



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

Sample Paper 1

Answers and Rationales

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

For exam paper: EN_ITIL4_MSF_SamplePaper1_QuestionBk_v1.0

Q	A	Syllabus Ref	Rationale
1	B	ITIL4CP_1.2.2	<p>A. Incorrect. The service desk agent DOES NOT confirm that the user query refers to an incident in the incident classification step of the incident handling and resolution process. It takes place in the incident detection step. Ref 3.1.1. tab 3.2</p> <p>B. Correct. The service desk agent DOES confirm that the user query refers to an incident in the Incident detection step of the incident handling and resolution process. Ref 3.1.1. tab 3.2</p> <p>C. Incorrect. The service desk agent DOES NOT confirm that the user query refers to an incident in the incident registration step of the incident handling and resolution process. It takes place in the incident detection step. Ref 3.1.1. tab 3.2</p> <p>D. Incorrect. The service desk agent DOES NOT confirm that the user query refers to an incident in the incident diagnosis step of the incident handling and resolution process. It takes place in the incident detection step. Ref 3.1.1. tab 3.2</p>
2	A	ITIL4CP_1.1.3.d	<p>A. Correct. This describes a reason for applying a workaround. "Sometimes, it may be impossible to find a systemic solution for an incident. In these situations, service providers may apply a workaround." Ref 2.2.3</p> <p>B. Incorrect. When the incident requires an immediate coordinated resolution is not a reason for applying a workaround. "Sometimes, it may be impossible to find a systemic solution for an incident. In these situations, service providers may apply a workaround." Additionally, this is a characteristic of major incidents. "An incident with significant business impact, requiring an immediate coordinated resolution." Ref 2.2.3, Ref 2.2.2</p> <p>C. Incorrect. When the incident requires quick restoration of normal operation is not a reason for applying a workaround. "Sometimes, it may be impossible to find a systemic solution for an incident. In these situations, service providers may apply a workaround." Additionally, this is a generic characteristic of incident management. "The incident management practice ensures that periods of unplanned service unavailability or degradation are minimized, thus reducing negative impacts on users. There are two main factors enabling this: early incident detection and the quick restoration of normal operation." Ref 2.2.3, Ref 2.2</p> <p>D. Incorrect. When there are no automated resolution procedures available is not a reason for applying a workaround. "Sometimes, it may be impossible to find a systemic solution for an incident. In these situations, service providers may apply a workaround." Additionally, automated resolution procedures are not linked to reasons for using workarounds. Ref 2.2.3</p>

Q	A	Syllabus Ref	Rationale
3	C	ITIL4CP_1.4.1	<p>A. Incorrect. Configuration management system is not used to detect incidents. It helps in “incident classification and diagnosis”. Ref tab 5.1</p> <p>B. Incorrect. Configuration management system is not used to manage incident records. It helps in “incident classification and diagnosis”. Ref tab 5.1</p> <p>C. Correct. Configuration management system helps in “incident classification and diagnosis”. Ref tab 5.1</p> <p>D. Incorrect. Configuration management system is not used to collect feedback. It helps in “incident classification and diagnosis”. Ref tab 5.1</p>
4	B	ITIL4CP_1.1.3.a	<p>A. Incorrect. This is not a description of incidents. "An unplanned interruption to a service or reduction in the quality of a service." This is prioritization. "Prioritization: An action of selecting tasks to work on first when it is impossible to assign resources to all tasks in the backlog." Ref 2.2, Ref 2.4.2.1</p> <p>B. Correct. This matches the definition of incidents. "An unplanned interruption to a service or reduction in the quality of a service." Ref 2.2</p> <p>C. Incorrect. This is not a description of incidents. "An unplanned interruption to a service or reduction in the quality of a service." This is the opposite of the definition of an incident. REF 2.2. "An unplanned interruption to a service or reduction in the quality of a service." Ref 2.2</p> <p>D. Incorrect. This is not a description of incidents. "An unplanned interruption to a service or reduction in the quality of a service." "This is part of a description for the shift-left approach. "An approach to managing work that focuses on moving activities closer to the source of the work, in order to avoid potentially expensive delays or escalations. In a software development context, a shift-left approach might be characterized by moving testing activities closer to (or integrated with) development activities. In a support context, a shift-left approach might be characterized by providing self-help tools to end-users." Ref 2.2, Ref 2.4.2</p>
5	A	ITIL4CP_1.1.2	<p>A. Correct. The monitoring and event management enables the early detection of incidents. "Early detection of incidents is enabled by the monitoring and event management practice." Ref 2.4.1</p> <p>B. Incorrect. The monitoring and event management, not problem management enables the early detection of incidents. "Early detection of incidents is enabled by the monitoring and event management practice." Ref 2.4.1</p> <p>C. Incorrect. The monitoring and event management, not service desk enables the early detection of incidents. "Early detection of incidents is enabled by the monitoring and event management practice." Ref 2.4.1</p> <p>D. Incorrect. The monitoring and event management, not knowledge management enables the early detection of incidents. "Early detection of incidents is enabled by the monitoring and event management practice." Ref 2.4.1</p>

Q	A	Syllabus Ref	Rationale
6	B	ITIL4CP_1.3.2	<p>A. Incorrect. According to company's profile, it is very likely they need both internal and external teams to take part in incident resolution, as their services are provided collaboratively. Ref 4.2</p> <p>B. Correct. "The expansion of Agile methods... call for the wider use of horizontal team structures, rather than hierarchical team structures. Flatter structures and respective collaboration methods... replace tiered ones to facilitate cooperation and the free flow of information." Ref 4.2.1</p> <p>C. Incorrect. According to company's profile, it is very likely they need both internal and external teams to take part in incident resolution, as their services are provided collaboratively. Ref 4.2</p> <p>D. Incorrect.</p> <p>Although it may have some short-term effect, this approach prevents collaboration and is not sustainable. "The first step in changing this is to build a culture where team members share successes and failures. Teams that share responsibility may have a single person who sees an incident through to resolution, but they should be encouraged to engage other experienced people in the process. When this occurs, the organization will benefit from a fast restoration of normal service as well as knowledge-sharing." Ref 4.2.2.1</p>
7	B	ITIL4CP_1.7.1	<p>A. Incorrect. This would help them to adjust for complexity. The best recommendation for them to become better at demonstrating business value is to use dashboards for the current status and regular reports for analysis and highlights. Ref 8 tab 8.1</p> <p>B. Correct. The best recommendation for them to become better at demonstrating business value is to use dashboards for the current status and regular reports for analysis and highlights. Ref 8 tab 8.1</p> <p>C. Incorrect. This would help them to gather and reuse data. The best recommendation for them to become better at demonstrating business value is to use dashboards for the current status and regular reports for analysis and highlights. Ref 8 tab 8.1</p> <p>D. Incorrect. This would help them to gather and reuse data. The best recommendation for them to become better at demonstrating business value is to use dashboards for the current status and regular reports for analysis and highlights. Ref 8 tab 8.1</p>

