ITIL® 4 Specialist: Monitor, Support and Fulfil

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL 4 Specialist: Monitor, Support and Fulfil (MSF)
Related Exam:	ITIL-4-MSF

Course Overview

Ramp up your front-line service desk skills by utilizing the ITIL4 framework to manage service requests, respond to problems and monitor the health of your products and services. This 3-day course combines the key concepts, principles, values, and challenges of the Five ITIL® 4 management practices below: Service Desk Incident Management Problem Management Service Request Management Monitoring & Event Management It is intended to provide candidates with best practice guidance at both strategic and operational levels in order to maximize value from each practice. 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. The course also includes guidance to measure practice capability levels and understand factors that correlate with practice success. ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

About This Course

Ramp up your front-line service desk skills by utilizing the ITIL4 framework to manage service requests, respond to problems and monitor the health of your products and services. This 3-day course combines the key concepts, principles, values, and challenges of the Five ITIL® 4 management practices below: Service Desk Incident Management Problem Management Service Request Management Monitoring & Event Management It is intended to provide candidates with best practice guidance at both strategic and operational levels in order to maximize value from each practice. 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. The course also includes guidance to measure practice capability levels and understand factors that correlate with practice success. ITIL® is a registered trademark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

Who Should Attend

- 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 Practice Manager and/or Master designation

Prerequisites & Entry Requirements

General Prerequisites:

Candidates must hold the ITIL 4 or ITIL 3 Foundation certificate

Learning Outcomes

Upon successful completion of this course, participants will be able to:

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.

Detailed Course Outline

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 Fulfill

- Understand the processes and value streams of the Monitor, and Fulfil practices
- How information and technology support and enable the practices
- Recommendations practice success

, Incident Management (INM)

In this module, you will learn how to:

- Explain and describe key concepts of INM
- Describe the key inputs, outputs, and activities of the processes of INM
- Integrate INM in the organisation’s value streams
- Describe the roles and competences of INM
- Know how to position INM in the organisational structure
- Explain how information and technology support and enable INM
- Understand the role of partners and suppliers in INM
- Understand how the ITIL capability model can be used to develop INM
- Understand the recommendations for incident management success and how they are supported by the ITIL guiding principles

Service Desk (SD)

In this module, you will learn how to:

- Explain and describe key concepts of SD
- Describe the key inputs, and activities of the processes of SD
- Integrate SD in the organisation’s value streams
- Describe the roles and competences of SD
- Know how to position SD in the organisational structure
- Explain how information and technology support and enable SD
- Understand the role of partners and suppliers in SD
- Understand how the ITIL capability model can be used to develop SD
- Understand the recommendations for incident management success and how they are supported by the ITIL guiding principles

Service Request Management (SRM)

In this module, you will learn how to:

- Explain and describe key concepts of SRM
- Describe the key inputs, and activities of the processes of SRM
- Integrate SRM in the organisation’s value streams
- Describe the roles and competences of SRM
- Know how to position SRM in the organisational structure
- Explain how information and technology support and enable SRM
- Understand the role of partners and suppliers in SRM
- Understand how the ITIL capability model can be used to develop SRM
- Understand the recommendations for incident management success and how they are supported by the ITIL guiding principles

Monitoring and Event Management (MEM)

In this module, you will learn how to:

- Explain and describe key concepts of MEM
- Describe the key inputs, and activities of the processes of MEM
- Integrate MEM in the organisation’s value streams
- Describe the roles and competences of MEM
- Know how to position MEM in the organisational structure
- Explain how information and technology support and enable MEM
- Understand the role of partners and suppliers in MEM
- Understand how the ITIL capability model can be used to develop MEM
- Understand the recommendations for incident management success and how they are supported by the ITIL guiding principles
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Problem Management (PRM)

In this module, you will learn how to:

- Explain and describe key concepts of PRM
- Describe the key inputs, and activities of the processes of PRM
- Integrate PRM in the organisation’s value streams
- Describe the roles and competences of PRM
- Know how to position PRM in the organisational structure
- Explain how information and technology support and enable PRM
- Understand the role of partners and suppliers in PRM
- Understand how the ITIL capability model can be used to develop PRM
- Understand the recommendations for incident management success and how they are supported by the ITIL guiding principles

□□ Certification Path

ITIL 4 Specialist: Monitor, Support and Fulfil (MSF)

Exam: ITIL-4-MSF

Skills You Will Learn:

ITIL 4 Specialist: Monitor, Support and Fulfil enables professionals to:

- 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 organisation’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

Upcoming Schedule

Available training dates for ITIL® 4 Specialist: Monitor, Support and Fulfil:

Start Date	End Date	Location	Delivery	Price
18 Jan 2027	20 Jan 2027	Online	Virtual	€2,385.00

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Specialist: Monitor, Support and Fulfil?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® 4 Specialist: Monitor, Support and Fulfil course helps prepare you for the ITIL 4 Specialist: Monitor, Support and Fulfil (MSF) certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL-4-MSF official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day ITIL® 4 Specialist: Monitor, Support and Fulfil course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Specialist: Monitor, Support and Fulfil training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Specialist: Monitor, Support and Fulfil?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Specialist: Monitor, Support and Fulfil. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: ITIL® 4 Specialist: Monitor, Support and Fulfil, ITIL Training, ITIL4SMSF

Q: Why choose Nexus Human for ITIL® 4 Specialist: Monitor, Support and Fulfil?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Specialist: Monitor, Support and Fulfil training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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