

ITIL® 4 Specialist: Monitor, Support and Fulfil

Based on ITIL4

TRAINING DATASHEET

This module is structured and aligned to the ITIL4 practice management areas of Service Desk, Event Management, Incident Management, Service Request Management and Problem Management.

COURSE SYNOPSIS

The ITIL4 Monitor, Support and Fulfil course is designed to equip IT professionals with the knowledge and skills required to effectively monitor, support, and fulfil IT services in alignment with the ITIL4 framework. This course builds upon the foundational concepts of ITIL4 and focuses specifically on the activities involved in monitoring, supporting, and delivering high-quality IT services to meet organizational goals and stakeholder expectations.

Participants will explore the key principles and practices of ITIL4 in the context of monitoring, supporting, and fulfilling IT services. They will learn how to establish effective monitoring mechanisms to ensure service performance, availability, and capacity. Participants will also gain insights into incident management, problem management, and service request management practices, enabling them to efficiently resolve issues and fulfil service requests through channels such as Service Desk.

By the end of this course, participants will possess a comprehensive understanding of ITIL4 principles and practices related to monitoring, supporting, and fulfilling IT services. The course also includes guidance to measure practice capability levels and understand factors that correlate with practice success.



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COURSE DURATION

3 Days Instructor-Led Classroom Training

COURSE OBJECTIVES

On completion of this course, the following learning outcomes will be achieved:

- ▲ Define the key concepts, principles, value and challenges of ITIL 4's five management practices
- ▲ Ensure stakeholders understand the strategic and operational requirements to co-create value and achieve business goals
- ▲ Integrate the practices in the organization's value streams
- ▲ Understand the interfaces and synergies across these five practices
- ▲ Apply metrics and practice success factors to improve performance
- ▲ Measure, assess and develop the capability of the various practices covered by using the ITIL Maturity Model

WHO SHOULD ATTEND

The target audience for this course and qualification are:

- ▲ ITSM managers, aspiring managers and practitioners developing their ITSM knowledge based on ITIL4
- ▲ ITSM practitioners that seek to validate their skills and knowledge in establishing effective cross-practice collaboration and value streams
- ▲ Individuals who are pursuing the ITIL Master designation

PRE-REQUISITES

Candidates must already have achieved ITIL4 Foundation certification to qualify to sit the examination.

CERTIFICATION

Participants of the course who successfully pass the certification examination will be awarded the ITIL 4 Specialist: Monitor, Support and Fulfil certification

OUTLINE

▲ Incident Management Practice

- 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

▲ Service Desk Practice

- 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

▲ Service Request Management Practice

- 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

- ▲ **Monitoring & Event Management Practice**
 - 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 practice success.

- ▲ **Problem Management Practice**
 - 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.

- ▲ **Monitor, Support, & Fulfil**
 - Understand the processes and value streams of the Monitor, Support, & Fulfil practices.
 - How information and technology support and enable the practices.
 - Recommendations for the Monitor, Support, & Fulfil practices success.

PRE-COURSE READING

There are no pre-course reading materials required for this course. A good grasp of ITIL4 fundamental concepts including but not limited to the Four Dimensions of Service Management is advantageous.

EXAMINATION FORMAT

- ▲ 60 Multiple Choice Questions
- ▲ 1 mark per correct answer
- ▲ 39 marks required to pass (out of 60 available) – 65%
- ▲ 90 minutes duration
- ▲ Closed-book

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