

# ITIL® 4 Specialist: Monitor, Support and Fulfil

**Introduction:**

This module compiles for the candidates the understanding of the key concepts, principles, value and challenges of ITIL 4’s five management practices, namely, the ITIL 4 Incident Management Practice, the ITIL 4 Service Desk Practice, the ITIL 4 Service Request Management Practice, the ITIL 4 Monitoring and Event Management Practice, and the ITIL 4 Problem Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels of maximizing value from the Practices.

The ITIL 4 Monitor, Support, and Fulfil Practices module is structured and aligned around the ITIL framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Incident Management Practice, ITIL 4 Service Desk Practice, ITIL 4 Service Request Management Practice, ITIL 4 Monitoring and Event Management Practice, ITIL 4 Problem Management Practice publications.

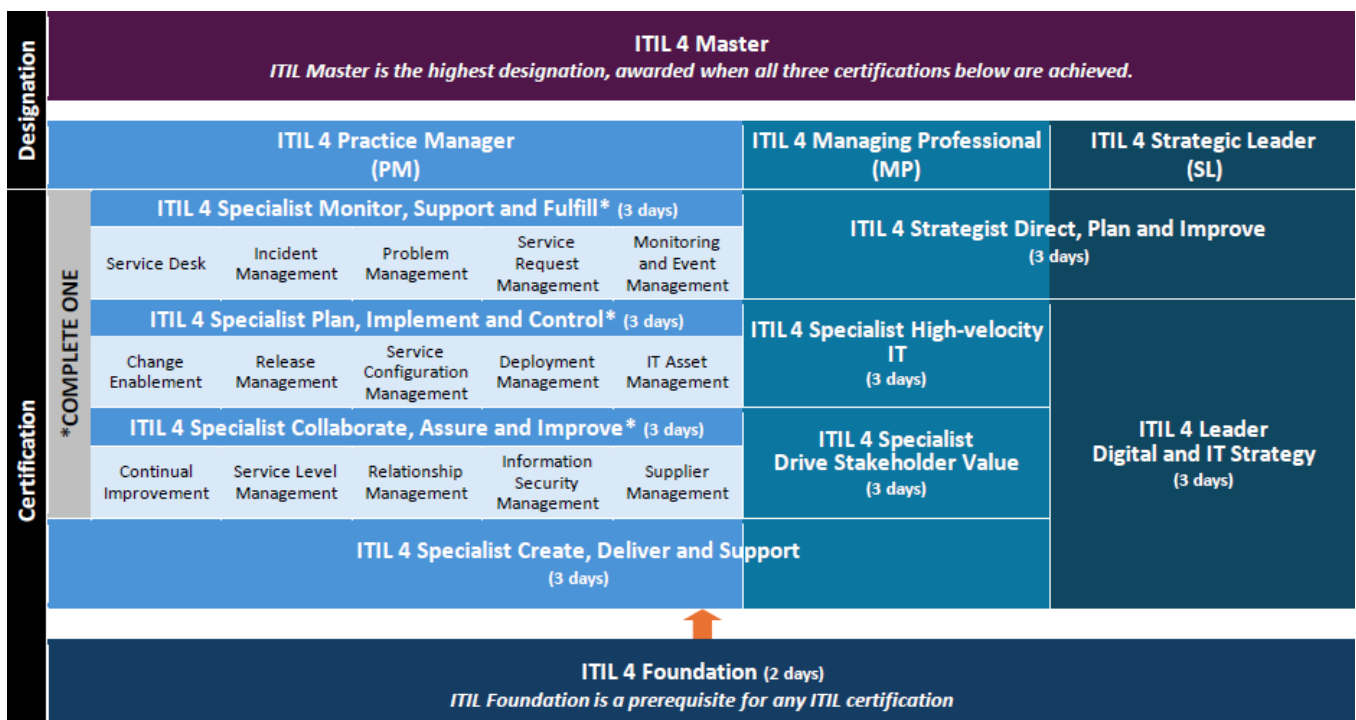
**Course Objectives:**

This course will help you 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.

