

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

Duration: 3 Days Course Code: ITIL4P-MSF

Overview:

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.

Target Audience:

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

Objectives:

- 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

Prerequisites:

- ILFN4 - ITIL® 4 Foundation + exam

Testing and 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.

Content:

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

Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

training@globalknowledge.qa

www.globalknowledge.com/en-qa/

Global Knowledge, Qatar Financial Center, Burj Doha, Level 21, P.O.Box 27110, West Bay, Doha, Qatar