information, to identify potential problems before incidents occur.

QUESTION NO: 14

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

Explanation:

Coordinating problem solving teams is the most likely responsibility of a small, centralized problem management team in an organization structured around product-focused teams. ITIL problem management aims to reduce the likelihood and impact of incidents by identifying actual and potential causes, managing workarounds and known errors, and ensuring that problems are addressed effectively. In this operating model, the product teams possess the detailed technical knowledge and ownership needed to investigate and resolve issues in their products. The small problem management team provides the cross-organizational capability: it facilitates prioritization, brings the appropriate specialists together, tracks progress and dependencies, maintains communication, and ensures that learning and resolution activities are coordinated through to an appropriate outcome. This coordination is particularly valuable where a problem spans multiple products or services, or where competing priorities might otherwise delay analysis and remediation. The problem management practice therefore supports collaborative problem resolution without needing to perform all technical investigation itself. ITIL practice guidance emphasizes that practices should be adapted to the organization's structure and value streams, with clear collaboration across teams. See [AXELOS: ITIL 4 practices](#) and [PeopleCert: ITIL 4 Specialist Monitor, Support and Fulfil](#).

QUESTION NO: 15

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

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

ANSWER: B

Explanation:

Workflow management tools are the appropriate automation tools because they coordinate, route, and track work as it moves between the service desk and the practices that contribute to a service value stream. A service desk interaction may require fulfilment activities, incident resolution, escalation, change-related work, knowledge use, or communication with support teams. Workflow automation can create and assign the necessary work items, apply predefined routing and escalation rules, maintain status information, and pass relevant context between teams and practices. This reduces manual handoffs while improving visibility, consistency, traceability, and the speed at which a user's issue or request progresses toward resolution.

In ITIL, value streams describe the steps an organization takes to create and deliver value, and practices contribute capabilities to those steps. Integrating work across those capabilities is therefore essential to effective service management. The service desk practice is designed to act as an entry point and communication point between service provider and users, making workflow management particularly useful for connecting demand to the appropriate operational activities. See the [ITIL 4 service value system overview](#) and [PeopleCert's ITIL 4 Specialist: Monitor, Support, and Fulfil page](#).

QUESTION NO: 16

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 model update communication
- D. Service request model improvement initiation

ANSWER: D

Explanation:

Service request model improvement initiation is correct because the service owner is accountable for ensuring that service request management remains fit for purpose and supports agreed service outcomes. Initiating an improvement to a request model requires more than recognizing that a model could be better: the service owner needs to understand the tools and methods that can make the improvement practical. This can include workflow and catalogue tooling, automation capabilities, self-service design, integration methods, measurement techniques, and approaches for analysing user feedback and fulfilment performance.

That knowledge helps the service owner identify feasible improvement opportunities, shape an improvement proposal, and engage the appropriate teams to assess, prioritize, and implement changes. For example, an existing model may be streamlined by automating approvals, improving request information, or introducing a self-service workflow. The focus is on beginning a structured improvement of the model so that requests can be handled efficiently, consistently, and in line with user needs and organizational objectives.

This reflects ITIL's continual-improvement focus and its guidance that practices should use suitable capabilities, including information and technology, to create value. See the [official ITIL certification overview](#) and the [ITIL 4 practice guides](#).

QUESTION NO: 17

What is a capability criterion for the service request management practice which is related to the 'information and technology' dimension of service management?

- A. Communication solutions needed to fulfil service requests have been implemented
- B. Service request fulfilment procedures are monitored to show their effectiveness
- C. Third-party services needed to fulfil service requests are available
- D. Qualified human resources are available to manage service requests

ANSWER: A

Explanation:

Communication solutions needed to fulfil service requests have been implemented is the capability criterion associated with the information and technology dimension. In ITIL, this dimension considers the information required for service management and the technologies that create, store, process, exchange, protect, and enable use of that information. Service request management depends on suitable communication technology so that users can submit requests, fulfilment teams can receive and coordinate work, stakeholders can be kept informed of status, and outcomes can be communicated and recorded. Implemented communication solutions therefore demonstrate that the practice has the technical capability to support efficient, consistent request fulfilment. This aligns with the service request management purpose of supporting agreed service quality through effective and user-friendly handling of predefined, user-initiated requests. It also reflects ITIL's emphasis that every practice should be assessed through the four dimensions of service management, including the tools and information flows needed to enable the practice. Further information about ITIL's four dimensions is available from [AXELOS](#), and an overview of ITIL service management guidance is available from [PeopleCert](#).

QUESTION NO: 18

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

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

ANSWER: D

Explanation:

Recorded and categorized user queries is an input to the user query handling process because a query must first be captured in a usable record and classified before it can be efficiently assessed, researched, assigned where necessary, answered, and tracked through to completion. Recording preserves the user's question, relevant context, contact details, and the history of actions or communications. Categorization then places the query into an appropriate subject area or service context, helping the service provider select suitable knowledge sources, route work to people with the required expertise, identify recurring themes, and apply consistent handling priorities. This structured input supports a reliable and measurable workflow rather than treating each question as an untracked, informal interaction. It also enables the practice to use query data for trend analysis and continual improvement of knowledge, support arrangements, and service communications. The Monitor, Support, and Fulfil module applies ITIL's service-management concepts to practices that monitor services and respond to users' operational needs. See the official [ITIL 4 Specialist: Monitor, Support, and Fulfil certification page](#) and the [AXELOS ITIL overview](#).

QUESTION NO: 19

Fulfilment 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: B

Explanation:

The correct answer is **Service request catalogue**. In ITIL 4 service request management, the service request catalogue is the user-facing source of information about request offerings. It enables users and customers to understand what can be requested and the relevant conditions for fulfilment before submitting a request. This includes information that may affect availability, eligibility, cost, expected fulfilment, approvals, and constraints arising from dependencies on third-party suppliers or external services. Making these constraints visible in the catalogue supports realistic customer expectations and helps users select the appropriate request offering. It also improves transparency by communicating conditions that the service provider may not control directly, such as supplier lead times, contractual limitations, or external authorization requirements. Request models support the provider's internal, repeatable fulfilment workflow, whereas the catalogue presents information needed by consumers. This aligns with the ITIL 4 emphasis on clear request offerings and effective service request management within the Monitor, Support and Fulfil practice area. See the official [ITIL 4 Specialist: Monitor, Support and Fulfil](#) certification overview and [AXELOS guidance on service request management](#).