

# ITIL® 4 Practice Manager: Monitor, Support and Fulfil (MSF)

## INCLUSIONS

**Exam voucher**

## LENGTH

**3 days**

## PRICE (Incl. GST)

**\$2695**

## ITIL AT LUMIFY WORK

Lumify Work is an Accredited Training Organization with Gold status for PeopleCert courses and certifications including ITIL. We are also a member of the IT Service Management Forum (itSMF) and most of our ITIL instructors have an Expert Level of ITIL Certification in addition to practical real-world implementation and consulting experience in ITIL.



## WHY STUDY THIS COURSE

This three-day training course in ITIL® 4 Monitor, Support and Fulfil (MSF) is focused on the five practices that support effective service management, and is structured and aligned around the ITIL framework. It 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 ITIL 4 MSF course is 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. The practices are also enriched with additional guidance on the capability model based on the ITIL 4 maturity model.

Included with this course are digital copies of the five official guidance publications:

- *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*

## Examination

This course pricing includes a voucher for the ITIL 4 Monitor, Support and Fulfil (MSF) Exam, which is an online proctored exam through PeopleCert. It is a 90-minute closed book exam consisting of 60 multiple choice questions, with a pass mark of 65% (39/60). Practice exam papers and questions are provided in the course, and reviewed to assist in preparation.

After passing the exam, each student's certificate will be made available to them via PeopleCert.

<https://www.lumifywork.com/en-au/courses/itil-4-specialist-monitor-support-and-fulfil-msf/>

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It is **highly recommended** that you spend some time each evening of this course reviewing and consolidating what you've learned, to be well prepared for the exam. It is also recommended to use the five official guidance publications for study and exam preparation but note they are not permitted to be used in the exam.



*My instructor was great being able to put scenarios into real world instances that related to my specific situation.*

*I was made to feel welcome from the moment I arrived and the ability to sit as a group outside the classroom to discuss our situations and our goals was extremely valuable.*

*I learnt a lot and felt it was important that my goals by attending this course were met.*

*Great job Lumify Work team.*

**AMANDA NICOL**  
IT SUPPORT SERVICES  
MANAGER - HEALTH WORLD  
LIMITED

## WHAT YOU'LL LEARN

This course 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, leading to improved efficiency
- › 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 practices by using the ITIL Maturity Model

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# ITIL® 4 Practice Manager: Monitor, Support and Fulfil (MSF)

## COURSE SUBJECTS

### Incident Management (INM) Practice

- 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
- Recommendations for the practice success

### Service Desk (SD) Practice

- 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
- Recommendations for the practice success

### Service Request Management (SRM) Practice

- 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

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## Lumify Work Customised Training

*We can also deliver and customise this training course for larger groups saving your organisation time, money and resources.*

*For more information, please contact us on [1 800 853 276](tel:1800853276).*

# ITIL® 4 Practice Manager: Monitor, Support and Fulfil (MSF)

- How the ITIL capability model can be used to develop the practice
- Recommendations for the practice success

## **Monitoring and Event Management (MEM) Practice**

- 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
- Recommendations for practice success

## **Problem Management (PRM) Practice**

- 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
- Recommendations for the practice success

## **Monitor, Support and Fulfil (MSF)**

- The processes and value streams of the MSF practices
- How information and technology support and enable the practices
- Recommendations for the MSF practices success

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## WHO IS THE COURSE FOR?

This course is intended for professionals who want to validate their skills and knowledge in the specific practice area(s) or are aiming to establish good cross-practice collaboration and effective service value streams.

## PREREQUISITES

To attend this course you must have achieved a pass in the [ITIL 4 Foundation](#) exam. Proof will need to be provided at the time of booking.

Note that to attain ITIL 4 Practice Manager certification, you will also need to hold the [ITIL 4 Specialist: Create Deliver and Support](#) certification.

The supply of this course by Lumify Work is governed by the booking terms and conditions. Please read the terms and conditions carefully before enrolling in this course, as enrolment in the course is conditional on acceptance of these terms and conditions.

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