Q	A	Syllabus Ref	Rationale
8	B	ITIL4CP_1.5.1	<p>A. Incorrect. "Some incident management activities can be largely or completely performed by a specialised supplier. Third parties are often involved in incident diagnosis and resolution, and sometimes in other activities." Ref 6</p> <p>B. Correct. "Incident models should define how third parties are involved in incident resolution and how the organization ensures effective collaboration." Ref 6</p> <p>C. Incorrect. "Some incident management activities can be largely or completely performed by a specialised supplier. Third parties are often involved in incident diagnosis and resolution, and sometimes in other activities... This will depend on the architecture and design solutions for products, services, and value streams." Ref 6</p> <p>D. Incorrect. "Where organizations aim to ensure fast and effective incident resolution, they usually try to agree close cooperation with their partners and suppliers, removing formal bureaucratic barriers in communication, collaboration, and decision-making." Ref 6</p>
9	A	ITIL4CP_1.1.1	<p>A. Correct. This is not a deviation from normal service operation. Potential changes to service level agreements are not registered as incidents and are not managed by the incident management practice. "The purpose of the incident management practice is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible." Ref 2.1</p> <p>B. Incorrect. Users perceiving the situation as normal IS a potential reason for registering an incident. "If users perceive the situation as abnormal, it is recommended to register an incident and work on making users happy as quickly as possible, regardless of whether there is a breach of SLA." Ref 2.1</p> <p>C. Incorrect. A breached service level agreement IS a potential reason for registering an incident. "If users have not reported anything, but a service level agreement is breached, register an incident and work to restore the agreed level of service before it affects users." Ref 2.1</p> <p>D. Incorrect. A specialist thinking the service is not operating normally IS a potential reason for registering an incident. "If there is no formal specifications of service or component normal operation, or if the service works within the specifications, but a specialist thinks that it is not operating normally, register an incident and restore normal operation as quickly as reasonably possible." Ref 2.1</p>

Q	A	Syllabus Ref	Rationale
10	A	ITIL4CP_1.2.3	<p>A. Correct. Reflecting on the value stream map is the BEST step for analysing information to find waste."4. Reflect on the value stream map (VSM) Identify factors that might not have been entirely apparent at first. The information collected is used at this step to find the waste." Ref 3.2.3.1</p> <p>B. Incorrect. Waste is identified after the value stream walk (step 3)."4. Reflect on the value stream map (VSM) Identify factors that might not have been entirely apparent at first. The information collected is used at this step to find the waste." Ref 3.2.3.1</p> <p>C. Incorrect. Waste is identified after identifying the scope of the value stream analysis (step 1)."4. Reflect on the value stream map (VSM) Identify factors that might not have been entirely apparent at first. The information collected is used at this step to find the waste." Ref 3.2.3.1</p> <p>D. Incorrect. Waste is identified after mapping the activities and information flows as part of the service value stream walk (step 3)."4. Reflect on the value stream map (VSM) Identify factors that might not have been entirely apparent at first. The information collected is used at this step to find the waste." Ref 3.2.3.1</p>
11	D	ITIL4CP_1.1.2	<p>A. Incorrect. This is a key metric for 'Resolving incidents quickly and efficiently' Ref 2.5 tab 2.2 "Key metrics for incident management." Ref 2.5 tab 2.2</p> <p>B. Incorrect. This is a key metric for 'Resolving incidents quickly and efficiently' "Key metrics for incident management." Ref 2.5 tab 2.2</p> <p>C. Incorrect. This is a key metric for 'Resolving incidents quickly and efficiently' "Key metrics for incident management." Ref 2.5 tab 2.2</p> <p>D. Correct. This is a key metric for the "Detecting incidents early" practice success factor. "Key metrics for incident management." Ref 2.5 tab 2.2</p>
12	C	ITIL4CP_1.6.1	<p>A. Incorrect. This is a description for level 1. Ref 7.1</p> <p>B. Incorrect. This is a description for level 2. Ref 7.1</p> <p>C. Correct. This is a description for level 3. Ref 7.1</p> <p>D. Incorrect. This is a description for level 5. Ref 7.1</p>

Q	A	Syllabus Ref	Rationale
13	C	ITIL4CP_2.2.2	<p>A. Incorrect. Ensuring that feedback from major incidents is reviewed happens in the 'Service desk review' activity, not the 'service desk improvement initiation' activity. The reviews are conducted regularly (usually, monthly or quarterly), or as a reaction to significant events, such as service desk performance deviations, organizational changes, major incidents, or disasters. Ref tab 3.6</p> <p>B. Incorrect. 'Triage the user query and initiate the appropriate activities' is an activity of the 'user query handling' process, not the 'service desk optimization' process. Activities of the 'user query handling' process include Acknowledge and record the user query; Validate the user query; Triage the user query and initiate the appropriate activities." Ref tab 3.1</p> <p>C. Correct. The 'service desk review' activity ensures that the reviews are conducted regularly (usually, monthly or quarterly), or as a reaction to significant events, such as service desk performance deviations, organizational changes, major incidents, or disasters. Ref tab 3.6</p> <p>D. Incorrect. Ensuring that feedback from major incidents is reviewed happens in the 'Service desk review' activity, not the 'service desk improvement communication' activity. The reviews are conducted regularly (usually, monthly or quarterly), or as a reaction to significant events, such as service desk performance deviations, organizational changes, major incidents, or disasters. Ref tab 3.6</p>
14	C	ITIL4CP_2.1.2	<p>A. Incorrect. Communication is included in value streams were necessary, not every value stream like most management practices, this practice is involved in multiple value streams: wherever communication between the service provider and its users is needed. Ref 2.4.2</p> <p>B. Incorrect. This is not a PSF. It is important to ensure effective integration between the channels; the communications should be omnichannel, not multichannel. Ref 2.4.1</p> <p>C. Correct. The service desk practice includes the following PSFs:... enabling the effective integration of user communications into value streams. Ref 2.4</p> <p>D. Incorrect. This is a challenge associated with communication channels, it is not a PSF. The service desk practice includes the following PSFs:... enabling the effective integration of user communications into value streams. Ref 2.4</p>

