

# ITIL® 4 Specialist: Monitor, Support and Fulfil

**Category:** IT Service Management | **Vendor:** PeopleCert

**Duration:** 24.00 hours (3 days)

**19.5 CPD Hours**

**Rating:** ★ 4.6 (5,878 reviews)

## Course Information

**Language:** English

**Delivery Format:** Instructor Led - Online

## Course Overview

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. As an ITIL® Accredited Training Organization of PeopleCert, all students attending this training will be provided with the exam voucher as a part of delivery. ITIL®, PRINCE2®, PRINCE2 Agile® and the Swirl logo are registered trademarks of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

## About This Course

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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, includes the exam voucher and 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. ITIL® is a registered trademark of PeopleCert Limited, used under permission of PeopleCert Limited. All rights reserved.

## Who Should Attend

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- 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 & Entry Requirements

### General Prerequisites:

Candidates must hold the ITIL®4 Foundation Certificate.



## Additional Course Details

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We partner with New Horizons a PeopleCert ATO for our ITIL® 4 Specialist: Monitor, Support and Fulfil training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITS Data Analytics course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

# Frequently Asked Questions

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## **Q: What delivery options are available for ITIL® 4 Specialist: Monitor, Support and Fulfil?**

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
  - Traditional Instructor-Led Classroom Training (ILT)
  - On-site delivery at your offices anywhere in United Kingdom
  - Private dedicated courses customized for your team
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## **Q: How many CPD hours does this course provide?**

The 3-day ITIL® 4 Specialist: Monitor, Support and Fulfil course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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## **Q: What is the duration of the ITIL® 4 Specialist: Monitor, Support and Fulfil training?**

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

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## **Q: Do you provide corporate training for ITIL® 4 Specialist: Monitor, Support and Fulfil?**

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Specialist: Monitor, Support and Fulfil. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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## Q: Why choose Nexus Human for ITIL® 4 Specialist: Monitor, Support and Fulfil?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

## Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Specialist: Monitor, Support and Fulfil training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

# Nexus Human

## Professional Training & Development

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