ITIL® 4 Specialist - Monitor, Support and Fulfil
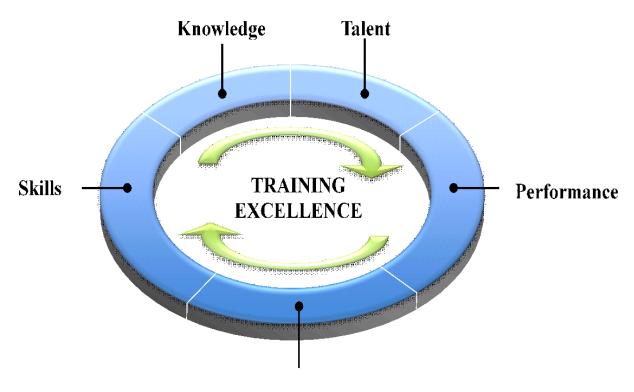
TRAINING COURSE OUTLINE

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Introduction

The ITIL4 Monitor, Support and Fulfil course is designed to equip IT professionals with the knowledge and skills required to effectively monitor, support, and fulfil IT services in alignment with the ITIL4 framework. This course builds upon the foundational concepts of ITIL4 and focuses specifically on the activities involved in monitoring, supporting, and delivering high-quality IT services to meet organisational goals and stakeholder expectations.

Participants will explore the key principles and practices of ITIL4 in the context of monitoring, supporting, and fulfilling IT services. They will learn how to establish effective monitoring mechanisms to ensure service performance, availability, and capacity.

Participants will also gain insights into incident management, problem management, and service request management practices, enabling them to efficiently resolve issues and fulfil service requests through channels such as Service Desk.

By the end of this course, participants will possess a comprehensive understanding of ITIL4 principles and practices related to monitoring, supporting, and fulfilling IT services. The course also includes guidance to measure practice capability levels and understand factors that correlate with practice success.

Duration

3 – days workshop

Learning Objectives

ITIL 4 Specialist: Monitor, Support and Fulfil enables professionals to:

- ❖ 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.

Target Audience

This training and certification is intended for:

❖ ITSM managers, aspiring managers and practitioners developing their ITSM knowledge based on ITIL4
❖ ITSM practitioners that seek to validate their skills and knowledge in establishing effective cross-practice collaboration and value streams
❖ Individuals who are pursuing the ITIL Practice Manager and/or Master designation

Training contents

Module 1: 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
- The recommendations for the practice success

Module 2: 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

Module 3: 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

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- 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

Module 4: Monitoring and Event Management (MEM)

- The key concepts of the practice
- The processes of the practice
- The roles and competences 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 practice success

Module 5: 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

Module 6: Monitor, Support, and Fulfill

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

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