

ITIL® 4 Practitioner: Monitor, Support & Fulfil (MSF)

Establish a good cross-practice collaboration
and effective service value streams



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Course Description

The ITIL 4 Specialist: Monitor, Support and Fulfil combined practice module is for IT professionals aiming to establish a good cross-practice collaboration and effective service value streams. The individuals can demonstrate their understanding and application of the concepts covered in the five ITIL Management Practices at both strategic and operational levels, maximizing value from these practices:

- Incident management practice
- Service request management practice
- Problem management practice
- Service desk practice
- Monitoring and event management practice.

Audience

The ITIL® 4 Specialist: Monitor, Support and Fulfil course is aimed at ITSM practitioners managing the operation of IT-enabled & digital products and services, and those responsible for the end-to-end delivery. Professionals with the following job titles are expected to benefit from this module:

- IT Operations Manager, Availability Manager, Service Desk, Service Managers, Service Architects, Security Manager, Technology Support teams, UX/UI Designer, Development Managers, Developers, Testers, Infrastructure Operations Engineer, Software Developer
- Product owners, Project Managers, Business Relationship Manager; Customer Relationship Manager

Prerequisites

For taking the ITIL® 4 Specialist: Monitor, Support, and Fulfil course, a candidate must have passed the ITIL® 4 Foundation examination. In addition, the candidate must have attended an accredited training course for this module.



Learning Objectives

The objectives of this course are:

- Understand the key concepts of the Monitor, Support, and Fulfil (MSF) practices.
- Understand the processes of the MSF practices.
- Understand the roles and competences of the MSF practices.
- Understand how information and technology support and enable the MSF practices.
- Understand the role of partners and suppliers in the MSF practices.
- Understand how the ITIL capability model can be used to develop MSF practices.
- Understand how the ITIL guiding principles support the MSF practices.

Course Outlines

Module 1: Introduction to MSF practices

Module 2: Incident management

Module 3: Service desk

Module 4: Monitoring and event management

Module 5: Problem management

Module 6: Service request management

Module 7: Practice capability development

Examination

- 60 questions
- Multiple choice
- 39 out of 60 marks required to pass (65%)
- 90 minutes
- Closed book.

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