



***The ITIL® 4 Practices: Monitor, Support, and Fulfil Examination***

***Sample Paper 1***

***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. Mark your answers on the answer sheet provided. Use a pencil (NOT pen).
4. You have 90 minutes to complete this exam.
5. This is a 'closed book' exam. No material other than the exam paper is allowed.

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1. In which step of the 'incident handling and resolution' process does the service desk agent confirm that the user query refers to an incident?
  - A. Incident classification
  - B. Incident detection
  - C. Incident registration
  - D. Incident diagnosis
  
2. Which of the following statements provides the **BEST** reason for applying a workaround?
  - A. It is impossible to find a systemic solution for an incident
  - B. The incident requires an immediate coordinated resolution
  - C. The incident requires quick restoration of normal operation
  - D. There are no automated resolution procedures available
  
3. 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

4. What is considered an incident?
- A. Inability to assign resources to all tasks in the backlog
  - B. Reduction in the quality of a service
  - C. Planned interruption to a service
  - D. End-users having to use self-help tools
5. What practice enables the early detection of incidents?
- A. Monitoring and event management
  - B. Problem management
  - C. Service request management
  - D. Knowledge management
6. An organization operates in several markets and has many services provided collaboratively with their partners. The organization has adopted modern methods of development for its products and aims to quickly respond to changing requirements of the customers. It has recently become apparent that incident resolution time increased, sometimes exceeding the agreed targets. An incident review also showed an increase in the number and duration of transfers between the technical teams.

What is the **BEST** approach to improving incident handling in this instance?

- A. Ensure only internal teams take part in incident resolution
- B. Group technical specialists by product or service
- C. Ensure only external teams take part in incident resolution
- D. Design significant rewards for individual technical specialists

7. The organization is in the process of improving their incident management practice. They want to become better at demonstrating business value.

Which of the following options is the **BEST** to use in order to achieve their objective?

- A. Use swarming to optimize resolution of unusual, complex, and major incidents
  - B. Use dashboards and reports to communicate service performance to internal and external stakeholders
  - C. Leverage automation tools to manage knowledge and to automate solutions, where possible
  - D. Develop incident models and reuse known resolutions
8. Which statement about the third-parties role in incident management is **CORRECT**?
- A. Third parties should be excluded from incident management activities
  - B. Incident models should define third parties' involvement in incident management
  - C. Incident management activities should be delegated to third parties as much as possible
  - D. Interactions with third parties during incident management should be formalized as much as possible
9. 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

10. The service management team is analysing different practices, products, and services to map relevant value streams for further improvements. They are currently looking at the incident management value stream and are trying to identify waste.

Which of the following is the **BEST** step for analysing information to find waste?

- A. Reflect on the value stream map
  - B. Do the service value stream walk
  - C. Identify the scope of the value stream analysis
  - D. Map the activities and the information flows
11. Which of the following is **NOT** a key metric for the practice success factor 'resolving incidents quickly and efficiently'?
- A. Time between incident detection and acceptance for diagnosis
  - B. User satisfaction with incident handling and resolution
  - C. Percentage of incidents resolved before being reported by users
  - D. Percentage of incidents detected via monitoring and event management
12. Which of the following is the **BEST** description of practice capability level 3?
- A. The practice is performed as initial or intuitive
  - B. The practice systematically achieves its purpose through a basic set of activities
  - C. The practice is well defined and achieves its purpose in an organized way
  - D. The practice is continually improving organizational capabilities associated with its purpose

13. Which activity of the 'service desk optimization' process considers information about major incidents and disasters?
- A. Service desk improvement initiation
  - B. Triage the user query and initiate the appropriate activities
  - C. Service desk review
  - D. Service desk improvement communication
14. Which of the following is a practice success factor for the 'service desk' practice?
- A. Including service desk communication in every value stream
  - B. Ensuring that multichannel communication is used and improved wherever possible
  - C. Enabling the effective integration of user communications into value streams
  - D. Overcoming the challenges associated with using web portals
15. 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

16. Which of the following states the purpose of the service desk practice?
- A. To provide a dedicated team to acknowledge and record user impacting incidents
  - B. To ensure that the demand for incident resolution and service requests is captured
  - C. To ensure that user queries are captured, validated, and triaged for further processing
  - D. To create and maintain a healthy work culture in the service desk team
17. What characteristic of communication channels can be supported by pre-population of relevant user data?
- A. Usability
  - B. Familiarity
  - C. Availability
  - D. Contextual intelligence
18. An organization has analysed the current value stream for restoring service to users and identified touchpoints with low business value. User feedback confirmed that some communications from service desk during incident resolution were distracting and did not provide any useful information.
- What action should the organization take?
- A. Eliminate all identified touchpoints
  - B. Review the communications in the context of the value stream
  - C. Create a separate value stream for the low value touchpoints
  - D. Remind the users about the need to follow the agreed communications plan



19. 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
20. A service provider is implementing a new powerful survey management system.
- How can service desk practice benefit from it?
- A. The system will help to manage user query records
  - B. The system will help to collect user feedback
  - C. The system will help to report the practice performance
  - D. The system will help to integrate service desk into value streams
21. An organization is improving its service desk practice.
- How should the organization use the guiding principle 'collaborate and promote visibility'?
- A. Use existing procedures until the resources are available to review them
  - B. Automate service desk procedures where possible
  - C. Create familiar interfaces for self-service systems
  - D. Include business tours in induction training for service desk agents

22. 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

23. An organization is improving a value stream for fulfilling service requests. It is identifying the steps, activities and information flows that are used to handle service requests.

