ITIL® 4 SPECIALIST: MONITOR, SUPPORT, AND FULFIL

Course Code: 831105

Ramp up your front-line service desk skills by utilizing the ITIL4 framework to manage service requests, respond to problems and monitor the health of your products and services.

This 3-day course combines the key concepts, principles, values, and challenges of the five ITIL® 4 management practices below:

- Service Desk
- Incident Management
- Problem Management
- Service Request Management
- Monitoring & Event Management

It is intended to provide candidates with best practice guidance at both strategic and operational levels in order to maximize value from each practice. 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. The course also includes guidance to measure practice capability levels and understand factors that correlate with practice success.

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What You'll Learn

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.

Who Needs to Attend

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

Prerequisites

Candidates must hold the ITIL 4 or ITIL 3 Foundation certificate.

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VIRTUAL CLASSROOM LIVE	$2,385 USD	3 Day

Virtual Classroom Live Outline

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
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
   - ?he role of partners and suppliers in the practice
   - ?ow the ITIL capability model can be used to develop the practice
   - The recommendations for the practice success
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
   - 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. **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

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

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

Sep 15 - 17, 2025 | 8:30 AM - 4:30 PM EDT

Nov 17 - 19, 2025 | 8:30 AM - 4:30 PM EST

Jan 21 - 23, 2026 | 8:30 AM - 4:30 PM EST