Q	A	Syllabus Ref	Rationale
15	B	ITIL4CP_2.5.2	<p>A. Incorrect. Utilizing partners and suppliers does not affect the level of customization of IT services. When suppliers provision tools it is important to ensure that the tools used ensure effective integration of practices into service value streams and effective capturing and use of knowledge across the service provider. Ref 6</p> <p>B. Correct. "Specialized suppliers who have developed expertise in service desk can help to establish and develop the practice, to build the team, implement an information system. This is often the first step in developing a service value system, and there are many ITSM consulting and automation specialists offering their help." Ref. 6</p> <p>C. Incorrect. Problem management tools will support problem management. When suppliers provision tools it is important to ensure that the tools used ensure effective integration of practices into service value streams and effective capturing and use of knowledge across the service provider. Ref 6</p> <p>D. Incorrect. The service desk must still support the services regardless of who develops them. When suppliers provision tools it is important to ensure that the tools used ensure effective integration of practices into service value streams and effective capturing and use of knowledge across the service provider. Ref 6</p>
16	B	ITIL4CP_2.1.1	<p>A. Incorrect. This is an activity of the 'User query handling' process. It is not the purpose of the process. The first activity of the 'User query handling' process is acknowledge and record the user query. Ref 3.1.1, tab 3.1</p> <p>B. Correct. The purpose of the service desk practice is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider for all users. Ref 2.1</p> <p>C. Incorrect. This refers to the 'user query handling' process. The user query handling process ensures user queries are captured, validated, and triaged for further processing. Ref 3.1.1</p> <p>D. Incorrect. This is a responsibility of the service desk manager role. The service desk manager role involves creating and maintaining a healthy work culture in the service desk team. Ref 4.1.1</p>
17	D	ITIL4CP_2.1.3a	<p>A. Incorrect. Usability: Interfaces of all kinds should be clear, intuitive, helpful, and functional. Ref tab 2.2</p> <p>B. Incorrect. Familiarity: Familiar communication channels can be more convenient than new, unfamiliar ones. Social media, forums, email, chats, and other communication channels may be effectively adapted for contacts with the service provider. Ref tab 2.2</p> <p>C. Incorrect. Availability: Communication channels should be available where and when they are needed. Ref tab 2.2</p> <p>D. Correct. Contextual intelligence: Wherever possible, communication channels and relevant contextual information should be integrated. This information may include pre-populated contextual data, communication history, user profiles, and so on. Ref tab 2.2</p>

Q	A	Syllabus Ref	Rationale
18	B	ITIL4CP_2.2.3	<p>A. Incorrect. Touchpoints represent interactions with stakeholders and cannot always be eliminated. Communications that are not relevant to the incident resolution value stream, can be relevant to another one. Before eliminating any of the touchpoints, a value stream analysis is required. “Make sure the value stream is understood from the standpoint of the business... , not only of the service provider. Specifically, understand what do the users expect from or how are they affected by the value stream.” Ref 3.2.3.2</p> <p>B. Correct. “During the workflow steps evaluation... , evaluate the step’s impact on the business value. Special attention should be paid to steps with low business value, low performance, and availability or capacity issues. It is not unusual to find steps which serve some internal control or bureaucratic purposes but delay the incident resolution. In case of service desk, opportunities for improvement can be found in unclear or excessive communications, overly complicated and inconvenient forms and procedures, and so on.” Ref 3.2.3.2</p> <p>C. Incorrect. Value of touchpoints is defined in the context of a value stream. What has low value for incident resolution, may be valuable in another value stream. It is important to understand value streams from the business perspective, and optimize them accordingly. “Make sure the value stream is understood from the standpoint of the business, not only of the service provider. Specifically, understand what do the users expect from or how are they affected by the value stream.” Ref 3.2.3.2</p> <p>D. Incorrect. “Make sure the value stream is understood from the standpoint of the business, not only of the service provider. Specifically, understand what do the users expect from or how are they affected by the value stream.” If users perceive some touchpoints as unneeded, these touchpoints should be reviewed by the service provider. “Special attention should be paid to steps with low business value, low performance, and availability or capacity issues. It is not unusual to find steps which serve some internal control or bureaucratic purposes but delay the incident resolution. In case of service desk, opportunities for improvement can be found in unclear or excessive communications, overly complicated and inconvenient forms and procedures, and so on.” Ref 3.2.3.2</p>

Q	A	Syllabus Ref	Rationale
19	A	ITIL4CP_2.2.1	<p>A. Correct. Inputs to the 'user query handling' process include User queries; Triage guidelines and procedures; Service management records: for example, incident records, change records, problem records, and so on; Service configuration information, IT Asset information, and other relevant information. Ref tab 3.1</p> <p>B. Incorrect. This is an input to the 'Service desk optimization' process. Inputs to the process include Service desk performance reports; Satisfaction surveys and other feedback; Technology opportunities; Incident and service request reports. Ref tab 3.5</p> <p>C. Incorrect. This is an output of the 'user query handling' process, not an input. Outputs of the process include Recorded and categorized user queries; Initiated processing of the categorized user queries. Ref tab 3.1</p> <p>D. Incorrect. This is an output of the 'user query handling' process, not an input. Outputs of the process include Recorded and categorized user queries; Initiated processing of the categorized user queries. Ref tab 3.1</p>
20	B	ITIL4CP_2.4.1	<p>A. Incorrect. Survey systems are not used for management of records, this is supported by workflow management and collaboration tools. Ref tab 5.1</p> <p>B. Correct. Survey systems are used for "Collecting user feedback for service improvement" and "Collection of feedback for practice improvement." Ref tab 5.1</p> <p>C. Incorrect. Practice performance is reported via measurement and reporting systems. Ref tab 5.1</p> <p>D. Incorrect. Integration of practices into value streams is supported by workflow management and collaboration tools. Ref tab 5.1</p>
21	D	ITIL4CP_2.7.1	<p>A. Incorrect. This describes the guiding principle 'Start where you are'. Do not wait for all possible procedures to be defined, or all possible tools to be implemented. Ref tab 8.1</p> <p>B. Incorrect. This describes the use of the guiding principle 'Optimize and automate'. 4. Automate repeating and standardized operations. Ref tab 8.1</p> <p>C. Incorrect. This describes the use of the guiding principle 'Focus on value'. Overcomplicated or unfamiliar interfaces and channels result in low adoption and affect user experience and satisfaction. Ref tab 8.1</p> <p>D. Correct. Make a tour to the business workplace a part of the service desk agent induction program. Consider training them in the supported business roles. Ensure that the agents understand what the users tell them. Ref tab 8.1</p>

