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Exam : **ITIL 4 Specialist Monitor Support Fulfil**

Title : Certified Salesforce Sales Cloud Consultant

Version : DEMO

1.Which types of incidents do NOT usually require on individual review upon resolution?
A. Recurring incidents
B. Major Incidents
C. New types of incidents
D. Incidents not resolved in time
Answer: A
Explanation:
In ITIL 4, incidents are categorized based on their impact and urgency, and the way they are managed depends on their classification. Let’s break down the various types of incidents mentioned in the question:
Recurring Incidents (Answer A):
These are incidents that have been identified and occur frequently, often with well-documented resolutions (e.g., through a known error or workaround). Due to their recurring nature and the availability of established solutions, these incidents typically do not require an individual review upon resolution. Instead, they may be reviewed in bulk periodically or handled through predefined processes. According to the ITIL Service Operation practice, recurring incidents are often managed through Problem Management, where known errors or workarounds can be applied without requiring a detailed review every time. This makes recurring incidents the correct answer. Major Incidents (Answer B):
Major incidents are high-impact, urgent incidents that require immediate attention and often involve significant resources. ITIL 4 specifies that major incidents should always undergo an individual review to assess the incident's cause, resolution time, and how the incident was handled to avoid future recurrences. This is part of the Post-Incident Review process outlined in the Incident Management practice, ensuring lessons are learned and improvements are made. New Types of Incidents (Answer C):
New types of incidents are unfamiliar and do not have a predefined resolution or known error in place. These incidents typically require careful investigation and review upon resolution to ensure they were handled appropriately and to determine if any preventive measures need to be taken. ITIL 4 promotes continuous learning from such incidents to improve Knowledge Management and prevent future occurrences.
Incidents Not Resolved in Time (Answer D):
Incidents that are not resolved within the agreed time frame (Service Level Agreement breaches) are typically reviewed to understand why the service level was not met. Such incidents are important for Service Level Management to ensure that corrective actions are taken and similar delays do not occur in the future.
ITIL 4
Reference: Incident Management Practice: ITIL emphasizes efficient handling of incidents to restore service operation quickly. Recurring incidents often have a known error and are resolved using documented procedures, hence not requiring detailed individual review each time.
Problem Management Practice: This deals with analyzing recurring incidents, identifying their root cause, and either resolving them permanently or establishing a workaround.
Service Level Management Practice: Incidents breaching the SLA (Answer D) are usually reviewed to improve performance and ensure compliance in future instances.

2.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:
The first step in the Incident Management process after detecting an incident is the Incident classification step. ITIL 4 defines Incident classification as the step where the incident is categorized based on certain criteria, such as the type of failure, affected configuration items (CIs), services, urgency, and impact. This categorization helps direct the incident to the appropriate support team responsible for handling incidents involving the specific CI or service.
Incident Detection (Answer D): This is the step where an incident is identified or reported, either by monitoring systems or through users. However, this step does not identify the responsible team; it only alerts the organization that an incident has occurred.
Incident Classification (Answer B): After detection, the next step is classification, where the incident is categorized, and based on this categorization, the team responsible for the failed CI or service is identified. For instance, if the incident relates to a network outage, it is classified accordingly and assigned to the network management team. This is the first step where responsibility for resolving the incident starts to take shape.
Incident Diagnosis (Answer A): Once the responsible team is identified, the incident diagnosis phase begins, where the team investigates the root cause of the incident. This phase cannot start until the incident is classified and assigned to the correct team.
Incident Resolution (Answer C): This step involves the actual resolution of the incident but comes later in the process, after the classification, diagnosis, and other steps have been completed. ITIL 4
Reference: Incident Management Practice: The classification step is essential to ensure that incidents are properly categorized, and that they are assigned to the correct team based on the service or CI involved.
Service Operation: ITIL emphasizes the importance of classification for efficient and effective incident handling to reduce the time to resolution.

3.The service management team is analysis different practices, products, and service to map relevant value streams for further improvements. They are currently looking at the incident management value stream.
Which of the following statement is CORRECT?
A. Incident management should be involved in all value streams.
B. Only the incident management value stream can trigger restoration of normal service
C. Incident management can be involved in other value streams
D. Incident management should be included in the required fulfillment workflow
Answer: C
Explanation:
ITIL 4 defines Incident Management as a key practice that works across various parts of the Service Value Chain. While Incident Management has its own value stream focused on restoring normal service operations as quickly as possible, it can also be involved in other value streams to handle incidents that may arise during activities like Service Fulfillment, Service Request Management, or even during the

