ITIL®
THE LANGUAGE OF GROWTH

PeopleCert

Module At-a-Glance

ITIL Monitor, Support and Fulfil (Version 5)

Module Name

ITIL Monitor, Support and Fulfil (Version 5)

Module in One Sentence

A combined module covering the core concepts and application of five ITIL management practices: Incident Management, Service Desk, Service Request Management, Monitoring and Event Management, and Problem Management.

Core Themes

- Understanding and application of the concepts from five ITIL management practices: Incident Management, Service Desk, Service Request Management, Monitoring and Event Management, and Problem Management
- Practice success factors
- The ITIL Four Dimensions
- The ITIL Capability Model

Target Job Roles

- 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)

Benefits

- 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

Key Marketing Messages

- Brings core operational ITIL practices together into a single, practical module
- Supports reliable, responsive service operations across monitoring, support, and fulfilment activities
- Ideal for organizations looking to strengthen operational maturity while maintaining alignment with business goals

Content Summary

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.

Assessment Summary

- Multiple Choice
- Closed Book
- 90 minutes, 60 questions
- Pass mark (65%)

Learning coverage

- Incident Management
- Service Desk
- Service Request Management
- Monitoring and Event Management
- Problem Management
- Monitor, Support and Fulfil

Prerequisites

- ITIL 4 Foundation
- Accredited training or Official eLearning

Recommended training duration

2-3 days

Have questions?
Contact your PeopleCert Business Development Manager for launch support and partner resources.

© PeopleCert | ITIL® is a registered trademark. Content is subject to change.