

ITIL 5 Monitor, Support and Fulfill

Course code: ITIL5MSF

ITIL 5 Monitor, Support and Fulfill is a three-day course focused on five key ITIL practices for the operational delivery of IT services: Incident Management, Service Desk, Service Request Management, Monitoring and Event Management, and Problem Management. Participants gain an in-depth understanding of the processes, roles, and metrics of these practices and learn how to integrate them effectively into the organisation's value stream. The course is designed for IT specialists and service managers who want a structured, internationally recognised approach to IT service support and operations. Successful completion, together with the ITIL 5 Transformation module, paves the way to the ITIL 5 Practice Manager designation.

Target Audience

- IT specialists and operations managers responsible for the day-to-day running of IT services, incident resolution, and service request fulfilment.
- Service desk staff, incident specialists, and IT analysts who want to deepen their knowledge and acquire a structured approach to operational support.
- Process owners and IT service managers looking for a comprehensive framework for managing and optimising operational ITIL practices.
- IT professionals who want to extend their qualifications with a practice-focused certification in monitoring, support, and service fulfilment.
- Holders of ITIL Foundation (any version) who are building their path towards the ITIL 5 Practice Manager designation.

What You Will Learn

- Key Concepts of Five ITIL Practices: Understand the purpose and core concepts of Incident Management, Service Desk, Service Request Management, Monitoring and Event Management, and Problem Management, and how they interconnect within the value stream.
- Practice Success Factors (PSF) and Metrics: Learn to work with practice success factors and key metrics for evaluating the effectiveness and maturity of the MSF practices in achieving service excellence.
- Processes and Key Activities: Explore the processes of each practice and learn how to integrate them into the organisation's value stream to ensure seamless monitoring, robust support, and efficient fulfilment of IT services.
- Roles and Competencies: Understand the key roles within the MSF practices and learn how to position them effectively within the organisational structure, including developing the necessary competencies.
- Information, Technology, Partners, and Suppliers: Discover how technology and collaboration with external partners support and enable effective monitoring, support, and service fulfilment.
- ITIL Capability Model: Learn how capability criteria support practice development in alignment with industry best practices and organisational requirements.

Course Content

- Incident Management: Purpose, key concepts, processes, and activities for effectively managing and resolving incidents with minimal impact on IT services.
- Service Desk: The role of the service desk as the single point of contact for users, key activities, tools, and performance metrics.
- Service Request Management: Processes for handling service requests, including categorisation, prioritisation, and fulfilment in line with agreed service levels.
- Monitoring and Event Management: Methods for monitoring the IT environment, detecting and classifying events, and escalating them to related practices.
- Problem Management: Identifying and managing the root causes of incidents, managing known errors and workarounds, and applying both proactive and reactive approaches to problem resolution.
- Integration of Practices into the Value Stream: How to connect all five practices to ensure consistent and efficient IT service operations.

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ITIL 5 Monitor, Support and Fulfill

- Technology and Tools for MSF: Overview of tools and systems supporting monitoring, helpdesk operations, and problem management.

Practical Information

- Course duration: 3 days (classroom or online with a live instructor).
- Prerequisites: ITIL Foundation (any version) or ITIL 4 Managing Professional certificate. Completion of accredited training is required.
- Exam: Closed-book, online via PeopleCert, 90 minutes, 60 multiple-choice questions, passing score 65%.
- Language of instruction: English. Official study materials are in English.
- Certificate: PeopleCert ITIL 5 Specialist: Monitor, Support and Fulfill, internationally recognised, renewal every 3 years (60 CPD points).
- Accreditation: Course delivered by an Accredited Training Organisation (ATO) Agilist s.r.o. certified by PeopleCert.

Further Certifications

- ITIL 5 Monitor, Support and Fulfill is one of three specialist modules leading to the ITIL 5 Practice Manager designation. The other modules are ITIL 5 Plan, Implement and Control and ITIL 5 Collaborate, Assure and Improve, only one of the three is required to qualify.
- Successful completion of the ITIL 5 Transformation module is also required to be awarded the ITIL 5 Practice Manager designation.
- The ITIL 5 Practice Manager designation demonstrates advanced expertise in the operational management of ITIL practices and is a recognised proof of hands-on competence in IT service management.

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