



ITIL 4 SPECIALIST: MONITOR, SUPPORT AND FULFIL

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.

- ITIL® 4 Practitioner: Incident Management
- ITIL® 4 Practitioner: Service Desk
- ITIL® 4 Practitioner: Problem Management
- ITIL® 4 Practitioner: Service Request Management
- ITIL® 4 Practitioner: Monitoring and Event Management



ITL303
COURSE CODE



3 Days
COURSE DURATION



English | Arabic
COURSE LANGUAGE

Learning Objectives

At the end of this course, attendees will have an understanding of the following:

- 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.

Qualification Overview

Duration	3 days	18 training hours	Timing Flexible
Audience	<ul style="list-style-type: none"> • Individuals continuing their journey in service management • ITSM Managers and aspiring ITSM Managers • IT managers and practitioners involved in digital services or working in digital transformation projects, working within or towards high velocity environments • Existing ITIL qualification holders wishing to update their knowledge. 		
Certification	ITIL 4 Specialist: High-velocity IT		
Exam Structure	60 Multiple Choice Questions	90 minutes	Pass Score 39/60 or 65%
Pre-requisites	<ul style="list-style-type: none"> • ITIL® Foundation Certificate in IT Service Management • Training through an Accredited Training Organisation 		

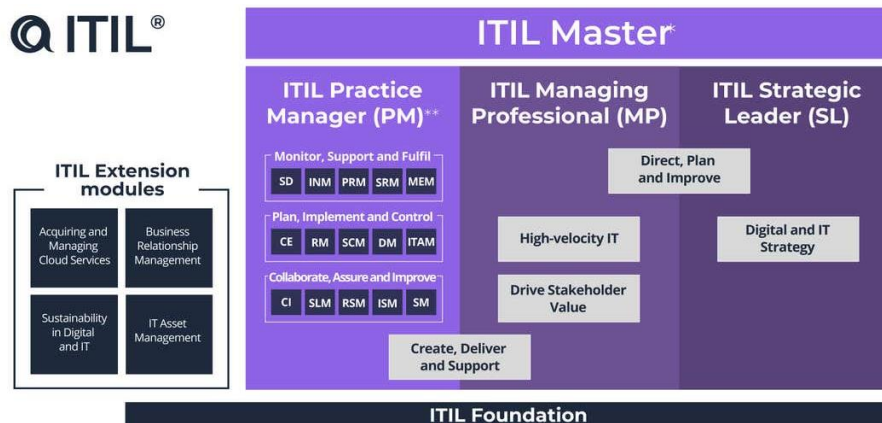
Program Outline

ITILMSF01	Introduction to the MSF practices
ITILMSF02	Incident management
ITILMSF03	Service desk
ITILMSF04	Monitoring and event management
ITILMSF05	Problem management
ITILMSF06	Service request management
ITILMSF07	Practice capability development

Notes:

- **Exam vouchers and the ITIL 4 Core Book are included in the course fees.**
- **The course can be delivered as a 3 days boot camp, or as a 5 days course.**

Certification Scheme



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