

ITIL® 4 SPECIALIST: MONITOR, SUPPORT AND FULFIL TRAINING AND CERTIFICATION

WHAT IS ITIL® 4 MSF?

The ITIL 4 Specialist: Monitor, Support and Fulfil is designed for IT professionals who want to promote effective service value streams and encourage cross-practice collaboration. This module covers five ITIL Management Practices, including:

- 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

Individuals who complete this training can demonstrate their understanding and application of these concepts at both strategic and operational levels, maximizing the value of these practices.

BENEFIT OF ITIL® 4 MSF

ITIL 4 Specialist: Monitor, Support and Fulfil enables professionals 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.



WHO SHOULD ATTEND?

- IT professionals responsible for managing IT service delivery
- IT service managers
- IT operations managers
- Service desk managers
- Incident managers
- Problem managers
- Service request managers
- Monitoring and event management professionals
- Those who want to improve cross-practice collaboration and establish effective service value streams in their organization Exam

LEARNING OBJECTIVES

- Ensure stakeholders understand the strategic and operational requirements to co-create value and achieve business goals
- Lintegrate 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 CONTENTS

1. INTRODUCTION

The purpose of this document is to outline:

- The learning outcomes of the ITIL 4 Monitor, Support, and Fulfil Practices qualification and the assessment criteria that a candidate is expected to meet for each learning outcome (with references to 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)
- The examination design, in terms of question types to be used, exam duration, and administrative considerations
- The weightings (number of questions) across learning areas and 'Bloom's level' (level of cognitive processing required to answer the question/task, according to Bloom's (revised) taxonomy). Sections labelled NE are non-examinable.

The target audience for this document is:
Candidates taking the ITIL 4 Monitor, Support and Fulfil Practices qualification.

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 CONTENTS

2. EXAM OVERVIEW

Material allowed	None	This is a 'closed book' exam. The ITIL 4 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.
Exam duration	90 minutes	Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.
Number of marks	60 marks	There are 60 questions, each worth 1 mark. There is no negative marking.
Provisional Pass mark	65%	You need to answer 39 questions correctly to pass the exam
Level of thinking	Bloom's levels 2 & 3	"Bloom's level" describes the type of thinking needed to answer the question. For Bloom's 2 questions, you need to show understanding of the concepts, methods and principles of the ITIL 4 Monitor, Support, and Fulfil Practices module. For Bloom's 3 questions, you need to demonstrate application of these concepts, methods and principles of the ITIL 4 Monitor, Support, and Fulfil Practices module.
Question types	Standard classic, Negative, & List	The questions are all 'multiple choice'. For the 'standard classic' questions, you have a question and four answer options. 'Negative' questions are 'standard' questions in which the stem is negatively worded. For the 'list' questions, there is a list of four statements and you have to select two correct statements from the list.



COURSE CONTENTS

3. QUESTION TYPES

Example 'standard' OTQ:
Which is a source of best practice?
a) Q
b) P
c) R
d) S

Example 'list' OTQ:
Which TWO statements about service asset and configuration management are CORRECT?
1. It does Q
2. It does P
3. It does R
4. It does S
a) 1 and 2
b) 2 and 3
c) 3 and 4
d) 1 and 4
NOTE: Two of the list items are correct. List style questions are never negative.

Example 'negative standard' OTQ:
Which is NOT a defined area of value?
a) Q
b) P
c) R
d) S
NOTE: Negative questions are only used as an exception, where part of the learning outcome is to know that something is not done or should not occur



COURSE CONTENTS

4. ITIL 4 MONITOR, SUPPORT, AND FULFIL PRACTICES SYLLABUS

The table below specifies the learning outcomes of the ITIL 4 Monitor, Support, and Fulfil Practices qualification, and the assessment criteria used to assess a candidate's achievement of these learning outcomes, subsequent to a course of study.

Note: Principal book references are in parentheses where each practice guide is referenced with an abbreviation where INM stands for Incident Management, SD: Service Desk, SRM: Service Request Management, MEM: Monitoring and Event Management, PRM: Problem Management. These refer to the section, but not the subsections within it. All tables that fall within the references of a particular assessment criterion/sub-criterion should be considered as within scope. Figures will be explicitly referenced.

The verb for each assessment criterion indicates the Bloom's level (BL): 'Describe'/'Explain', indicates Level 2 understanding/comprehension, and 'Know how to'/'Apply'/'Identify'/'Carry Out' indicates Level 3 application.

