ITIL® 4 Specialist: Monitor, Support and Fulfill

Kód kurzu: H38CJS

This module covers 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 best practice guidance at both strategic and operational levels to maximize value from the practices. The ITIL 4 Monitor, Support, and Fulfill 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, and ITIL 4 Problem Management Practice publications.The exam is included in the price of the training.

Pro koho je kurz určen

- This course is for IT professionals who need to establish good cross-practice collaboration and effective service value streams.
- This course is also for candidates taking the ITIL 4 Monitor, Support and Fulfill Practices qualification.

Co Vás naučíme

- Define 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 practices in the organization's value streams
- Understand 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

Požadované vstupní znalosti

Prior to attending this course, participants should hold the ITIL® Foundation Certificate in IT Service Management.

If participants want to achieve the ITIL 4 Practice Manager designation, you will need to have completed 5 individual practices plus HU0C2S: ITIL Specialist: Create, Deliver and Support, or you will need to have completed this course plus HU0C2S: ITIL Specialist: Create, Deliver and Support.

Studijní materiály

Studijní materiál ITIL.

Osnova kurzu

Incident Management

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for practice success

Service Desk

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice

GOPAS Praha
Na Strži 2097/63
140 00 Praha 4 - Krč
Tel.: +420 226 201 390
info@gopas.cz

GOPAS Brno
Nové sady 996/25
602 00 Brno
Tel.: +420 530 513 590
info@gopas.cz

GOPAS Bratislava
Dr. Vladimíra Clementisa 10
Bratislava, 821 02
Tel.: +421 902 903 132
info@gopas.sk

Copyright © 2026 GOPAS, a.s.,
All rights reserved

- How the ITIL capability model can be used to develop the practice
- The recommendations for practice success

Service Request Management

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for practice success

Monitoring and Event Management (MEM)

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for practice success

Problem Management (PRM)

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for practice success

Monitor, Support, and Fulfill

- Understand the processes and value streams of the Monitor, Support, and Fulfill practices
- How information and technology support and enable practices
- Recommendations for Monitor, Support, and Fulfill practices success

The exam is included in the price of the training.

GOPAS Praha
Na Strži 2097/63
140 00 Praha 4 - Krč
Tel.: +420 226 201 390
info@gopas.cz

GOPAS Brno
Nové sady 996/25
602 00 Brno
Tel.: +420 530 513 590
info@gopas.cz

GOPAS Bratislava
Dr. Vladimíra Clementisa 10
Bratislava, 821 02
Tel.: +421 902 903 132
info@gopas.sk

Copyright © 2026 GOPAS, a.s.,
All rights reserved