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

Varighed: 3 Days **Kursus Kode: ITIL4P-MSF**

Beskrivelse:

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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Målgruppe:

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.

Agenda:

- 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

Forudsætninger:

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

Test og certificering

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.

Indhold:

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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Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

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