

## ITIL® 4 Practice Manager: Monitor, Support and Fulfil («ITMSF»)

You need tools to manage your service management practices? In this training you will learn the key concepts, activities & success factors of the 5 relevant operational core practices around Monitor, Support & Fulfil from ITIL®.

**Duration:** 3 days

**Price:** 3'600.–

**Course documents:** Official courseware (English) & official Axelos book (digital) incl. exam voucher

### Content

1. Introduction to Monitor, Support and Fulfil Practices
2. Incident Management
  - Purpose and key terms
  - Success factors and associated metrics
  - Value streams and processes
  - Organization and people
  - Information and technology
  - Partners and suppliers
3. Service Desk
  - Purpose and key terms
  - Success factors and related metrics
  - Value streams and processes
  - Organization and people
  - Information and technology
  - Partners and suppliers
4. Monitoring and event management
  - Purpose and key terms
  - Success factors and related metrics
  - Value streams and processes
  - Organization and people
  - Information and technology
  - Partners and suppliers
5. Problem Management
  - Purpose and key terms
  - Success factors and related metrics
  - Value streams and processes
  - Organization and people
  - Information and technology
  - Partners and suppliers
6. Service Request Management
  - Purpose and key terms
  - Success factors and related metrics
  - Value streams and processes
  - Organization and people
  - Information and technology
  - Partners and suppliers
7. Practice Capability Development

The course content/learning objectives are based on the official syllabus.

- Defining the key concepts, principles, value and challenges of these five management practices of ITIL® 4
- Ensuring stakeholders understand the strategic and operational requirements to create value together
- Integrating the practices into the organization's value streams
- Understanding the interfaces and synergies between these five practices
- Applying metrics and success factors to improve performance
- Measuring, evaluating, and evolving these practices using the ITIL® maturity model

## Methodology & didactics

The course requires an additional time commitment outside of class of at least 20 hours (reading the book and repetition/homework).

The course consists of three days of interactive training consisting of presentation and group exercises. Please reserve evenings during the training for repetition and/or minor homework. The preparation and completion of homework will contribute significantly to exam success.

## Target audience

This training is suitable for anyone who wants to get more practical know-how on operational ITIL® practices. This includes operational leaders and process managers.

## Requirements

The «ITIL® 4 Foundation» certificate is a prerequisite for this course. If you do not yet have this certificate, attend the following course:

- [ITIL® 4 Foundation compact course \(«IT4»\)](#)

## Certification

The exam is available in English only. The course materials and official literature are also available in English only.

You will receive a voucher for the online exam via email from PeopleCert a few days before the course starts. The exam voucher must be redeemed directly with PeopleCert, where you can register for an available exam date. The online exam is proctored by a PeopleCert proctor, which requires a device with a microphone and camera. We recommend taking the exam on a private PC/notebook, as company notebooks are often subject to certain restrictions.

For more information about the exam, please visit the PeopleCert website [here](#).

**Format:** Closed book, multiple-choice exam questions, number of questions: 60, pass rate: 65% (39 points out of 60), duration: 90 minutes, no aids allowed

If you also successfully pass the course [ITIL® 4 Create, Deliver and Support](#), you will receive the certificate «ITIL® 4 Practice Manager».

Under [this link](#) you will find more information about the complaint management of our certification partner and your rights.

## Additional information

## Further courses

- [ITIL® 4 Specialist: Create, Deliver and Support \(«ITCDS»\)](#)

## Any questions?

We are happy to advise you on +41 44 447 21 21 or [info@digicomp.ch](mailto:info@digicomp.ch). You can find detailed information about dates on [www.digicomp.ch/courses-service-project-management/itil/course-itil-4-practice-manager-monitor-support-and-fulfil](http://www.digicomp.ch/courses-service-project-management/itil/course-itil-4-practice-manager-monitor-support-and-fulfil)