ITIL® 4 Specialist: Monitor, Support & Fulfil

CATEGORY
IT Service Management

LEVEL
Advanced

DURATION
3 days

COURSE DELIVERY
Classroom or virtual Classroom

TARGET AUDIENCE
This course is aimed towards validating the skills and knowledge of professionals seeking to establish a good cross-practice collaboration and effective service value streams.

PREREQUISITES
ITIL® 4 Foundation certificate is required.

EXAM INFO
- 90 minutes duration
- 60 multiple-choice questions
- 39/60 required to pass
- Closed book

CERTIFICATE
ITIL® 4 Specialist: Monitor, Support & Fulfil

EXAM BODY
AXELOS (PeopleCert)

COURSE DESCRIPTION

Gain the practical skills from the world's most accepted framework for IT! AXELOS (PeopleCert) latest practice-based modules will provide shorter and more flexible training with opportunity to bundle, mix and match the modules. The practice-based modules start with the management practices covered in the ITIL 4 Foundation, based on the practice guides.

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 course will be offered through 3-days training with practical assignments built into the course, to help you apply what you've learned in real-life work scenarios. These practices are also enriched with additional guidance on the capability model based on the ITIL 4 maturity model.

Monitor, Support & Fulfil, the first batch of 5 individual practices consists of:

- Service Desk
- Incident Management
- Problem Management
- Service Request Management
- Monitoring and Event Management
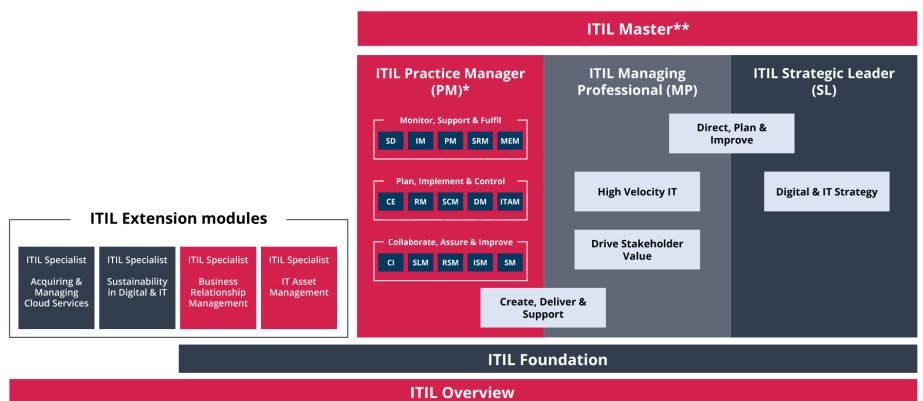
* To be awarded the Practice manager designation, a candidate must achieve ITIL MP CDS certificate and ANY five practice-based certifications, either individually or as ONE of the three pre-bundled course. These may include the ITAM and BRM extension module from the Practice manager track.

** ITIL4 Master will be awarded to candidates who achieve the Practice Manager (PM), Managing Professional (MP), and Strategic Leader (SL) designations.

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RELATED TRAINING

- ITIL® 4 Specialist: Create Deliver & Support
- ITIL® 4 Strategist: Direct, Plan & Improve
- ITIL® 4 Specialist: High Velocity IT
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Leader: Digital & IT Strategy
- SDI® Service Desk Analyst
- SDI® Service Desk Manager
- ISO/IEC 20000 Foundation
- ISO/IEC 20000 Auditor
- ISO/IEC 20000 Practitioner
- AgilePM® Agile Project Management Foundation
- P3.Express Practitioner

EDUCATION SOLUTIONS

www.MindMagine.com/education-solutions/

This 3-days course covers all 5 of these ITIL practices.
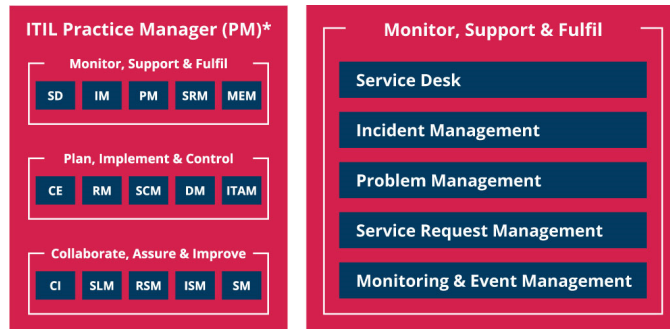
To achieve the Practice Manager designation, you will need to have completed 5 individual practices plus the ITIL Specialist: Create, Deliver and Support module, or you will need to have completed the 3-day combined modules plus the ITIL Specialist: Create, Deliver and Support module.

COURSE AND LEARNING OBJECTIVES

At the end of the course, participants will be able to:

- Acquire a comprehensive understanding of the purpose and description, terms and concepts, scope, practice success factors and key metrics of the practice/practices
- Gain knowledge on how how the practice/practices contribute to service value chain activities
- Identify the roles, competencies, responsibilities, organizational structures and teams that supports the practice/practices.
- Identify the critical success factors and recommendations for implementing and improving the practice/practices, including the role of partners and suppliers.
- Develop an understanding of how information and technology can support and enable the practice/practices

COURSE STUDENT MATERIAL

Participants will receive an ITIL® 4 Specialist: Monitor, Support & Fulfil classroom workbook containing all of the presentation materials, and course notes.

Please Recycle

ITIL® 4 Specialist: Monitor, Support & Fulfil

MindMagine

EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 60,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

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CONCEPTS COVERED

This course featuring five main sections:

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

- *Key Concepts*
  - Practice purpose
  - Practice success factors and key metrics
  - terms and concepts

- *The Processes*
  - Inputs and Outputs of the processes
  - Key activities of the processes
  - Value stream integration

- *Roles and competencies*
  - Key roles and responsibilities
  - organizational structure positioning

- *Information and technology*
  - Tools application
  - Recommendations on automation

- *Partners and suppliers*
  - Dependencies on third parties and their support

- *ITIL Capability Model*
  - Capability criteria and development

- *Recommendations*
  - Using the ITIL guiding principles to support the practice