**Course Approach:**

This course is delivered in a classroom setting using a case study and exercises that are designed to guide candidates, whether they are customers or service providers, through the principles and practices of co-creating value through services. Students who have attended this course, and have done some self-study, are suitably prepared to take the associated test.



**Certificate:**

ITIL® 4 Monitor, Support, and Fulfil

Please note: an ITIL 4 Foundation certification is a pre-requisite for studying Monitoring and Event Management.

**Course Student Material:**

Participants will receive a classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

**Duration**

3 days

**Languages:**

Cantonese

**About the Examination:**

This is a 'closed book' exam. The ITIL 4 Incident Management Practice, ITIL 4 Service Desk Practice, ITIL 4 Service Request Management Practice, ITIL 4 Monitoring and Event Management Practice, ITIL 4 Problem Management Practice publications should be used for study but is NOT permitted to be used in the exam.

There are 60 questions, each worth 1 mark. There is no negative marking. You need to answer 39 questions correctly to pass the exam.

**Learning Area:**

**1. Incident Management (INM)**

1.1 The key concepts of the practice

1.1.1 Explain the purpose of the practice (INM: 2.1)

1.1.2 Describe the practice success factors (PSF) & key metrics of the practice (INM: 2.4 -2.4.3, 2.5)

1.1.3. Explain the key terms/concepts:

a) incident

b) incident model

c) major incident

d) workaround

e) technical debt

f) task priority

g) prioritization

(INM: 2.2, 2.4.2-2.4.2.1)

1.2 The processes of the practice

1.2.1 Describe inputs and outputs of the processes (INM: Tables 3.1, table 3.3)

1.2.2 Describe the key activities of the processes (INM: table 3.2, table 3.4)

1.2.3 Know how to integrate the practice in the organization's value streams (INM: 3.2.3)

1.3 The roles and competences of the practice

1.3.1 Describe the responsibilities of the key roles of the practice:

a) Incident manager

b) Other roles involved in Incident management (INM: 4.1.1, 4.1.2, table 4.2)

1.3.2 Know how to position the practice in the organizational structure [INM: 4.2 (including all subsections & tables)]

1.4 How information and technology support and enable the practice

1.4.1 Explain the tools application (INM: table 5.1)

1.4.2 Apply the recommendations on automation (INM: 5.2)

1.5 The role of partners and suppliers in the practice

1.5.1 Explain the dependencies of the practice on third parties (INM: 6)

1.5.2 Explain how partners and suppliers can support the practice (INM: 6)

1.6 How the ITIL capability model can be used to develop the practice

1.6.1 Explain how capability criteria support the practice capability development (INM: 7.1, 7.3)

1.7 The recommendations for the practice success

1.7.1 Understand the recommendations for incident management success and how they are supported by the ITIL guiding principles (INM: 8)

**2. Service Desk (SD)**

- 2.1 The key concepts of the practice
  - 2.1.1. Explain the purpose of the practice (SD: 2.1)
  - 2.1.2 Describe the practice success factors (PSF) & key metrics of the practice [SD: 2.4 (including subsections), 2.5]
  - 2.1.3. Explain the key terms/concepts:
    - a) Communication channels characteristics (SD: 2.2.1, table 2.2)
    - b) Omnichannel communications (SD: 2.2.1)
    - c) Service empathy (SD: 2.2.2)
    - d) Moment of truth (SD: 2.2.3)  
(SD: 2.2 – 2.2.3)
- 2.2 The processes of the practice
  - 2.2.1 Describe inputs and outputs of the processes (SD: table 3.1, table 3.3, table 3.5)
  - 2.2.2 Describe the key activities of the processes (SD: table 3.2, table 3.4, table 3.6)
  - 2.2.3 Know how to integrate the practice in the organization's value streams (SD: 3.2.3)
- 2.3 The roles and competences of the practice
  - 2.3.1 Describe the responsibilities of the key roles of the practice [SD: 4.1 – 4.1.1 (including tables)]
  - 2.3.2 Know how to position the practice in the organizational structure (SD: 4.2.1, 4.2.2)
- 2.4 How information and technology support and enable the practice
  - 2.4.1 Explain the tools application (SD: table 5.1)
  - 2.4.2 Apply the recommendations on automation (SD: 5.2 – 5.2.1)
- 2.5 The role of partners and suppliers in the practice
  - 2.5.1 Explain the dependencies of the practice on third parties (SD: 6)
  - 2.5.2 Explain how partners and suppliers can support the practice (SD: 6)
  - 2.6 How the ITIL capability model can be used to develop the practice
    - 2.6.1 Explain how capability criteria support the practice capability development (SD: 7.1, 7.3)
- 2.7 The recommendations for the practice success
  - 2.7.1 Understand the recommendations for the service desk practice success and how they are supported by the ITIL guiding principles (SD: 8, table8.1)

