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# IT Service Management - ITIL® 4 Monitor, Support and Fulfil

## Expand your knowledge of ITIL® in a practical way in 3 days

This course is given as an intensive three-day workshop covering key concepts of the following 5 practices included as part of the Monitor, Support and Fulfil (MSF) service management domain. The course provides candidates with best practice guidance at both strategic and operational levels. The course will cover the following 5 practices: Incident Management, Service Request Management, Service Desk, Monitoring and Event Management as well as Problem Management.

This workshop is intended for practitioners, practice owners and managers involved in some of the ITSM target practices. At the end of the course, participants will take a 90-minute exam containing a multiple-choice question to obtain the international AXELOS/PeopleCert ITIL® 4 Monitor, Support and Fulfil certificate in IT service management.

### ITIL® VERSION

This course is based on the ITIL® 4 version.

### LANGUAGE

The course, course materials and exam are in English.

### COURSE OBJECTIVES

In three days, participants will acquire the knowledge and skills required to:

- Understand the key concepts supporting each of the MSF practices;
- Describe the processes that are part of the MSF practices, supporting roles and Practice Success Factors;
- Identify how each MSF practice relies on specific elements coming from all 4 ITSM dimensions;
- Understand how to assess the maturity and capabilities of the MSF practices;
- Take the AXELOS/PeopleCert MSF exam with confidence by applying their new-acquired knowledge;
- Put the ITIL® principles to practical use.

### TARGET AUDIENCE

Personnel actively involved in the MSF practices. Those involved in defining and implementing the MSF practices.

People involved in helping increase the IT Management efficiency, effectiveness and performance.

### COURSE STRUCTURE

This course comprises a series of interactive presentations supplemented by classroom and other exercises resembling exams.

### COURSE CONTENT

The following practices are covered in this course:

- Incident Management
- Service Request Management
- Service Desk
- Monitoring and Event Management
- Problem Management

### FOLLOWING TOPICS ARE COVERED FOR EACH 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.

### COURSE PLAN

#### Day 1:

- Review of ITSM Foundation concepts
- Incident Management Practice
- Service Request Management Practice

#### Day 2:

- Service Desk Practice
- Monitoring and Event Management Practice

#### Day 3:

- Problem Management Practice
- Review and exam preparation.

### COURSE DURATION

3 days of learning, including the final exam (scheduled later by candidate).

### PREREQUISITE

ITIL® 4 Foundation certification

### EXAM

The official AXELOS ITIL® 4 MSF exam and ITIL® 4 Official MSF Practice documents are included.

The participant will receive a voucher valid for 12 months to write their exam and will need to schedule his/her exam.

The Certification exam will be written electronically following the training. This requires access to a connected computer with active audio and video.

Format: 60 multiple-choice questions.

Duration: 90 minutes.

It is recommended to get the training from an accredited organization with an accredited training material.