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
1. Incident Management (INM)	1.1 The key concepts of the practice	1.1.1 Explain the purpose of the practice (INM: 2.1)	2	12
		1.1.2 Describe the practice success factors (PSF) & key metrics of the practice (INM: 2.4 -2.4.3, 2.5)	2	
		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)	2	



COURSE CONTENTS

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	1.2 The processes of the practice	1.2.1 Describe inputs and outputs of the processes (INM: Tables 3.1, table 3.3)	2	12
		1.2.2 Describe the key activities of the processes (INM: table 3.2, table 3.4)	2	
		1.2.3 Know how to integrate the practice in the organization's value streams (INM: 3.2.3)	2	
	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)	2	



COURSE CONTENTS

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
		1.3.2 Know how to position the practice in the organizational structure [INM: 4.2 (including all subsections & tables)]	3	12
	1.4 How information and technology support and enable the practice	1.4.1 Explain the tools application (INM: table 5.1)	2	
		1.4.2 Apply the recommendations on automation	3	
	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)	2	
		1.5.2 Explain how partners and suppliers can support the practice (INM: 6)	2	
	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)	2	



COURSE CONTENTS

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	1.7 The recommendtions for the practice success	1.7.1 Understand the recommendations for incident management success and how they are support-ed by the ITIL guiding principles (INM: 8)	3	
2. Service Desk (SD)	2.1 The key concepts of the practice	2.1.1. Explain the pur-pose of the practice (SD: 2.1)	2	12
		2.1.2 Describe the practice success factors (PSF) & key metrics of the prac-tice [SD: 2.4 (including subsections), 2.5]	2	
		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	



COURSE CONTENTS

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	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	
		2.2.2 Describe the key activities of the processes (SD: table 3.2, table 3.4, table 3.6)	2	
		2.2.3 Know how to integrate the practice in the organization's value streams (SD: 3.2.3)	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	
		2.3.2 Know how to position the practice in the organizational structure (SD: 4.2.1, 4.2.2)	3	



COURSE CONTENTS

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	2.4 How information and technology support and enable the practice	2.4.1 Explain the tools application (SD: table 5.1)	2	
		2.4.2 Apply the recommendations on automation (SD: 5.2 – 5.2.1	3	
	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	
		2.5.2 Explain how partners and suppliers can support the practice (SD: 6)	3	
	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	
	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	



COURSE CONTENTS

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
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)	2	12
		3.1.2 Describe the PSFs & key metrics of the practice (SRM: 2.4 including subsections, 2.5 including subsections)	2	
		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)	2	
	3.2 The processes of the practice	3.2.1 Describe inputs and outputs of the processes (SRM: Tables 3.1, 3.3)	2	
		3.2.2 Describe the key activities of the processes (SRM: Tables 3.2, 3.4)	3	



COURSE CONTENTS

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
		3.2.3 Know how to integrate the practice in the organization's value streams (SRM: 3.2.4)	3	12
	3.4 How information and technology support and enable the practice	3.4.1 Explain the tools application (SRM table 5.1)	2	
		3.4.2 Apply the recommendations on automation (SRM: 5.2)	3	
	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)	2	
		3.5.2 Explain how partners and suppliers can support the practice (SRM: 6.2)	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)	2	



COURSE CONTENTS

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	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)	3	
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)	2	12
		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)	3	
	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)		



COURSE CONTENTS

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
		4.2.3 Know how to integrate the practice in the organization's value streams (MEM: 3.2.2)	3	
	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)	2	12
		4.3.2 Know how to position the practice in the organizational structure (MEM: 4.2)	3	
	4.4 How information and technology support and enable the practice	4.4.1 Explain the tools application (MEM: table 5.1)	2	
		4.4.2 Apply the recommendations on automation (MEM:5.2, 5.3)	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)	2	
		4.5.2 Explain how partners and suppliers can support the practice (MEM: 6)	2	



COURSE CONTENTS

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	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)	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)	3	12
5. Problem Management (PRM)	5.1 The key concepts of the practice	5.1.1. Explain the purpose of the practice (PRM: 2.1)	2	12
		5.1.2 Describe the practice success factors (PSF) & key metrics of the practice(PRM: 2.4 including subsections, 2.5)	2	
		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)		



COURSE CONTENTS

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	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)	2	
		5.2.2 Describe the key activities of the processes (PRM: Tables 3.3, 3.5, 3.7, 3.9)	2	
		5.2.3 Know how to integrate the practice in the organization's value streams (PRM: 3.2.2, 3.2.3 including subsections)	3	
	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)	2	
		5.3.2 Know how to position the practice in the organizational structure (PRM: 4.1, 4.2)	3	
	5.4 How information and technology support and enable the practice	5.4.1 Explain the tools application (PRM: table 5.1)	2	
		5.4.2 Apply the recommendations on automation (PRM: 5.2.1)	3	



COURSE CONTENTS

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	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)	2	
		5.5.2 Explain how partners and suppliers can support the practice (PRM: 6)	2	
	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)	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		
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		
		5.4.1 Explain the tools application (PRM: table 5.1)		
		5.4.2 Apply the recommendations on automation (PRM: 5.2.1)		



CERTIFICATION

ITIL® 4 MSF Certification Information:

- Exam Duration: 90 Minutes
- Electronic Devices Permitted: No
- Open Book: No
- Exam Format: Multiple Choices
- Exam Pass Mark: 39 out of 60 (65%)
- Number of Question: 60 Questions

PREREQUISITE

- ITIL® Foundation Certificate in IT Service Management OR ITIL® 4 Managing Professional Transition Certificate