delivery of new services.
Incident Management in Multiple Value Streams (Answer C - Correct): Incident Management can be involved in other value streams where its role is to manage disruptions that may occur during different stages of service delivery or other operations. For example, during Change Management, incidents may occur as a result of changes made to the infrastructure, and Incident Management would need to step in to manage those disruptions.
Incident Management in All Value Streams (Answer A): While incident management is crucial, it is not necessarily involved in all value streams. Value streams that do not involve service disruptions or incidents, such as strategic planning or purely administrative value streams, may not require the involvement of incident management.
Restoration of Normal Service (Answer B): While Incident Management focuses on restoring normal service as soon as possible, other value streams like Change Enablement and Service Request Management can also trigger service restoration activities under different circumstances. Therefore, it is incorrect to say that only the Incident Management value stream can trigger restoration.
Incident Management in Fulfillment Workflow (Answer D): While Service Request Fulfillment often deals with requests such as password resets or access requests, which are not necessarily incidents, there may be occasions where Incident Management overlaps with the fulfillment process (e.g., if a service request leads to an incident). However, it is not mandatory that Incident Management be involved in every fulfillment workflow.
ITIL 4
Reference: Service Value Chain: Incident Management activities are often part of various stages across the value chain, particularly in Engage, Deliver and Support, and Improve stages.
Incident Management Practice: Incident Management ensures service disruptions are managed efficiently and effectively, making it a practice that can be invoked during various service value streams when required.

4.An organization is having Issues with their incident management practice, it wants to address the aspect of collective responsibility and improve the time it takes to restore normal service, as well as knowledge-sharing between teams and individuals.
Which of the following statements a CORRECT?
A. Teams that share responsibility cannot have only one person that sees an Incident through to resolution
B. Teams that share responsibility should celebrate heroes and should nut slime successes awl failures
C. Teams that share responsibility should be encouraged to engage experienced people in the process
D. Teams that share responsibility should bounce incidents between them and other teams
Answer: C
Explanation:
In ITIL 4, the Incident Management practice emphasizes the need for collaboration, efficient response, and leveraging expertise to resolve incidents quickly and minimize their impact. The correct approach to addressing issues like collective responsibility and improving knowledge-sharing is to ensure that experienced individuals are involved in the process.
Engaging Experienced People (Answer C - Correct): ITIL promotes collaboration and knowledge-sharing within and between teams. Engaging experienced people ensures that incidents are handled by those with the requisite skills and knowledge, which improves both the speed of resolution and the learning

opportunities for others involved. This is in line with the Collaborate and Promote Visibility guiding principle, where cross-team collaboration is encouraged to enhance service restoration and continual improvement.
Hero Mentality and Failing Together (Answer B - Incorrect): While recognizing achievements is important, ITIL advises against promoting a "hero culture" where individuals are solely credited for resolving incidents. Instead, it encourages collective responsibility and learning from both successes and failures. The focus should be on continuous learning and improvement, rather than celebrating individual success in a team-oriented environment.
Seeing an Incident Through to Resolution (Answer A - Incorrect): Even in teams where responsibility is shared, ITIL recommends that there should be clear ownership of incidents to ensure accountability. It's crucial that one person or a defined team tracks the incident from start to finish, even if multiple people contribute to the resolution.
Bouncing Incidents Between Teams (Answer D - Incorrect): ITIL discourages the practice of bouncing incidents between teams, as this can lead to delays, confusion, and poor resolution times. Instead, clear responsibility and communication are key to effective incident resolution. ITIL 4
Reference: Incident Management Practice: Focuses on ensuring efficient and quick restoration of service by involving the right people and sharing knowledge across teams.
Collaborate and Promote Visibility Guiding Principle: Encourages involving experienced individuals and sharing knowledge to improve outcomes.

5.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 modem records
D. It supports collection of user's feedback
Answer: B
Explanation:
The Service Configuration Management System (CMS), or Configuration Management Database (CMDB), is a critical tool in ITIL 4 that provides detailed information about the configuration items (CIs) in an organization and their relationships. In the context of Incident Management, this tool plays a crucial role in Incident Classification.
Supporting Incident Classification (Answer B - Correct): The CMS provides valuable information about the affected configuration items and their relationships with other services or components. This data is essential in classifying incidents, determining their impact, and assigning them to the appropriate support team. Accurate classification of incidents helps streamline the resolution process and ensures that the incident is handled by the right people from the start.
Detecting Incidents (Answer A - Incorrect): While the CMS contains valuable information about CIs, it is not typically used to detect incidents. Incident detection is usually handled by Monitoring and Event Management tools.
Managing Modern Records (Answer C - Incorrect): The CMS is not primarily used for managing records but for managing detailed data about the configuration items (CIs) and their interdependencies.
Supporting User Feedback Collection (Answer D - Incorrect): The CMS is not designed to collect user feedback. Feedback collection is more aligned with practices such as Service Desk or Service Level Management.

ITIL 4
Reference: Service Configuration Management Practice: ITIL 4 emphasizes the use of CMS in providing accurate data on CIs to support the effective management of incidents, especially during classification.