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

Cursusduur: 3 Dagen   Cursuscode: ITIL4P-MSF

Beschrijving:

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.

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Doelgroep:

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

Doelstelling:

- 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

Vereiste kennis en vaardigheden:

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- ILFN4 - ITIL® 4 Foundation + examen

Examens en certificering

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.

Cursusinhoud:

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
- ?he role of partners and suppliers in the practice
- ?ow 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

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Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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