training code: ZP-ITIL4-MSFen / ENG DL 3d / EN

ITIL® 4 Specialist: Monitor, Support and Fulfil (MSF) – accredited training with exam

This module compiles for the candidates the understanding of the key concepts, principles, value and challenges of ITIL® 4's five management practices, namely, the ITIL® 4 Incident Management Practice, the ITIL® 4 Service Desk Practice, the ITIL® 4 Service Request Management Practice, the ITIL® 4 Monitoring and Event Management Practice, and the ITIL® 4 Problem Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels of maximizing value from the Practices.

The ITIL® 4 Monitor, Support, and Fulfil Practices module is structured and aligned around the ITIL® framework. The examination is intended to assess whether the candidate 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.

ITIL® 4 OFFICIAL CERTIFICATION SCHEME

ITIL® 4 Foundation is a prerequisite for any ITIL® 4 certification, except for the extension modules ITIL® Acquiring and Managing Cloud Services, and ITIL® Sustainability in Digital and IT that do not have any prerequisite.

ITIL® 4 Managing Professional is awarded when the Create, Deliver and Support, the Driver Stakeholder Value, the High-velocity IT,and the Direct, Plan and Improve certifications are achieved.

ITIL® 4 Strategic Leader is awarded when the Digital and IT Strategy, and Direct, Plan and Improve certifications are achieved.

ITIL® 4 Practice Manager designation is awarded when the Create, Deliver and Support certification, and any ONE certification from the pre-bundled courses is achieved: Monitor, Support and Fulfil, Plan, Implement and Control, or Collaborate, Assure and Improve.

ITIL® 4 Master is the highest designation, awarded when the ITIL Practice Manager, Managing Professional, and Strategic Leader designations are all achieved.

Training recipients

- C-suite executives
- Practice managers
- Service designers / Architects / Developers
- Product / Service Managers

Benefits

- A participant who has passed the exam receives an international certificate in electronic form. The ITIL® 4 Monitor, Support and Fulfil certification is one of the certifications leading to the title of ITIL® 4 Practice Manager and ITIL® 4 Master. The certificate is valid for 3 years
- Understand the key concepts, principles, values and challenges of the five ITIL® 4 Management Practices: Incident Management Practice, Service Desk Practice, Service Request Management Practice, Monitoring and Event Management Practice, Problem Management
- Providing candidates with best practice guidance at both the strategic and operational levels to maximize practice value

Training program

1. Review of the ITIL® 4 Foundation module
2. 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
   - How the ITIL® capability model can be used to develop the practice
   - The recommendations for the practice success
3. 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
4. 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
5. Monitoring and Event Management (MEM)
   - 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. 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

7. Monitor, Support, and Fulfil
    - Understand the processes and value streams of the Monitor, Support, and Fulfil practices
    - How information and technology support and enable the practices
    - Recommendations for the Monitor, Support, and Fulfil practices success

Expected preparation of the participant

ITIL®4 Foundation or ITIL® Foundation (version 5) certificate is required.

Training Includes

The training price includes:

- Accredited training materials
- Voucher for the ITIL® 4 Monitor, Support and Fulfil online exam
- Authorized ITIL® 4 Monitor, Support and Fulfil manual in the online version (as required by the vendor)

Additional options:

- Take2 re-sit exam: 200 zł
  Attention: purchasing this option is only possible through Altkom Academy before the training.

The prices presented on the website apply to sales on the Polish market. For customers outside Poland, or in cases where the PeopleCert exam requires settlement under a different region, the final price may be adjusted in accordance with PeopleCert's applicable regional pricing policy. Please contact us to confirm the price and receive an offer tailored to your country/region: trainings@altkom.pl

Language

- Training: English
- Materials: English
- Exam: English

Examination method

The participants receive vouchers, which are valid for 6 months, for online exam.
Having completed the training, the participant receives an e-mail with guidelines how to register on the

exam. The date is determined directly with PeopleCert, with the use of participant's account.
Online exam is conducted in the presence of proctor – a person from PeopleCert, who connects remotely with training participant's desktop and observes the course of exam via Internet camera.
The person who takes the exam is obliged to show the place where he is going to write the exam to proctor via Internet camera. Proctor checks if there are not any other persons and study aids in the room.

Duration

3 days / 21 hours

Examination description

- Exam duration: 90 minutes
- Single choice questions
- There are 60 questions, each worth 1 mark. There is no negative marking
- Candidates need to get 39 questions correct (65%) to pass the exam
- This is a 'closed book' exam