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

Duration: 3 Days **Course Code: ITIL4P-MSF** **Delivery Method: Virtual Learning**

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.

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Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

This course is aimed at candidates taking the ITIL® 4 Monitor, Support and Fulfil Practices qualification as well as individuals that consider themselves a Configuration Manager, Availability Manager, System Software, Applications Support, IT Operations Manager, Network Control and Operation, Database Administrator, Problem Manager, Network Support or a Service Desk Manager.

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:

- The candidate must have passed the ITIL® 4 Foundation examination.
- ILFN4 - ITIL® 4 Foundation - Including Exam

Testing and Certification

This class comes with an online proctored exam voucher. These will have a validity of 12 months. You will need to schedule and complete your exams within this time frame.

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
- ?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

Additional Information:

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Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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