### 3. Service Request Management (SRM)

- 3.1 The key concepts of the practice
  - 3.1.1. Explain the purpose of the practice (SRM: 2.1)
  - 3.1.2 Describe the PSFs & key metrics of the practice (SRM: 2.4 including subsections, 2.5 including subsections)
  - 3.1.3. Explain the key terms/concepts:
    - a) Service request and its main characteristics
    - b) Service request model
    - c) Request catalogue  
(SRM: 2.1 including subsections, 2.2 including subsections)
- 3.2 The processes of the practice
  - 3.2.1 Describe inputs and outputs of the processes (SRM: Tables 3.1, 3.3)
  - 3.2.2 Describe the key activities of the processes (SRM: Tables 3.2, 3.4)
  - 3.2.3 Know how to integrate the practice in the organization's value streams  
(SRM: 3.2.4)
- 3.3 The roles and competences of the practice
  - 3.3.1 Describe the responsibilities of the key roles of the practice (SRM: 4.1)
  - 3.3.2 Know how to position the practice in the organizational structure (SRM:4.2)
- 3.4 How information and technology support and enable the practice
  - 3.4.1 Explain the tools application (SRM table 5.1)
  - 3.4.2 Apply the recommendations on automation (SRM: 5.2)
- 3.5 The role of partners and suppliers in the practice
  - 3.5.1 Explain the dependencies of the practice on third parties (SRM: 6.1)
  - 3.5.2 Explain how partners and suppliers can support the practice (SRM: 6.2)
- 3.6 How the ITIL capability model can be used to develop the practice
  - 3.6.1 Explain how capability criteria support the practice capability development (SRM: 7.1, 7.3)
- 3.7 The recommendations for the practice success
  - 3.7.1 Understand the recommendations for service request management success and how they are supported by the ITIL guiding principles (SRM: 8)

#### 4. Monitoring and Event Management (MEM)

- 4.1 The key concepts of the practice
  - 4.1.1. Explain the purpose of the practice (MEM: 2.1)
  - 4.1.2 Describe the practice success factors (PSF) & key metrics of the practice (MEM: 2.4 including subsections, 2.5)
  - 4.1.3. Explain the key terms/concepts:
    - a) Event
    - b) Monitoring
    - c) Types of monitoring
    - d) Metric
    - e) Threshold
    - f) Alert
    - g) Informational, Warning, and Exception events (MEM: 2.2, Figure 2.1, table 2.1)
- 4.2 The processes of the practice
  - 4.2.1 Describe inputs and outputs of the processes (MEM: Tables 3.1, 3.3, 3.5)
  - 4.2.2 Describe the key activities of the processes (MEM: Tables 3.2, 3.4, 3.6)
  - 4.2.3 Know how to integrate the practice in the organization's value streams (MEM: 3.2.2)
- 4.3 The roles and competences of the practice
  - 4.3.1 Describe the responsibilities of the key roles of the practice (MEM: 4.1)
  - 4.3.2 Know how to position the practice in the organizational structure (MEM: 4.2)
- 4.4 How information and technology support and enable the practice
  - 4.4.1 Explain the tools application (MEM: table 5.1)
  - 4.4.2 Apply the recommendations on automation (MEM: 5.2, 5.3)
- 4.5 The role of partners and suppliers in the practice
  - 4.5.1 Explain the dependencies of the practice on third parties (MEM: 6)
  - 4.5.2 Explain how partners and suppliers can support the practice (MEM: 6)
- 4.6 How the ITIL capability model can be used to develop the practice
  - 4.6.1 Explain how capability criteria support the practice capability development (MEM: 7.1, 7.3, Figure 7.2, table 7.2)
- 4.7 The recommendations for practice success
  - 4.7.1 Understand the recommendations for monitoring and event management success and how they are supported by the ITIL guiding principles (MEM: 8, table 8.1)

