



Information Technology

ITIL 4 Specialist: Monitor, Support and Fulfil Training and Certification

Course Introduction

This training course is designed to provide participants with 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.

This course will explore the best practice guidance at both strategic and operational levels of maximizing value from the Practices.

Target Audience

- Install and upgrade server-class hardware.
- Install and configure server NOS and applications software.
- Configure RAID arrays.
- Use management and monitoring tools.
- Create disaster recovery plans.
- Troubleshoot hardware, storage, networking, and software issues.

Learning Objectives

- Define the 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 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 Outline

- **Day 01**

- Incident Management (INM)**

- 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
 - The recommendations for the practice success

- **Day 02**

- Service Desk (SD)**

- 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 the practice success

- **Day 03**

- Service Request Management (SRM)**

- 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 the practice success

• Day 04

Monitoring and Event Management (MEM)

- The key concepts of the practice
- The processes of the practice
- The roles and competences 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

• Day 05

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 the practice success

Confirmed Sessions

| FROM | TO | DURATION | FEES | LOCATION |
|---------------|---------------|----------|------------|--------------|
| Nov. 16, 2025 | Nov. 20, 2025 | 5 days | 4250.00 \$ | KSA - Riyadh |

| FROM | TO | DURATION | FEES | LOCATION |
|----------------|----------------|----------|------------|-------------------------|
| April 21, 2025 | April 25, 2025 | 5 days | 4950.00 \$ | Netherlands - Amsterdam |
| July 14, 2025 | July 18, 2025 | 5 days | 4250.00 \$ | UAE - Dubai |