Which step in the value stream mapping is the organization performing?

- A. Create a 'to be' value stream map
- B. Reflect on the value stream map
- C. Define the purpose of the value stream
- D. Do the service value stream walk

24. A service desk agent has recently been promoted to service desk manager.

Which of the following will now be their new responsibility as a service desk manager?

- A. Participate in activities of other practices as required by the service value stream
- B. Reviewing and continually improving the service desk practice
- C. Cooperate with team members in the context of service value streams
- D. Ensuring a great user experience and high user satisfaction

25. 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
26. 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
27. 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

28. A service provider supports an international customer organization with users in many countries. The service provider aims to ensure high and consistent quality of request fulfilment for all users at all locations.

How should the service provider use the workflow and collaboration system to support this objective?

- A. It should allow for a flexible and affordable super-user role
  - B. It should offer a flexible measurement and reporting capability
  - C. It should offer convenient self-help capabilities
  - D. It should support creation and use of service request models
29. What is **NOT** a main characteristic of a service request?
- A. A service request leads to a normal change
  - B. A service request leads to an agreed service outcome
  - C. A service request is initiated by a user or user representative
  - D. A service request is acted on by the service provider
30. 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

31. When service provider teams fulfil a service request, they need to control that all steps of the service request model are completed successfully.

Which software tools help to perform this control?

- A. Social media
- B. Publishing tools
- C. Analysis and reporting tools
- D. Monitoring and event management tools

32. An organization has identified many interfaces between the service request management activities and the activities of other practices.

During value stream mapping, when will it be **BEST** to document these interfaces?

- A. Identification of the scope of the service value stream analysis
- B. Definition of the purpose of the service value stream
- C. Walkthrough of the service value stream steps
- D. Creation of the 'to be' service value stream map

33. What output of the 'request fulfilment control' process serves as an input to the 'service request review and optimization' process?

- A. Policies and regulatory requirements
- B. User survey results
- C. IT asset information
- D. Service catalogue

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. 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
38. Which is an input to the 'event handling' process?
- A. Service health criteria
  - B. Service catalogue
  - C. Monitoring plan
  - D. Service performance thresholds
39. 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

40. A service manager is mapping value streams to help them ensure that 'monitoring and event management' activities are effective.

At what stage in this exercise should this manager **FIRST** engage with key stakeholders?

- A. During the scoping stage, to ensure that expectations are understood
  - B. During the 'service value stream walk,' to ensure that everybody's contributions are understood
  - C. During 'workflow evaluation', to ensure the impact on the business is taken into account
  - D. During 'reflection and planning' to ensure that monitoring is optimized for business value
41. Which of the following is a correct statement about active monitoring in the context of the monitoring and event management practice?
- A. Active monitoring takes place only when an event occurs
  - B. In active monitoring CIs report the event when it occurs
  - C. Active monitoring takes place whether an event has occurred or not
  - D. Active monitoring takes place when a defined set of conditions have been met
42. Which is a challenge of the monitoring and event management practice in a modern IT environment?
- A. Volume of data
  - B. Lack of data
  - C. Lack of availability of monitoring tools
  - D. Service value streams



43. What 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. Detected events are interpreted and acted upon, where relevant
  - B. The responsibility for the approach to monitoring and event management is clearly defined
  - C. The quality of monitoring data is measured and reported
  - D. The monitoring data is available when needed and meets the user requirements
45. 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

46. Which process reviews tools are available for data analysis?
- A. Monitoring planning
  - B. Event handling
  - C. Monitoring and event management review
  - D. Establishing and maintaining approaches
47. Which capability criterion supports the practice success factor 'ensuring that events are detected, interpreted, and if needed acted upon as quickly as possible'?
- A. The monitoring data is available when needed and meets the user requirements
  - B. The responsibility for the approach to monitoring and event management is clearly defined
  - C. The key users of the monitoring data and their requirements are identified
  - D. Trends are analysed and used to predict the event occurrence
48. A service provider wants to automate monitoring and event management effectively. To achieve this, the IT operations teams are working on identifying and documenting a business context for the events in IT systems and components. The main source of information for this is the configuration management system which helps to estimate the service and business impact of the events. Other information is available from existing event and incident records.
- What other important source of information must be considered to understand the context of events?
- A. Impact of events on the system performance
  - B. Information from stakeholders about business impact
  - C. Performance and capacity thresholds provided by vendors
  - D. Anomalies that are not apparent to humans

49. 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
50. 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
51. 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

52. 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
53. 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

54. The problem manager has been invited to a workshop for people who contribute to the final incident closure activity of the value stream that is used to restore normal service after an incident.

What **TWO** other managers should be invited to this workshop?

1. Relationship manager
2. Manager responsible for change enablement
3. The manager responsible for infrastructure and platform management
4. The manager responsible for knowledge management

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

55. A service provider aims to improve error control. It wants to introduce different lifecycles for problem records and known error records.

Which software tools will help the service provider to achieve this?

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

56. 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

57. An organization is going to introduce problem management and they are considering who to appoint as a new problem manager.

Who is the **BEST** candidate for the problem manager role?

- A. A business relationship manager who previously worked as a risk manager
  - B. A service desk manager who is an expert at configuring service management tools
  - C. A senior technical specialist with a thorough knowledge of the organization's products and architecture
  - D. An enterprise architect who is experienced at defining and documenting processes and workflows
58. Which capability level is **MOST** focused on continual improvement?
- A. Level 2
  - B. Level 3
  - C. Level 4
  - D. Level 5
59. 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

60. 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

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