# ITIL® 4 Specialist: Monitor, Support and Fulfil Training

Duration: **3 Day**

BİLGİNÇ IT Academy
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## Overview

**This {*training} is part of the ITIL Practice Manager pathway. For more detailed information on the ITIL Master Pathway, please navigate to the bottom of this page.**

A three-day course to prepare learners to successfully use the practices in their environment and to pass the associated examination.

The course consists of a mixture of instructor-based training and activities giving you a deeper look into the below 5 practices:

- Service desk
- Incident management
- Service request management
- Monitoring and event management
- Problem management

There is a 90 minute, multiple choice examination associated with this course. This exam is virtual and can be booked at a time of the learners choosing and will be invigilated virtually by PeopleCert.

The exam can be booked anytime after 3pm on the last day of the course.

**Bilginç IT Academy** is an officially **Accredited Training Organisation (ATO)** by **PeopleCert**, the global leader in professional certification and exam delivery.
As an authorized PeopleCert partner, we deliver accredited training and official certification exams for **ITIL®, PRINCE2®, DevOps, and other PeopleCert-certified programs**, ensuring our learners receive globally recognized credentials with the most up-to-date curriculum.

Visit our official PeopleCert partner page here:Bilginç IT Academy – PeopleCert Official Partner

**Important Information:**
This course is an official program accredited by PeopleCert and is offered**only together with the corresponding certification exam**. The course fee **includes the exam fee**.
Participants can take the certification exam online through PeopleCert's examination system and earn an internationally recognized certificate.
This practice is mandatory to ensure compliance with PeopleCert's quality standards and accreditation guidelines.

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## Prerequisites

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A valid **ITIL® 4 or ITIL® v3 Foundation certificate** is required to attend this course.

## Who Should Attend

- IT service desk personnel
- Incident and request management teams
- Monitoring and infrastructure specialists
- Problem management professionals
- Anyone looking to improve operational maturity of IT practices

## Outline

**Introduction – Service Value System & Capability Model**

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- Review of ITIL 4 Service Value System (SVS)
- Understanding how to assess maturity of processes and practices

**1. Service Desk**

- Key roles and responsibilities
- Incident logging, prioritization, and resolution
- Leveraging service desk tools and automation

**2. Incident Management**

- Restoring services as quickly as possible
- Techniques for incident categorization and escalation
- Driving efficiency through resolution patterns

**3. Service Request Management**

- Standardized processes for recurring requests
- Self-service, knowledge base, and approval workflows
- Enhancing user satisfaction with streamlined operations

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**4. Monitoring and Event Management**

- Real-time visibility into IT services
- Event correlation and alerting strategies
- Early warning systems for proactive problem resolution

**5. Problem Management**

- Identifying root causes and preventing recurrences
- Integrating with knowledge management and change control
- Continuous improvement through known error databases
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- Understanding how to assess maturity of processes and practices

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