

# ITIL® 4 Specialist Monitor, Support and Fulfill (MSF)

**Price:** 2925

**Duration:** 3 days

**Delivery Methods:** Virtual

## Overview

This course is ideal for IT professionals responsible for delivering, supporting, and improving IT services. It is especially relevant for service desk managers, support team leads, technical analysts, incident and problem managers, and those involved in request fulfillment and monitoring activities. The MSF course is also designed for learners on the ITIL 4 Practice Manager certification path, offering practical guidance for implementing and optimizing critical ITIL practices in real-world environments.

## Prerequisites:

Complete pre-class reading assignment

- Attend accredited training course (mandatory)

## Learning Objectives:

- Define the key concepts, principles, value and challenges of ITIL 4's five management practices; Incident, Service Desk, Problem, Service Request and Monitoring and Event Management
- Ensure stakeholders understand the strategic and operational requirements to co-create value and achieve business goals
- Integrate the practices in the organization's value streams
- Understand the 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

## Course Schedule

Date	Time	Price	Options
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## Why Professionals Choose TOPTALENT?

### Dedicated Texas-Based Support

Get assistance every step of the way from our **Texas-based team**, ensuring your training experience is hassle-free and aligned with your goals.

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### 95% Client Approval Rating

Trusted by professionals nationwide our 95% approval rating reflects consistent quality, measurable impact and exceptional service.

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For questions

call:

[\*\*\(469\) 721-6100\*\*](tel:(469)721-6100)

Email:

[info@toptalentlearning.com](mailto:info@toptalentlearning.com)

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## **FAQ**

### **What if I have to reschedule my class due to conflict?**

Ten (10) business days' notice is required to reschedule a class with no additional fees. Notify TOPTALENT LEARNING as soon as possible at 469-721-6100 or by written notification to [info@toptalentlearning.com](mailto:info@toptalentlearning.com) to avoid rescheduling penalties.

### **How do I enroll for this class?**

Please contact our team at 469-721-6100; we will gladly guide you through the online purchasing process.

### **What happens once I purchase a class?**

You will receive a receipt and an enrollment confirmation sent to the email you submitted at purchase. Your enrollment email will have instructions on how to access the class. Any additional questions our team is here to support you. Please call us at 469-721-6100.

### **What is your late policy?**

If a student is 15 minutes late, they risk losing their seat to a standby student. If a student is 30 minutes late or more, they will need to reschedule. A no-show fee will apply. Retakes are enrolled on a stand-by basis. The student must supply previously issued courseware. Additional fees may apply.

### **What happens when I finish my class?**

You will receive a 'Certificate of Completion' once you complete the class. If you purchased an exam voucher for the class, a team member from TOPTALENT LEARNING will reach out to discuss your readiness for the voucher and make arrangements to send it.