#### 5. Problem Management (PRM)

- 5.1 The key concepts of the practice
  - 5.1.1. Explain the purpose of the practice (PRM: 2.1)
  - 5.1.2 Describe the practice success factors (PSF) & key metrics of the practice (PRM: 2.4 including subsections, 2.5)
  - 5.1.3. Explain the key terms/concepts:
    - a) Problem
    - b) Known error
    - c) Problem prioritization
    - d) Reactive and proactive problem management
    - e) Workaround
    - f) Technical debt
    - g) Problem model (PRM: 2.2, 2.2.1-2.2.4)
- 5.2 The processes of the practice
  - 5.2.1 Describe inputs and outputs of the processes (PRM: Tables 3.1, 3.4, 3.6, 3.8)
  - 5.2.2 Describe the key activities of the processes (PRM: Tables 3.3, 3.5, 3.7, 3.9)
  - 5.2.3 Know how to integrate the practice in the organization's value streams (PRM: 3.2.2, 3.2.3 including subsections)
- 5.3 The roles and competences of the practice
  - 5.3.1 Describe the responsibilities of the key roles of the practice:
    - a) Problem manager
    - b) Problem coordinator (PRM: 4.1.1, 4.1.2)

- 5.3.2 Know how to position the practice in the organizational structure (PRM: 4.1, 4.2)
- 5.4 How information and technology support and enable the practice
  - 5.4.1 Explain the tools application (PRM: table 5.1)
  - 5.4.2 Apply the recommendations on automation (PRM: 5.2.1)
- 5.5 The role of partners and suppliers in the practice
  - 5.5.1 Explain the dependencies of the practice on third parties (PRM: 6)
  - 5.5.2 Explain how partners and suppliers can support the practice (PRM: 6)
- 5.6 How the ITIL capability model can be used to develop the practice
  - 5.6.1 Explain how capability criteria support the practice capability development (PRM: 7.1, 7.3, table 7.2)
- 5.7 The recommendations for the practice success
  - 5.7.1 Understand the recommendations for problem management success and how they are supported by the ITIL guiding principles (PRM: 8.1 – 8.4)

## **6 Monitor, Support, and Fulfil**

- 6.1 Understand the processes and value streams of the Monitor, Support, and Fulfil practices
  - 6.1.1 Understand the role of the incident resolution service value stream in the organization's service value system
  - 6.1.2 Understand the role of the request fulfilment service value stream in the organization's service value system
  - 6.1.3 Know how the Monitor, Support, and Fulfil practices contribute to the incident resolution service value stream
  - 6.1.4 Know how the Monitor, Support, and Fulfil practices contribute to the request fulfilment service value stream
- 6.2 How information and technology support and enable the practices
  - 6.2.1 Understand what information is exchanged between the Monitor, Support, and Fulfil practices in the context of the incident resolution and request fulfilment service value streams
- 6.3 Recommendations for the Monitor, Support, and Fulfil practices success
  - 6.3.1 Understand the recommendations for the Monitor, Support, and Fulfil practices success and how they are supported by the ITIL guiding principles