ITIL 4 Practice Manager: Monitor, Support & Fulfil (MSF) Course

Overview

The **ITIL 4 Practice Manager (PM): Monitor, Support & Fulfil (MSF)** certification is designed for IT professionals focused on **service monitoring, support processes, and fulfilling IT service requests efficiently**. This module provides practical knowledge on how to implement **effective service operations, monitoring, and fulfillment strategies** in alignment with ITIL 4 best practices.

This course is part of the **ITIL 4 Practice Manager certification path**, equipping learners with skills to **optimize service operations, improve IT support functions, and ensure effective incident and request management**.

Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.

- **Self-Paced eLearning** – Flexible learning at your own pace.

- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers.

- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

Course Outline

Module 1: ITIL 4 Foundation Recap & Service Monitoring

- Understanding ITIL 4 practices and service operations.

- The role of **Monitor, Support & Fulfil (MSF)** in IT service management.

- Service performance and IT operational monitoring.

Module 2: ITIL 4 Practices for Service Support & Monitoring

- Service Level Agreement (SLA) management.

- Incident management best practices.

- Monitoring IT systems for proactive service support.

Module 3: Managing Service Requests & Fulfilment

- IT service request fulfillment workflows.

- Enhancing user experience through **automated service fulfillment**.

- Optimizing ITSM tools for service request management.

Module 4: Problem & Knowledge Management

- Identifying and managing **problem records**.

- Capturing and sharing knowledge through **knowledge management practices**.

- Improving IT service desk efficiency.

Module 5: ITIL 4 Practice Manager Exam Preparation

- Official ITIL 4 **sample papers and mock tests**.

- Exam-taking strategies & study techniques.

Learning Outcomes

After completing this course, candidates will:

- Understand how to **monitor, support, and fulfill IT services effectively**.

- Learn **best practices for incident resolution and service request management**.

- Gain expertise in **IT service monitoring, reporting, and fulfillment automation**.

- Be **fully prepared** for the **ITIL 4 Practice Manager MSF Certification Exam**.

Who Should Attend?

This course is ideal for:

- IT professionals responsible for **service monitoring, support, and request fulfillment**.

- IT service desk managers, support analysts, and operations teams.

- ITIL 4 Foundation certified professionals aiming to progress to **Practice Manager**.

- Individuals seeking expertise in **incident management, service fulfillment, and ITSM process optimization**.

Prerequisites

To take the **ITIL 4 MSF exam**, candidates must have:

- **ITIL 4 Foundation Certification**.

- Basic knowledge of **service support and IT operations management**.

Exam & Certification

ITIL 4 MSF Exam Details:

- **Exam Provider: PeopleCert** (Web-Proctored Exam)

- **Format:** Multiple Choice

- **Duration:** 90 Minutes

- **Number of Questions:** 40

- **Passing Score:** 70% (28/40 Correct Answers)

- **Retake Option:** Available via PeopleCert Exam Voucher

Certification Benefits:

- One of the **modules** required for the **ITIL 4 Practice Manager (PM) designation**.

- Enhances career opportunities in **IT service operations, service desk management, and support functions**.

- Recognized globally for **service monitoring, request fulfillment, and ITSM excellence**.

Frequently Asked Questions (FAQs)

1. How do I schedule my ITIL 4 MSF exam? After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.

2. Do I need prior ITIL knowledge? Yes, **ITIL 4 Foundation Certification** is a prerequisite for this course.

3. What study materials are included? You will receive:

- **Digital eBook**

- **Official ITIL 4 Sample Paper**

4. Do you offer corporate training? Yes! We provide **customized corporate training** tailored to your organization's needs.

Enroll Now & Get ITIL 4 Certified!

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Advance Your ITSM Career with ITIL 4 Practice Manager MSF Certification!