Q	A	Syllabus Ref	Rationale
22	C	ITIL4CP_2.6.1	<p>A. Incorrect. Level 1: The practice is not well organized; it's performed as initial or intuitive. Ref 7.1</p> <p>B. Incorrect. Level 2: The practice systematically achieves its purpose through a basic set of activities supported by specialized resources. Ref 7.1</p> <p>C. Correct. Level 3: The practice is well defined and achieves its purpose in an organized way, using dedicated resources and relying on inputs from other practices that are integrated into a service management system. Ref 7.1</p> <p>D. Incorrect. Level 4: The practice achieves its purpose in a highly organized way, and its performance is continually measured and assessed in the context of the service management system. Ref 7.1</p>
23	D	ITIL4CP_2.2.3	<p>A. Incorrect. The 'Do the service value stream walk' step includes a. Identify the workflow steps... b. Collect data as you walk... c. Evaluate the workflow steps... d. Map the activities and the information flows. Ref 3.2.3.1</p> <p>B. Incorrect. The 'Do the service value stream walk' step includes a. Identify the workflow steps... b. Collect data as you walk... c. Evaluate the workflow steps... d. Map the activities and the information flows. Ref 3.2.3.1</p> <p>C. Incorrect. The 'Do the service value stream walk' step includes a. Identify the workflow steps... b. Collect data as you walk... c. Evaluate the workflow steps... d. Map the activities and the information flows. Ref 3.2.3.1</p> <p>D. Correct. The 'Do the service value stream walk' step includes a. Identify the workflow steps... b. Collect data as you walk... c. Evaluate the workflow steps... d. Map the activities and the information flows. Ref 3.2.3.1</p>
24	B	ITIL4CP_2.3.1	<p>A. Incorrect. This is part of the service desk agent role. Service desk agents:... Participate in the activities of other practices as required in the context of the service value streams. Ref 4.1.1</p> <p>B. Correct. The service desk manager role involves understanding, planning, and ensuring the capacity and performance of the service desk team... Onboarding, training, development, and promotion of the service desk agents... Review and continual improvement of the service desk practice. Ref 4.1.1</p> <p>C. Incorrect. This is part of the service desk agent role. Service desk agents:... Cooperate with other team members in the context of the service value streams. Ref 4.1.1</p> <p>D. Incorrect. This is part of the service desk agent role. Service desk agents:... Act as relationship agents, ensuring a great user experience and high user satisfaction. Ref 4.1.1</p>

Q	A	Syllabus Ref	Rationale
25	D	ITIL4CP_3.2.2	<p>A. Incorrect. This is part of the service request records and reports analysis activity, which is part of the service request review and optimization process. "Service request records and reports analysis: The service request practice owner, together with the service owners and other relevant stakeholders, perform a review of the selected service requests and related metrics." Ref 3.1.2, tab 3.4</p> <p>B. Incorrect. This is part of the service request model improvement initiation activity, which is part of the service request review and optimization process. "Service request model improvement initiation: The service request practice owner registers the improvement initiatives." Ref 3.1.2, tab 3.4</p> <p>C. Incorrect. This is part of the service request model update communication activity, which is part of the service request review and optimization process. "Service request model update communication: If the service request model is successfully updated, it is communicated to the relevant stakeholders." Ref 3.1.2, tab 3.4</p> <p>D. Correct. This is part of the service request model initiation and control activity, which is part of the service request fulfilment control process. "Service request model initiation and control:... The assigned teams follow the service request fulfilment procedures defined within the model." and "... the system controls the flow of procedures and scripts invoked to fulfil the request." Ref 3.1.1, tab 3.2</p>
26	D	ITIL4CP_3.1.2	<p>A. Incorrect. "It is equally important to ensure that requests are correctly described in a request catalogue and that the catalogue is available to the users... This is achieved in conjunction with the service catalogue management practice." Ref 2.4.1</p> <p>B. Incorrect. "It is equally important to ensure that requests are correctly described in a request catalogue and that the catalogue is available to the users... This is achieved in conjunction with the service catalogue management practice." Ref 2.4.1</p> <p>C. Incorrect. "It is equally important to ensure that requests are correctly described in a request catalogue and that the catalogue is available to the users... This is achieved in conjunction with the service catalogue management practice." Ref 2.4.1</p> <p>D. Correct. "It is equally important to ensure that requests are correctly described in a request catalogue and that the catalogue is available to the users... This is achieved in conjunction with the service catalogue management practice." Ref 2.4.1</p>

Q	A	Syllabus Ref	Rationale
27	A	ITIL4CP_3.1.1	<p>A. Correct. The service request management practice handles "... all predefined, user-initiated service requests." A service request is defined as "A request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery." Ref 2.1</p> <p>B. Incorrect. Handling requests for design of new services is not part of the purpose of the service request management practice. The service management practice handles "... all predefined, user-initiated service requests." A service request is defined as "A request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery." Ref 2.1</p> <p>C. Incorrect. This answer concerns incident resolution, which is not part of the purpose of the service request management practice. The service management practice handles "... all predefined, user-initiated service requests..." A service request is defined as "A request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery." Ref 2.1</p> <p>D. Incorrect. This answer concerns problem management, which is not part of the purpose of the service request management practice. The service management practice handles "... all predefined, user-initiated service requests." A service request is defined as "A request from a user or a user's authorized representative that initiates a service action which has been agreed as a normal part of service delivery." Ref 2.1</p>

Q	A	Syllabus Ref	Rationale
28	D	ITIL4CP_3.4.2	<p>A. Incorrect. There is no indication of super-users involved in request fulfilment in the organization. Consistency and quality of request fulfilment is ensured by service request models, and they should be supported by the system: "Include the request models Service requests follow a pre-defined model which includes activities, information flow, controls, and communications. The automation system should allow for the creation, testing, and use of such models." Ref 5.2.1</p> <p>B. Incorrect. Measurement and reporting support improvement of the practice, but cannot help in the described situation. Consistency and quality of request fulfilment is ensured by service request models, and they should be supported by the system: "Include the request models Service requests follow a pre-defined model which includes activities, information flow, controls, and communications. The automation system should allow for the creation, testing, and use of such models." Ref 5.2.1</p> <p>C. Incorrect. There is no indication of request fulfilment in the organization involves self-help. Consistency and quality of request fulfilment is ensured by service request models, and they should be supported by the system: "Include the request models Service requests follow a pre-defined model which includes activities, information flow, controls, and communications. The automation system should allow for the creation, testing, and use of such models." Ref 5.2.1</p> <p>D. Correct. Consistency and quality of request fulfilment is ensured by service request models, and they should be supported by the system: "Include the request models Service requests follow a pre-defined model which includes activities, information flow, controls, and communications. The automation system should allow for the creation, testing, and use of such models." Ref 5.2.1</p>
29	A	ITIL4CP_3.1.3.a	<p>A. Correct. A normal change is not a usual characteristic of a service request. "... service requests may initiate changes, which are usually standard changes but can sometimes be a normal change." Ref 2.2</p> <p>B. Incorrect. "The main characteristics of a service request includes the following: ... It is an action that has an agreed upon service outcome." Ref 2.2</p> <p>C. Incorrect. "The main characteristics of a service request includes the following: ... It is initiated by a user or a user representative." Ref 2.2</p> <p>D. Incorrect. "The main characteristics of a service request includes the following: ... It requires an action from the service provider." Ref 2.2</p>

