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

PeopleCert

TRAINING GOALS:

Advance your career in IT service management with the ITIL® Official course, crafted by the creators of ITIL®: **course and exam voucher, all in one bundle!**

A combined module that covers the key concepts of 5 ITIL Practices: Incident Management, Service Desk, Service Request Management, Monitoring and Event Management and Problem Management.

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 Specialist 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.

The target audience for this qualification is:

- IT Specialist: Operations
- IT Manager: Operations
- IT Service Manager

CONSPECT:

- 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

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- How the ITIL® capability model can be used to develop the practice
- The recommendations for the practice success

- 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
- 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
- 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
- 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
- Monitor, Support, and Fulfil
  - Understand the processes and value streams of the Monitor, Support, and Fulfil practices

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- How information and technology support and enable the practices
- Recommendations for the Monitor, Support, and Fulfil practices success

REQUIREMENTS:

The candidate must have passed the ITIL 4 Foundation examination.

Difficulty level



CERTIFICATE:

Each participant receives a confirmation of completion an accredited training.

Each participant of the ITIL® 4 Specialist: Monitor, Support, Fulfil (MSF) training receives a voucher for an on-line exam. After passing the exam, the participant also receives the international ITIL® 4 Specialist: Monitor, Support, Fulfil (MSF) certificate.

Exam information:

- Material allowed: None

This is a ‘closed book’ exam. 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 should be used for study but are NOT permitted to be used in the exam.

- Exam duration: 90 minutes

Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.

- Number of marks: 60 marks

There are 60 questions, each worth 1 mark. There is no negative marking.

- Pass mark: 39 marks

You need to answer 39 questions correctly (65%) to pass the exam

- Level of thinking: Bloom’s levels 2 & 3

“Bloom’s level” describes the type of thinking needed to answer the question. For Bloom’s level 2 questions, you need to show understanding of the concepts, methods and principles of the ITIL 4

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Monitor, Support, and Fulfil Specialist module. For Bloom's level 3 questions, you need to demonstrate application of these concepts, methods and principles of the ITIL 4 Monitor, Support, and Fulfil Specialist module.

- Question types: Standard, Negative, & List

The questions are all 'multiple choice'.

For the 'standard' questions, you have a question and four answer options.

'Negative' questions are 'standard' questions in which the stem is negatively worded.

For the 'list' questions, there is a list of four statements and you have to select two correct statements from the list.

TRAINER:

Authorized PeopleCert Trainer

ADDITIONAL INFORMATION:

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