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ITIL Specialist Certification Training: Monitor, Support, Fulfil

3 days (21 hours)

Overview

The ITIL Specialist: Monitor, Support, Fulfil certification teaches you how to manage monitoring, support, and request fulfillment to improve service quality. It applies directly to ITSM environments (Service Desk, NOC, product teams) and value-driven organizations.

This training aims to operationalize ITIL 4 practices related to service monitoring, incident handling, and request management by aligning activities with SLAs, user experience, and continuity. You will clarify roles, workflows, and metrics to reduce resolution times and ensure reliable delivery.

The approach is resolutely practical: workflow mapping workshops, case studies, mini-demos of ITSM tools, and exam preparation exercises. You'll leave with reusable deliverables: triage checklists, runbook templates, a RACI matrix, and a KPI dashboard.

Objectives

- Structure a service-oriented monitoring and alerting system.
- Optimize support (triage, escalation, communication) to reduce MTTR.
- Implement a standardized and measurable fulfillment process.
- Define KPIs and drive continuous improvement.
- Effectively prepare for the ITIL Specialist MSF exam.

Target Audience

- Service Desk analysts and managers / Level 1–3 support staff
- ITSM managers, process owners, and operations managers
- Monitoring / SRE / Operations Engineers

- Project managers or IT service managers

Prerequisites

- Knowledge of ITIL 4 Foundation fundamentals
- Basic understanding of SLAs, prioritization, incident management, and service requests
- Understanding of IT roles (run, build, ops) and the value chain
- Practical experience in support or operations (recommended)

Technical prerequisites

- Modern browser (Chrome/Firefox/Edge) and PDF reader
- Access to an ITSM tool or provided sandbox (or internal equivalent)

Our ITIL Specialist Certification Training Program: Monitor, Support, Fulfil

[Day 1 - Morning]

Positioning of MSF and ITIL 4 principles applied to support

- ITIL 4 review: SVS, value stream, and key practices related to MSF
- Objectives of the Monitor, Support, Fulfil module and exam expectations
- Defining value: utility, assurance, user experience, and outcomes
- Identifying roles and responsibilities: service desk, Level 1/2/3 support, owners
- Hands-on workshop: mapping a user request from start to finish (value, stakeholders, checkpoints).

[Day 1 - Afternoon]

Design an operational model for support and fulfillment

- Define the service catalog and contact channels (portal, chat, phone)
- Implement SLAs/OLAs: targets, prioritization, escalations, and business hours
- Structure the knowledge base: KCS, articles, lifecycle, and quality
- Measure effectiveness: volumes, response times, CSAT, first-contact resolution rate
- Hands-on workshop: define a mini-catalog (5 items) with SLAs, eligibility criteria, and workflow.

[Day 2 - Morning]

Monitoring & Event Management: detect, qualify, act

- Distinguish between events, alerts, incidents, and problems; impacts on handling
- Designing a monitoring strategy: scope, thresholds, noise vs. signal
- Categorize and correlate: deduplication, enrichment, routing rules
- Automating the response: runbooks, auto-remediation, targeted notifications
- Hands-on workshop: building an “event?action” matrix (priority, assignment, escalation, communication).

[Day 2 - Afternoon]

Incident Management & Service Desk: Rapidly restoring service

- Incident lifecycle: logging, categorization, prioritization, resolution, closure
- Major incident management: war room, roles, communication, and timeline
- Functional vs. hierarchical escalations; criteria and deadlines
- Post-incident: review, improvement actions, links to problem management
- Hands-on workshop: simulating a major incident (timeline, messages to stakeholders, escalation decision).

[Day 3 - Morning]

Service Request Management & Fulfilment: Standardizing and Accelerating

- Distinguishing between service requests and incidents; qualification criteria
- Designing fulfillment workflows: approvals, checks, traceability
- Automation via portal: forms, rules, orchestration, and integrations
- Access management: security principles, segregation of duties, audits
- Hands-on workshop: modeling a “account creation + permissions” workflow (steps, validations, evidence).

[Day 3 - Afternoon]

Continuous improvement, MSF metrics, and exam preparation

- Defining actionable KPIs: MTTA/MTTR, backlog, automation rate, KB quality
- Implementing reviews: operational, quality, trends, and capacity
- Continuous improvement: log, prioritization, experimentation, and adoption
- Exam strategy: question types, common pitfalls, time management
- Hands-on workshop: mini practice exam (MCQ) + detailed feedback and personalized study plan.

Target companies

This training is designed for both individuals and businesses, large and small,

wishing to train their teams in new advanced IT technology or to acquire specific professional knowledge or modern methods.

Placement at the start of the training

The pre-training assessment complies with Qualiopi quality standards. Upon final registration, the learner receives a self-assessment questionnaire that allows us to evaluate their estimated proficiency in various types of technologies, as well as their expectations and personal goals for the upcoming training, within the limits imposed by the selected format. This questionnaire also allows us to anticipate certain connection or internal security issues within the company (intra-company or virtual classroom) that could pose challenges for monitoring and ensuring the smooth running of the training session.

Teaching Methods

Practical Course: 60% Practical, 40% Theory. Training materials distributed in digital format to all participants.

Organization

The course alternates between theoretical input from the trainer, supported by examples and reflection sessions, and group work.

Assessment

At the end of the session, a multiple-choice questionnaire is used to verify that the skills have been properly acquired.

Certification

A certificate will be issued to each trainee who has completed the entire training program.