Q	A	Syllabus Ref	Rationale
30	A	ITIL4CP_3.6.1	<p>A. Correct. "Criterion: Communication and other technology solutions to fulfil and manage service requests are identified and implemented. Dimension: Information and technology." Ref 7.1, tab 7.1</p> <p>B. Incorrect. This is a capability criterion which is related to the 'value streams and processes' dimension. "Criterion: The effectiveness of the service request fulfilment procedures is monitored and evaluated. Dimension: Value streams and processes." Ref 7.1, tab 7.1</p> <p>C. Incorrect. This is a capability criterion which is related to the 'partners and suppliers' dimension. "Criterion: Third-party services required to fulfil and manage service requests are identified and available. Dimension: Partners and suppliers." Ref 7.1, tab 7.1</p> <p>D. Incorrect. This is a capability criterion which is related to the 'organizations and people' dimension. "Criterion: The competencies required to fulfil and manage service requests are identified, and qualified human resources are available. Dimension: Organizations and people." Ref 7.1, tab 7.1</p>
31	D	ITIL4CP_3.4.1	<p>A. Incorrect. Social media tools are used to communicate service models to users. "Service request models execution and control" is supported by monitoring and event management tools. Ref tab 5.1</p> <p>B. Incorrect. Publishing tools are used to communicate service models to users. "Service request models execution and control" is supported by monitoring and event management tools. Ref tab 5.1</p> <p>C. Incorrect. Analysis and reporting tools support practice measurement and reporting. "Service request models execution and control" is supported by monitoring and event management tools. Ref tab 5.1</p> <p>D. Correct. "Service request models execution and control" is supported by monitoring and event management tools. Ref tab 5.1</p>
32	C	ITIL4CP_3.2.3	<p>A. Incorrect. This is too early in the exercise; it would be better to identify the interfaces during the walkthrough. "During the service value stream walk (task 3a), identify other practices involved in the handling or processing of service requests at every step." Ref 3.2.3.2</p> <p>B. Incorrect. This is too early in the exercise; it would be better to identify the interfaces during the walkthrough. "During the service value stream walk (task 3a), identify other practices involved in the handling or processing of service requests at every step." Ref 3.2.3.2</p> <p>C. Correct. "During the service value stream walk (task 3a), identify other practices involved in the handling or processing of service requests at every step." Ref 3.2.3.2</p> <p>D. Incorrect. This is too late in the exercise. Activity interfaces should be understood before the 'to be' value stream map is created. "During the service value stream walk (task 3a), identify other practices involved in the handling or processing of service requests at every step." Ref 3.2.3.2</p>

Q	A	Syllabus Ref	Rationale
33	B	ITIL4CP_3.2.1	<p>A. Incorrect. this is an external input, policies and regulatory requirements are not produced by the 'request fulfilment control' process. Ref tab 3.1, 3.3</p> <p>B. Correct. IT survey results are an output of the 'request fulfilment control' process which is used by the 'service request review and optimization' process. Ref tab 3.1, 3.3</p> <p>C. Incorrect. this is an external input, IT asset information is not produced by the 'request fulfilment control' process. Ref tab 3.1, 3.3</p> <p>D. Incorrect. this is an external input, service catalogue is not produced by the 'request fulfilment control' process. Ref tab 3.1, 3.3</p>
34	A	ITIL4CP_3.3.1	<p>A. Correct. "There are no specialist roles specific to the service request management practice. The role of request initiator can be fulfilled by any user or authorized user representative; it does not require special skills or competencies." Ref 4.1</p> <p>B. Incorrect. "There are no specialist roles specific to the service request management practice. The role of request initiator can be fulfilled by any user or authorized user representative; it does not require special skills or competencies." Ref 4.1</p> <p>C. Incorrect. "There are no specialist roles specific to the service request management practice. The role of request initiator can be fulfilled by any user or authorized user representative; it does not require special skills or competencies." Ref 4.1</p> <p>D. Incorrect. "There are no specialist roles specific to the service request management practice. The role of request initiator can be fulfilled by any user or authorized user representative; it does not require special skills or competencies." Ref 4.1</p>
35	B	ITIL4CP_3.3.2	<p>A. Incorrect. "Usually, the same team structures are used for service request management and incident management." Ref 4.2</p> <p>B. Correct. "Usually, the same team structures are used for service request management and incident management." Ref 4.2</p> <p>C. Incorrect. "Usually, the same team structures are used for service request management and incident management." Ref 4.2</p> <p>D. Incorrect. "Usually, the same team structures are used for service request management and incident management." Ref 4.2</p>

Q	A	Syllabus Ref	Rationale
36	B	ITIL4CP_3.5.1	<p>A. Incorrect. "At the same time, supplier management practice should be used to ensure that, where reasonably possible, third parties adjust their level of service to the needs of the organization." Ref 6</p> <p>B. Correct. "At the same time, supplier management practice should be used to ensure that, where reasonably possible, third parties adjust their level of service to the needs of the organization." Ref 6</p> <p>C. Incorrect. "At the same time, supplier management practice should be used to ensure that, where reasonably possible, third parties adjust their level of service to the needs of the organization." Ref 6</p> <p>D. Incorrect. "At the same time, supplier management practice should be used to ensure that, where reasonably possible, third parties adjust their level of service to the needs of the organization." Ref 6</p>
37	B	ITIL4CP_4.2.2	<p>A. Incorrect. "Some correlations might use second event as a check of the first event, or to further filter the scope of the event." Ref 3.2.1, tab 3.2</p> <p>B. Correct. "A rule set consists of several rules that define how the event messages for a particular event will be processed and evaluated." Ref 3.2.1, tab 3.2</p> <p>C. Incorrect. "Such models let monitoring team assess user experience of the service." Ref 3.2.1, tab 3.2</p> <p>D. Incorrect. "For each event or group of events, an action plan to minimize the negative impact of event is defined." Ref 3.2.1, tab 3.2</p>
38	C	ITIL4CP_4.2.1	<p>A. Incorrect. This is an input to the 'Monitoring planning' process. "Key inputs: Service health criteria from service design." Ref 3.2.1, tab 3.1</p> <p>B. Incorrect. This is an input to the 'Monitoring planning' process. "Key inputs: ... Service catalogue." Ref 3.2.1, tab 3.1</p> <p>C. Correct. "Key inputs:... Monitoring plan." Ref 3.2.2, tab 3.3</p> <p>D. Incorrect. This is an input to the 'monitoring planning' process. "Key inputs:... Service performance thresholds from availability, capacity and performance management practices." Ref 3.2.1, tab 3.1</p>

