

# ITIL® 4 Monitor, Support and Fulfil (MSF) Certification Course

**Course Description:** ITIL® 4 provides organizations with a comprehensive framework for IT Service Management. The **ITIL4 Specialist: Monitor, Support and Fulfil (MSF)** combined practice module is for IT professionals aiming to establish good cross-practice collaboration and effective service value streams. The individuals can demonstrate their understanding and application of the concepts covered in the **five ITIL Management Practices** at both strategic and operational levels maximizing value from these practices.

- **ITIL 4 Practitioner: Incident Management**
- **ITIL 4 Practitioner: Service Desk**
- **ITIL 4 Practitioner: Monitoring and Event Management**
- **ITIL 4 Practitioner: Problem Management**
- **ITIL 4 Practitioner: Service Request Management**

**Course Objectives:** The expected learning outcomes:

- ✓ Understand the key concepts of the Monitor, Support, and Fulfil (MSF) practices
- ✓ Understand the processes and value streams of the MSF practices
- ✓ Understand the roles and competencies of the MSF practices
- ✓ Understand how information and technology support and enable the MSF practices
- ✓ Understand the role of partners and suppliers in the MSF practices
- ✓ Understand how the ITIL capability model can be used to develop MSF practices
- ✓ Understand how the ITIL guiding principles support the MSF practices

**Audience:** The primary audience for this course includes IT Service Manager, IT Operations, Service Desk, IT Support Staff and Agents, Service and Practice Owners.

**Prerequisites:** ITIL® 4 Foundation Certification is required

**Course Length:** 12 hours – online Canvas eLearning platform

**Course Materials:**

- ✓ Online eLearning course for self-paced presentation, exercises, and case studies
- ✓ ITIL 4 Digital Practice Guide eBook for each of the 5 practice areas
- ✓ Learner Workbook (439-pg, 467 slides) study aids, quizzes, and assignments
- ✓ Sample exams and exam preparation (excellent post-class reference)
- ✓ Official course curriculum provided by PeopleCert (18 PDUs earned)
- ✓ PeopleCert Exam Voucher included (with Certificate and Digital Badge)

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**Certification Exam:** The 90-minute exam includes 60 multiple-choice questions and is administered and proctored online by PeopleCert®. Passing score is **65%** (39 out of 60 questions). Participants are provided with an **exam voucher** so they can schedule the exam at their convenience on any date after completion of the course.

## Course Outline: ITIL 4 Monitor, Support, and Fulfil (MSF) v4.3

### Module 1: Introduction to the MSF Practices

**Module 2: Incident Management:** The purpose is to minimize the negative impact of incidents by restoring normal service operation as quickly as possible. Skills acquired:

- **Service operation:** Strengthen operational monitoring/maintenance and rapid restoration capabilities.
- **Change:** Coordinate incident-related changes and communications.
- **Problem management:** Reduce likelihood/impact by identifying causes, workarounds, and known errors.

**Module 3: Service Desk:** The purpose is to capture demand for incident resolution and service requests. It should also be the entry point and single point of contact for the service provider for all users.

- **Service operation:** Build operational support and analysis capabilities for day-to-day ITSM.
- **Customer service:** Use portals and tools to understand expectations and deliver desired value.
- **Continual improvement:** Improve practices and services to meet evolving business needs.

**Module 4: Monitoring and Event Management:** The purpose is to support the normal operation of service components by observing, analyzing, and appropriately responding to changes of state in those components.

- **Service operation:** Monitor and maintain systems/infrastructure; act on events efficiently.
- **Change:** Coordinate event-driven changes and stakeholder communications.
- **Problem management:** Use event insights to prevent incidents and manage known errors.

**Module 5: Problem Management:** The purpose is to reduce the likelihood and impact of incidents by identifying the actual and potential causes of incidents and managing workarounds and known errors.

- **Service design:** Design services that are fit for purpose/use and sustainably operable.
- **Problem management:** Identify root causes; manage workarounds and known errors to minimize incidents.
- **AI & automation:** Apply analytics/automation to detection, triage, and remediation workflows.

**Module 6: Service Request Management:** The purpose is to support the agreed quality of a service by handling all predefined, user-initiated service requests in an effective and user-friendly manner.

- **Service operation:** Build request handling, routing, and fulfillment capabilities.
- **Customer service:** Use portals/workflows to meet expectations and deliver value.
- **AI and automation:** Automate request classification and fulfillment to improve speed/quality.

### Module 7: Practice Capability Development

7.0 Practice Capability Development and ITIL Maturity Model