

## ITIL® 4 Specialist : Monitor, Support and Fulfil - Including Exam

**Durée: 3 Jours**    **Réf de cours: ITIL4P-MSF**    **Méthodes d'apprentissage: Intra-entreprise & sur-mesure**

### Résumé:

This 3-day course compiles for the candidates the understanding of the key concepts, principles, value and challenges of ITIL 4's five management practices, namely, the ITIL 4 Incident Management Practice, the ITIL 4 Service Desk Practice, the ITIL 4 Service Request Management Practice, the ITIL 4 Monitoring and Event Management Practice, and the ITIL 4 Problem Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels of maximizing value from the Practices. The ITIL 4 Monitor, Support, and Fulfil Practices module is structured and aligned around the ITIL framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Incident Management Practice, ITIL 4 Service Desk Practice, ITIL 4 Service Request Management Practice, ITIL 4 Monitoring and Event Management Practice, ITIL 4 Problem Management Practice publications.

### Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

### Public visé:

Candidates taking the ITIL 4 Monitor, Support and Fulfil Practices qualification.

### Objectifs pédagogiques:

- Our ITIL® 4 Practices: Monitor, Support & Fulfil training course will cover all of the five ITIL® 4 practices below:
  - Service Desk
  - Incident Management
  - Problem Management
  - Service Request Management
  - Monitoring & Event Management

### Pré-requis:

- ILFN4 - ITIL® 4 Foundation + examen

### Test et certification

The ITIL® 4 Specialist: Monitor, Support and Fulfil examination will comprise of:

Duration: 90 Minutes

Closed Book: Yes

Format: 60 Questions With 1 Mark Each. No Negative Marking.

Question Type: Standard Classic, Negative, & List

Bloom's Level's: 1 & 2

Pass Mark: 65% Or 39/60

Certification validity : Three (3) years

You will be awarded the ITIL 4 Practice Manager designation once you have successfully achieved the CDS (Create, Deliver and Support) plus the MSF (Monitor, Support and Fulfil) certifications.

## Contenu:

### 1. Incident Management (INM)

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice

The recommendations for the practice success

### 2. Service Desk (SD)

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for the practice success

### 3. Service Request Management (SRM)

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for the practice success

### 4. Monitoring and Event Management (MEM)

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for practice success

### 5. Problem Management (PRM)

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for the practice success

### 6. Monitor, Support, and Fulfil

- Understand the processes and value streams of the Monitor, Support, and Fulfil practices
- How information and technology support and enable the practices

Recommendations for the Monitor, Support, and Fulfil practices success

## Autres moyens pédagogiques et de suivi:

- Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
- Suivi d'exécution : Une feuille d'émargement par demi-journée de présence est signée par tous les participants et le formateur.
- En fin de formation, le participant est invité à s'auto-évaluer sur l'atteinte des objectifs énoncés, et à répondre à un questionnaire de satisfaction qui sera ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

- Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.