

# ITIL® 4 SPECIALIST MONITOR, SUPPORT AND FULFIL

## TRAINING TAILORED TO YOUR NEEDS

Kinetic IT can deliver training in-house, either at your premises; onsite using our training facilities; or virtually. We are confident in our trainers and training programs. Should you be offered a more competitive fee on a comparable course, we are happy to consider matching or improving our course fee. In the unlikely event a participant fails an examination, we will offer an opportunity to re-take the exam once, at no extra charge.



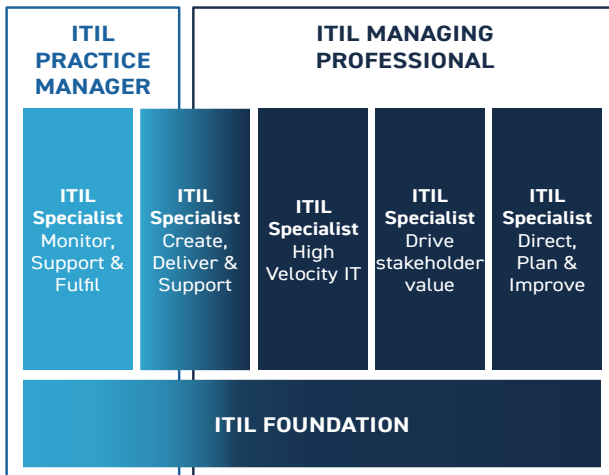
## ITIL 4 SPECIALIST CERTIFICATION COURSE

The ITIL 4 Monitor, Support and Fulfil (MSF) course is focused on the practices that support effective service management, and is structured and aligned around the ITIL framework. This course is designed to equip professionals with the necessary skills and knowledge to manage service delivery and enhance customer experience by applying concepts, techniques, and strategies to day-to-day tasks, providing the best levels of value both strategically and operationally.

The purpose is to provide the participants the understanding of the key concepts, principles, value and challenges of five (5) of ITIL 4's management practices:

- Incident Management,
- Service Desk,
- Service Request Management,
- Monitoring and Event Management Practice,
- Problem Management.

In addition to the theory the course provides exercises and discussions on the practical application of the practices/processes. It is enriched with additional guidance on the capability model based on the ITIL 4 maturity model.



## BLENDED, REMOTE FORMAT (ONLINE + CLASSROOM)

This course is delivered in a blended format whereby candidates will have to complete an online, self-study module first, which will deliver the theoretic concepts of the MSF. These online modules are interspersed by two (2) two-day remote classroom components which will summarise the theory, and provide further practical guidance (discussions and exercises) and exam preparation. Theory is mixed with discussions and exercises to make sure that the concepts and terminology are not only understood but can be readily applied after the course.

This way we're minimising the classroom hours, whilst maximising the impact and practicability. The remote classroom modules will be facilitated 'live' by a trainer, via Microsoft Teams, in front of a presentation (to provide as much as possible the experience, quality and interaction of classroom training). The use of video, audio and chat functionality ensures the engagement and involvement thus maximising education opportunities for all attendees. To accommodate training across the country the classroom days will run from 'early' in Western Australia to 'late' in the Eastern part of the country.

## THE ITIL SERVICE MANAGEMENT FRAMEWORK

ITIL® is universally recognised as the most practical and widely applicable framework for Service Management. It underpins the international standard ISO/IEC 20000 and is employed by Australian and global service providers across government, private and public sectors. The latest version, ITIL 4, is designed to help organisations meet increasing demands from today's complex environment. Building on previous versions, ITIL 4 provides an end-to-end operating model for the delivery and operation of technology-enabled products and services and enables IT teams to play a crucial strategic role in enabling digital transformation.

FOR MORE INFORMATION, OTHER COURSES, DATES, PRICING, DISCOUNTS OR BOOKINGS CONTACT US VIA:

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## TARGET AUDIENCE

The ITIL 4 Monitor, Support and Fulfil course is a freestanding qualification but is also a part of the ITIL 4 Practice Manager (PM) designation, which encompasses a set of practice-based modules designed for performing specific work or accomplishing an objective. This course is suited to experienced ITIL practitioners working in or managing the ITIL practices and processes included. For example:

- Process managers, owners or coordinators,
- Operations managers or team leaders,
- ITSM managers and aspiring ITSM managers, or
- Service Desk and support practitioners.

## LEARNING OUTCOMES

The ITIL 4 Monitor, Support and Fulfil combined practice course is for IT professionals aiming to establish a good cross-practice collaboration and effective service value streams. It enables professionals to:

- Define the key concepts, principles, value and challenges of the five management practices.
- Ensure stakeholders understand the strategic and operational requirements to co-create value and achieve business goals
- Integrate the practices in the organisation's value streams
- Understand the interfaces and synergies across the 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.



## EXAMINATION

Our course-fee includes the ITIL 4 Monitor, Support and Fulfil certificate examination. The exam consists of sixty multiple-choice questions and is conducted online, shortly after the course to allow for study and preparation.

The ITIL 4 Monitor, Support and Fulfil qualification is one of the pre-requisites for the designation of ITIL 4 Practice Manager which assesses the candidate's practical and technical knowledge about how to run establish a good cross-practice collaboration and effective service value streams at both strategic and operational levels, maximising value from these practices.


## ACCREDITATION


Kinetic IT is an Accredited Training Provider and Examination Centre for PeopleCert. All course material, trainers and procedures have been independently audited to comply with the international syllabus.


All Kinetic IT trainers have extensive experience with implementing and operating within the ITIL principles. This experience will benefit all participants in obtaining a practical insight in the use of ITIL.



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