Q	A	Syllabus Ref	Rationale
39	A	ITIL4CP_4.5.2	<p>A. Correct. "Providing monitoring and event management capabilities in their technology products... Most suppliers build extensive event generation capabilities into their product's native operating system." Ref 6</p> <p>B. Incorrect. Informational events do not require immediate action. "Informational events do not require action at the time they are identified." Ref 2.2</p> <p>C. Incorrect. This is the responsibility of the monitoring and event management practice, not suppliers. "The reporting aspect of monitoring and event management enables ground truth with respect to a service provider's actual operating performance and behaviour when benchmarked against the standards in the original service design and in the Service Level Agreements (SLAs) agreed with the customers." Ref 2.4.2</p> <p>D. Incorrect. Incident management tools will support Incident management. They will not directly support the monitoring and event management practice. "Providing monitoring and event management capabilities in their technology products... Most suppliers build extensive event generation capabilities into their product's native operating system." Ref 6</p>
40	A	ITIL4CP_4.2.3	<p>A. Correct. "At the scoping step (1), identify the key stakeholders using the monitoring and event information, and their expectations." Ref 3.2.3.2</p> <p>B. Incorrect. It is important to consider key stakeholders at this stage, but they should FIRST be engaged during the scoping step. "At the scoping step (1), identify the key stakeholders using the monitoring and event information, and their expectations." Ref 3.2.3.2</p> <p>C. Incorrect. It is important to consider key stakeholders at this stage, but they should FIRST be engaged during the scoping step. "At the scoping step (1), identify the key stakeholders using the monitoring and event information, and their expectations." Ref 3.2.3.2</p> <p>D. Incorrect. It is important to consider key stakeholders at this stage, but they should FIRST be engaged during the scoping step. "At the scoping step (1), identify the key stakeholders using the monitoring and event information, and their expectations." Ref 3.2.3.2</p>

Q	A	Syllabus Ref	Rationale
41	C	ITIL4CP_4.1.3.c	<p>A. Incorrect. This describes passive monitoring. "Passive monitoring occurs in close to real time, but only when an event occurs, or a defined set of conditions has been met." Ref 2.2</p> <p>B. Incorrect. This describes passive monitoring. "In passive monitoring, CIs report the event when it occurs." Ref 2.2</p> <p>C. Correct. "Another consideration is the frequency of event monitoring. In passive monitoring, CIs report the event when it occurs. In active monitoring, CIs will be polled at intervals to collect targeted information. Active monitoring takes place whether an event has occurred or not." Ref 2.2.</p> <p>D. Incorrect. Polling interval needs to be set at an appropriate level. "This means that the polling interval must be set appropriately for the type of CI being monitored. If the frequency is too high, CI performance (and network performance) may be impaired. If it is set too low, important events may not be detected in time." Ref 2.2</p>
42	A	ITIL4CP_4.1.2	<p>A. Correct. "The main challenge of the modern monitoring and event management practice is not lack of data but the volume of data that monitoring must deal with." Ref 2.4.1</p> <p>B. Incorrect. "The main challenge of the modern monitoring and event management practice is not lack of data but the volume of data that monitoring must deal with." Ref 2.4.1</p> <p>C. Incorrect. "The main challenge of the modern monitoring and event management practice is not lack of data but the volume of data that monitoring must deal with." Ref 2.4.1</p> <p>D. Incorrect. "The main challenge of the modern monitoring and event management practice is not lack of data but the volume of data that monitoring must deal with." Ref 2.4.1</p>
43	A	ITIL4CP_4.3.1	<p>A. Correct. The competencies required for the 'event logging' activity are "coordinator/communicator and administrator." Ref tab 4.1</p> <p>B. Incorrect. The competencies required for the 'Event logging' activity are "coordinator/communicator and administrator." Ref tab 4.1</p> <p>C. Incorrect. The competencies required for the 'Event logging' activity are "coordinator/communicator and administrator." Ref tab 4.1</p> <p>D. Incorrect. The competencies required for the 'Event logging' activity are "coordinator/communicator and administrator." Ref tab 4.1</p>

Q	A	Syllabus Ref	Rationale
44	B	ITIL4CP_4.6.1	<p>A. Incorrect. This is a criterion for the PSF 'ensuring that events are detected, interpreted, and if needed acted upon as quickly as possible'. Capability criteria for the PSF 'The responsibility for the approach to monitoring and event management is clearly defined.' Ref tab 7.1</p> <p>B. Correct. Capability criteria for the PSF 'establishing and maintaining approaches/models that describe the various types of events and monitoring capabilities needed to detect them' include "The responsibility for the approach to monitoring and event management is clearly defined." Ref tab 7.1</p> <p>C. Incorrect. This is a criterion for the PSF 'ensuring that timely, relevant, and sufficient monitoring data is available to relevant stakeholders'. Capability criteria for the PSF 'Ensuring that timely, relevant, and sufficient monitoring data is available to relevant stakeholders' include "The quality of monitoring data is measured and reported." Ref tab 7.1</p> <p>D. Incorrect. This is a criterion for the PSF 'Ensuring that timely, relevant, and sufficient monitoring data is available to relevant stakeholders'. Capability criteria for the PSF 'ensuring that timely, relevant, and sufficient monitoring data is available to relevant stakeholders' include "The monitoring data is available when needed and meets the user requirements." Ref tab 7.1</p>
45	B	ITIL4CP_4.4.1	<p>A. Incorrect. Knowledge management systems do not support creation and management of tasks. "Handling monitoring activities and event-triggered records and tasks" is supported by workflow management and collaboration systems. Ref tab 5.1</p> <p>B. Correct. "Handling monitoring activities and event-triggered records and tasks" is supported by workflow management and collaboration systems." Ref tab 5.1</p> <p>C. Incorrect. Built-in monitoring systems do not support creation and management of tasks. "Handling monitoring activities and event-triggered records and tasks" is supported by workflow management and collaboration systems. Ref tab 5.1</p> <p>D. Incorrect. Service configuration management systems do not support creation and management of tasks. "Handling monitoring activities and event-triggered records and tasks" is supported by workflow management and collaboration systems. Ref tab 5.1</p>

