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ITIL 4 Specialist: Monitor,  
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**QUESTION: 1**

Which types of incidents do NOT usually require an individual review upon resolution?

- A. Recurring incidents
- B. Major Incidents
- C. New types of incidents
- D. Incidents not resolved in time

**Answer(s): 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.

**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.

**QUESTION: 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(s): 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.

**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.

**QUESTION: 3**

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.

Which of the following statements is CORRECT?

- A. Incident management should be involved in all value streams.