ITIL Monitor, Support and Fulfil (Version 5) (ITIL5MSF)

ID ITIL5MSF **Price** CHF 3,400.—(excl. VAT) **Duration** 3 days

Who should attend

- Service management and delivery roles (e.g., IT Manager Operations, IT Service Manager)
- Service delivery specialists (e.g., IT Specialist: Operations)
- Process leads (e.g., Incident Management, Problem Management)

Prerequisites

- ITIL 4 Foundation
- Accredited training or Official eLearning

Course Objectives

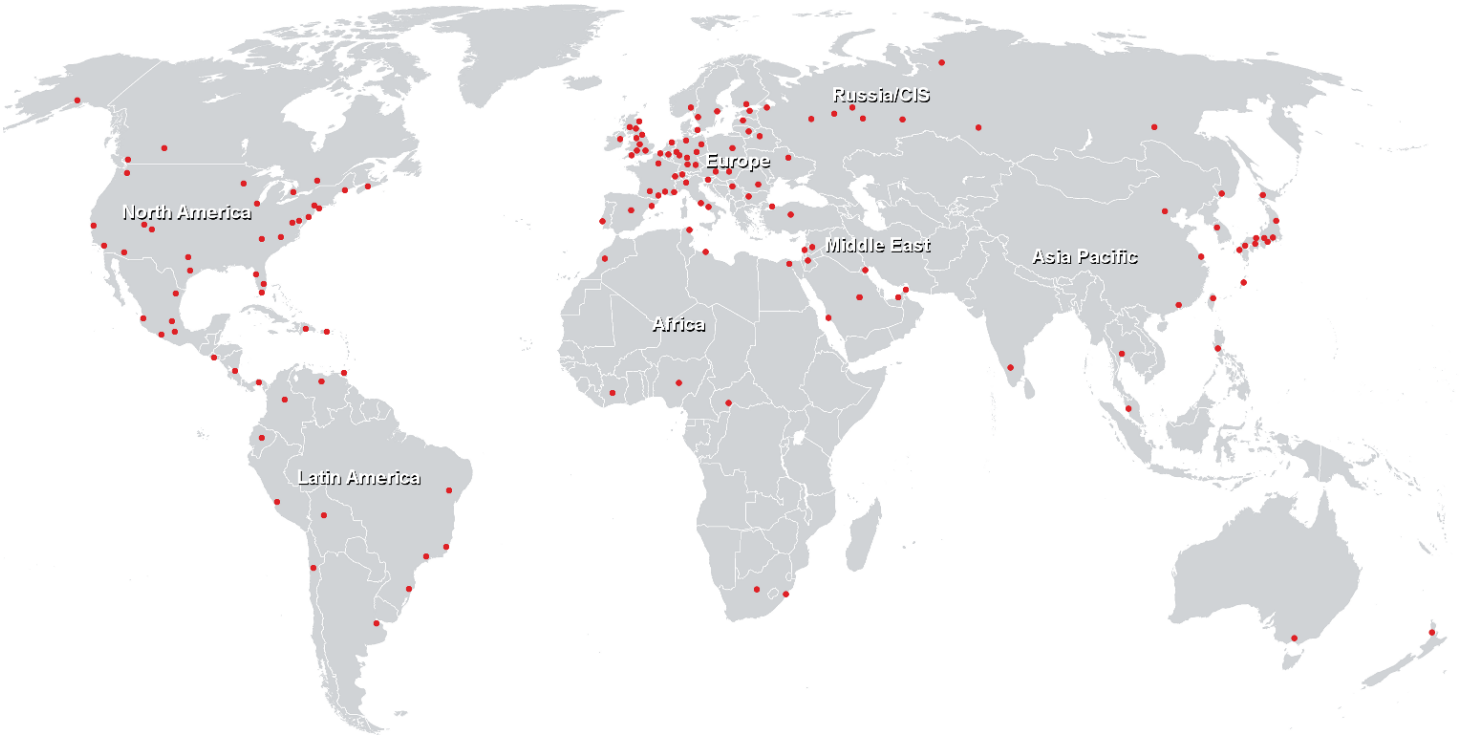
Enhances operational performance across core service management practices Supports consistent delivery of customer expectations and business value Aligns strategic objectives with tactical and operational execution to support overall business success

Course Content

This module provides candidates with an understanding of the key concepts, principles, value, and challenges of five ITIL management practices: Incident Management, Service Desk, Service Request Management, Monitoring and Event Management, and Problem Management. It provides best-practice guidance at both strategic and operational levels to help organizations maximise value from these practices.

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Training Centres worldwide





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