Q	A	Syllabus Ref	Rationale
46	C	ITIL4CP_4.2.2	<p>A. Incorrect. "Activity: Defining the objective of monitoring. Assessing measurements available and criteria to be monitored. Defining types of events for the object of monitoring. Defining the thresholds for different type of events. Defining a service 'health model' (end-to-end events). Defining events correlations and rule sets. Mapping events with action plans and functions responsible and notified." Ref 3.2.1, tab 3.2</p> <p>B. Incorrect. "Activity: Event detection. Event logging. Event filtering and correlation check. Event classification. Event response selected. Notifications sent, response procedure carried out." Ref 3.2.2, tab 3.4</p> <p>C. Correct. "Activity: ... Review of tools available for data analysis, correlation analysis, AI and ML." Ref 3.2.3, tab 3.6</p> <p>D. Incorrect. This is not a process. It is a practice success factor. "Establishing and maintaining approaches/models that describe the various types of events and monitoring capabilities needed to detect them." Ref 2.4.1</p>
47	D	ITIL4CP_4.6.1	<p>A. Incorrect. This is a criterion for the PSF 'ensuring that timely, relevant, and sufficient monitoring data is available to relevant stakeholders'. Capability criteria for the PSF 'ensuring that timely, relevant, and sufficient monitoring data is available to relevant stakeholders' include "The monitoring data is available when needed and meets the user requirements." Ref tab 7.1</p> <p>B. Incorrect. This is a criterion for the PSF 'establishing and maintaining approaches/models that describe the various types of events and monitoring capabilities needed to detect them'. Capability criteria for the PSF 'establishing and maintaining approaches/models that describe the various types of events and monitoring capabilities needed to detect them' include "The responsibility for the approach to monitoring and event management is clearly defined." Ref tab 7.1</p> <p>C. Incorrect. This is a criterion for the PSF 'ensuring that timely, relevant, and sufficient monitoring data is available to relevant stakeholders'. Capability criteria for the PSF 'The key users of the monitoring data and their requirements are identified.' Ref tab 7.1</p> <p>D. Correct. Capability criteria for the PSF 'Ensuring that events are detected, interpreted, and if needed acted upon as quickly as possible' include "Trends are analysed and used to predict the event occurrence." Ref tab 7.1</p>

Q	A	Syllabus Ref	Rationale
48	B	ITIL4CP_4.4.2	<p>A. Incorrect. This information is already available, according to the scenario. The missing input is the information from stakeholders about business impact: "Before automating, clearly define where each CI fits relative to its context (for example services, people, other CIs, value streams, etc.). This will ensure that any dependencies are defined, and other stakeholders can provide input into the automation if needed." Ref 5.2.1</p> <p>B. Correct. "Before automating, clearly define where each CI fits relative to its context (for example services, people, other CIs, value streams, etc.). This will ensure that any dependencies are defined, and other stakeholders can provide input into the automation if needed." Ref 5.2.1</p> <p>C. Incorrect. Vendors cannot help to understand the business context of events. The technical context is already available, according to the scenario. The missing input is the information from stakeholders about business impact: "Before automating, clearly define where each CI fits relative to its context (for example services, people, other CIs, value streams, etc.). This will ensure that any dependencies are defined, and other stakeholders can provide input into the automation if needed." Ref 5.2.1</p> <p>D. Incorrect. These anomalies can be detected by monitoring and event management tools, including ML-enabled. However, this does not refer to the business context of events. The missing input is the information from stakeholders about business impact: "Before automating, clearly define where each CI fits relative to its context (for example services, people, other CIs, value streams, etc.). This will ensure that any dependencies are defined, and other stakeholders can provide input into the automation if needed." Ref 5.2.1</p>
49	C	ITIL4CP_5.2.2	<p>A. Incorrect. The problem workaround is developed as part of error control activity, and is not usually known when the problem is logged. "Others may introduce permanent workarounds: changes to the product configuration which do not fix the error, but reduce the likelihood of incidents to an acceptable minimum." Ref 2.2.3</p> <p>B. Incorrect. at the problem identification stage, incidents are known only if the problem identification is reactive: "A reactive approach is focused on investigating the causes of incidents that have already happened. This approach begins by analysing the symptoms and then proceeds to the causes. It aims to prevent incidents recurring, and may also contribute to the resolution of open incidents. A proactive approach is focused on identifying problems before they cause incidents." Ref. 2.2.1</p> <p>C. Correct. "The information usually includes... associated CIs." Ref 3.1.1, tab 3.3, Ref 3.1.2, tab 3.5</p> <p>D. Incorrect. The problem solution is developed as part of error control activity, and is not usually known when the problem is logged. "Activity. Problem solution development." Ref 3.1.4, tab 3.9</p>

Q	A	Syllabus Ref	Rationale
50	C	ITIL4CP_5.5.2	<p>A. Incorrect. "Some problem management activities can be largely or completely performed by a specialised supplier... Problem models should define how third parties are involved." Ref 6</p> <p>B. Incorrect. "Some problem management activities can be largely or completely performed by a specialised supplier... Problem models should define how third parties are involved." Ref 6</p> <p>C. Correct. "To optimize the handling and resolution of these and other types of problems, service providers define problem models." These problem models specify how specific types of problems are managed, but not how the problem management practice itself is to be developed. Ref 6</p> <p>D. Incorrect. "Some problem management activities can be largely or completely performed by a specialised supplier... Problem models should define how third parties are involved." Ref 6</p>

Q	A	Syllabus Ref	Rationale
51	A	ITIL4CP_5.4.2	<p>A. Correct. Monitoring and regular review of known errors can benefit from automated monitoring and correlation of related incidents: “If a resolution has been applied and a certain type of incident is supposed to be prevented by the resolution, incident monitoring can automatically reassign the problem for further investigation (if the incidents occur), or for review and closure (if the incidents do not occur for an agreed period of time).” Ref 5.2.1</p> <p>B. Incorrect. Measurement of problem management is important for the practice improvement, but it does not support the described situation. Monitoring and regular review of known errors can benefit from automated monitoring and correlation of related incidents: “If a resolution has been applied and a certain type of incident is supposed to be prevented by the resolution, incident monitoring can automatically reassign the problem for further investigation (if the incidents occur), or for review and closure (if the incidents do not occur for an agreed period of time).” Ref 5.2.1</p> <p>C. Incorrect. Known errors in the described situation has already been diagnosed; the team cannot benefit from further diagnosis. Monitoring and regular review of known errors can benefit from automated monitoring and correlation of related incidents: “If a resolution has been applied and a certain type of incident is supposed to be prevented by the resolution, incident monitoring can automatically reassign the problem for further investigation (if the incidents occur), or for review and closure (if the incidents do not occur for an agreed period of time).” Ref 5.2.1</p> <p>D. Incorrect. Integration with change records is important for problem management, but it does not directly support the described situation. Monitoring and regular review of known errors can benefit from automated monitoring and correlation of related incidents: “If a resolution has been applied and a certain type of incident is supposed to be prevented by the resolution, incident monitoring can automatically reassign the problem for further investigation (if the incidents occur), or for review and closure (if the incidents do not occur for an agreed period of time).” Ref 5.2.1</p>

