Course Title: ITIL® 4 Specialist: Monitor, Support & Fulfil (MSF)	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Specialist: Monitor, Support And Fulfil(MSF) Certificate	

Course Syllabus

Our ITIL® 4 Specialist: Monitor, Support & Fulfil (MSF) training course will cover the following topics:

1. Incident Management (INM) Practice:

1.1. The key concepts of the practice.

1.2. The processes of the practice.

1.3. The roles and competences of the practice.

1.4. How information and technology support and enable the practice.

1.5. The role of partners and suppliers in the practice.

1.6. How the ITIL® capability model can be used to develop the practice.

1.7. The recommendations for the practice success.

2. Service Desk (SD) Practice:

2.1. The key concepts of the practice.

2.2. The processes of the practice.

2.3. The roles and competences of the practice.

2.4. How information and technology support and enable the practice.

2.5. ?he role of partners and suppliers in the practice.

2.6. ?ow the ITIL capability model can be used to develop the practice.

2.7. The recommendations for the practice success.

3. Service Request Management (SRM) Practice:

3.1. The key concepts of the practice.

3.2. The processes of the practice.

3.3. The roles and competences of the practice.

3.4. How information and technology support and enable the practice.

3.5. The role of partners and suppliers in the practice.

3.6. How the ITIL® capability model can be used to develop the practice

3.7. The recommendations for the practice success

4. Monitoring & Event Management (MEM) Practice:

4.1. The key concepts of the practice.

4.2. The processes of the practice.

4.3. The roles and competences of the practice.

4.4. How information and technology support and enable the practice.

4.5. The role of partners and suppliers in the practice.

4.6. How the ITIL® capability model can be used to develop the practice.

4.7. The recommendations for practice success.

5. Problem Management (PRM) Practice:

5.1. The key concepts of the practice.

5.2. The processes of the practice.

5.3. The roles and competences of the practice.

5.4. How information and technology support and enable the practice.

5.5. The role of partners and suppliers in the practice.

5.6. How the ITIL® capability model can be used to develop the practice.

5.7. The recommendations for the practice success.

6. Monitor, Support, & Fulfil (MSF)

6.1. Understand the processes and value streams of the Monitor, Support, & Fulfil practices.

6.2. How information and technology support and enable the practices.

6.3. Recommendations for the Monitor, Support, & Fulfil practices success.

Course Overview

Our three-day ITIL® 4 Specialist: Monitor, Support & Fulfil (MSF) training course will teach you the key concepts, principles, value and challenges of ITIL® 4's five management practices:

- Service Desk
- Incident Management
- Problem Management

- Service Request Management
- Monitoring & Event Management

Our ITIL® 4 Specialist: Monitor, Support & Fulfil (MSF) training course will provide you with best practice guidance at both strategic and operational levels of maximising value from the practices.

Course Learning Outcomes

Our ITIL® 4 Specialist: Monitor, Support & Fulfil (MSF) training course will cover all of the five ITIL® 4 practices below:

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

Audience

Our ITIL® 4 Specialist: Monitor, Support & Fulfil (MSF) training course is aimed towards validating the skills and knowledge of professionals seeking to establish a good cross-practice collaboration and effective service value streams.

Entry-Level Requirements

The following are the prerequisites for our ITIL® 4 Specialist: Monitor, Support & Fulfil (MSF) training course:

- ITIL® Foundation Certificate OR ITIL® 4 Managing Professional Transition (MPT) Certificate
- Training Through An Accredited Training Organisation (ATO)

Recommended Reading

It might be useful to revise your ITIL® 4 Foundation level materials again to reinforce your existing level of knowledge of ITIL® 4.

What's Included

Our ITIL® 4 Specialist: Monitor, Support & Fulfil (MSF) training course includes the following materials:

- Pre-reading
- A Full ITIL® 4 Specialist: Monitor, Support & Fulfil Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Quizzes
- Exercises
- ITIL® 4 Specialist: Monitor, Support & Fulfil (MSF) Exam Voucher

Exam Information

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

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

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

To achieve the ITIL® 4 Practice Manager designation, you will need to have completed five individual practices plus the ITIL® 4 Specialist: Create, Deliver & Support (CDS) module, or you will need to have completed the three-day bundled or combined module plus the ITIL® 4 Specialist: Create, Deliver & Support (CDS) module.

Additional Information

A management practice is defined as a set of organisational resources designed for performing work or accomplishing an objective. There are 34 ITIL® management practices in total, representing some of the most practical resources of the framework.

The practices will also be enriched with additional guidance on the capability model based on the ITIL® 4 maturity model.

Our ITIL® 4 Specialist: Monitor, Support & Fulfil (MSF) training course is structured and aligned around the ITIL® Framework.

The examination is intended to assess whether you 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.