Q	A	Syllabus Ref	Rationale
52	B	ITIL4CP_5.1.3.b	<p>A. Incorrect. This is the definition of a workaround. "A solution that reduces or eliminates the impact of an incident or problem for which a full resolution is not yet available." Ref 2.2.2</p> <p>B. Correct. "Definition: Known error. A problem that has been analysed but has not been resolved." Ref 2.2.2</p> <p>C. Incorrect. This is the definition of a problem. "Definition: Problem. A cause, or potential cause, of one or more incidents." Ref 2.2</p> <p>D. Incorrect. This is the definition of a problem model. "Definition: Problem model. A repeatable approach to the management of a particular type of problem." Ref 2.2.4</p>
53	D	ITIL4CP_5.4.1	<p>A. Incorrect. "Service configuration management systems are not used to measure practice performance. They support "Problem categorization and investigation." Ref tab 5.1</p> <p>B. Incorrect. Service configuration management systems are not used for collaboration. They support "Problem categorization and investigation." Ref tab 5.1</p> <p>C. Incorrect. Service configuration management systems are not used to manage problem records. They support "Problem categorization and investigation." Ref tab 5.1</p> <p>D. Correct. Service configuration management systems support "Problem categorization and investigation." Ref tab 5.1</p>
54	D	ITIL4CP_5.2.3	<p>A. Incorrect. 2. Change enablement practice is not involved in incident closure. Ref. 3.2.2, tab 3.10</p> <p>B. Incorrect. 2. Change enablement practice is not involved in incident closure. 3. Infrastructure and platform management is not involved in incident closure. Ref. 3.2.2, tab 3.10</p> <p>C. Incorrect. 3. Infrastructure and platform management is not involved in incident closure. Ref. 3.2.2, tab 3.10</p> <p>D. Correct. Practices involved in incident closure, are likely to include knowledge management and relationship management. Ref. 3.2.2, tab 3.10</p>

Q	A	Syllabus Ref	Rationale
55	A	ITIL4CP_5.4.1	<p>A. Correct. Workflow management and collaboration tools are used for “Management of problem and known error records.” Ref tab 5.1</p> <p>B. Incorrect. Monitoring and event management tools are not used to manage problem and known error records. Workflow management and collaboration tools are used for it. Ref tab 5.1</p> <p>C. Incorrect. Knowledge management tools are not used to manage problem and known error records. Workflow management and collaboration tools are used for it. Ref tab 5.1</p> <p>D. Incorrect. Service configuration management tools are not used to manage problem and known error records. Workflow management and collaboration tools are used for it. Ref tab 5.1</p>
56	B	ITIL4CP_5.1.2	<p>A. Incorrect. "It is important to make decisions about problem resolution or mitigation based on the business impact of different scenarios, rather than purely technical considerations." Ref 2.4.2</p> <p>B. Correct. "It is important to make decisions about problem resolution or mitigation based on the business impact of different scenarios." Ref 2.4.2</p> <p>C. Incorrect. "SLAs don't apply to problems, but problem management improves service quality." Ref 8.4, tab 8.1</p> <p>D. Incorrect. This is one of the factors that may help to understand the business impact, but is not by itself the most important. "The business impact of problems that are identified through available information about incidents can be estimated based on:</p> <ul style="list-style-type: none"> . the individual impact of the incidents . the number and frequency of the incidents . trends in the occurrence of incidents . the expected change of the impact due to business cycles (for example, seasonal business activities)." Ref 2.2.1

Q	A	Syllabus Ref	Rationale
57	A	ITIL4CP_5.7.1	<p>A. Correct. "It is important consider who the right person or people are to drive the practice development: Do they understand the value and definition of problem management?... What do they need from the leadership to support the practice and ensure that it is understood across the organization?" as a business relationship manager they are likely to understand how to work with customers and leadership, as a previous risk manager they are likely to understand the value and definition of problem management. "Problem management is a business-led practice, which supports quality, efficiency, risk reduction and creation of business value." Ref 8.2, 8.1</p> <p>B. Incorrect. Expertise at configuring tools may be needed as the practice is developed, but other skills are more important. "Do they understand the value and definition of problem management?" Ref 8.2</p> <p>C. Incorrect. Knowledge of products and architecture is important for investigating and resolving problems, but the new problem manager will need other skills. "Do they understand the value and definition of problem management?" Ref 8.2</p> <p>D. Incorrect. Experience at defining and documenting processes and workflows will be needed at some stage, but initially the organization needs someone who understands the value and definition of problem management, and how to work with customers and leadership. "Do they understand the value and definition of problem management?... What do they need from the leadership to support the practice and ensure that it is understood across the organization?" Ref 8.2</p>
58	D	ITIL4CP_5.6.1	<p>A. Incorrect. "Level 1 The practice is not well organized; it's performed as initial or intuitive. It may occasionally or partially achieve its purpose through an incomplete set of activities." "Level 2 The practice systematically achieves its purpose through a basic set of activities supported by specialised resources." Ref 7.1</p> <p>B. Incorrect. "Level 3 The practice is well defined and achieves its purpose in an organized way, using dedicated resources and relying on inputs from other practices that are integrated into a service management system." Ref 7.1</p> <p>C. Incorrect. "Level 4 The practice achieves its purpose in a highly organized way, and its performance is continually measured and assessed in the context of the service management system." Ref 7.1</p> <p>D. Correct. "Level 5 The practice is continually improving organizational capabilities associated with its purpose." Ref 7.1</p>

Q	A	Syllabus Ref	Rationale
59	A	ITIL4CP_5.3.2	<p>A. Correct. "Review of the submitted information... Good knowledge of the product, including its architecture and configuration." Ref 4.1.2, tab 4.2</p> <p>B. Incorrect. The problem manager's role is leadership and coordination, rather than investigation of specific problems. "This role is usually responsible for managing and coordinating the specialist activities in the problem management processes." Ref 4.1.1</p> <p>C. Incorrect. "The problem coordinator focuses on routine problem management activities." Ref 4.1.2</p> <p>D. Incorrect. The service owner may consult with a technical specialist who knows the servers, but knowledge of the service architecture and configuration is essential to this activity. "Good knowledge of the product, including its architecture and configuration." Ref 4.1.2</p>
60	A	ITIL4CP_5.5.1	<p>A. Correct. "It is important to ensure that specific requirements such as the aggregation of problem information from different sources, cross-team collaboration, or changeable impact and categorization, are met by the software tools." Ref 6.</p> <p>B. Incorrect.</p> <p>3. This is not required. "Although 'known error' is the state of a problem, some organizations prefer to have separate records." Ref 2.2.3</p> <p>C. Incorrect.</p> <p>3. This is not required. "Although 'known error' is the state of a problem, some organizations prefer to have separate records." Ref 2.2.3</p> <p>4. Problem records are often still open when incidents are closed. The problem should not be closed until the problem has been resolved. "If the review confirms that the mitigation approach is valid and up to date... then known error monitoring continues." Ref 3.1.4, tab 3.9</p> <p>D. Incorrect.</p> <p>4. Problem records are often still open when incidents are closed. The problem should not be closed until the problem has been resolved. "If the review confirms that the mitigation approach is valid and up to date... then known error monitoring continues." Ref 3.1.4, tab 3.9</p>