

ITIL® 4

ITIL 4 Practices:

**Monitor, Support and Fulfil
Syllabus**

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1 Introduction

The purpose of this document is to outline:

- the learning outcomes of the ITIL 4 Monitor, Support, and Fulfil Practices qualification and the assessment criteria that a candidate is expected to meet for each learning outcome (with references to the ITIL 4 Incident Management Practice, ITIL 4 Service Desk Practice, ITIL 4 Service Request Management Practice, ITIL 4 Monitoring and Event Management Practice, ITIL 4 Problem Management Practice publications)
- the examination design, in terms of question types to be used, exam duration, and administrative considerations
- the weightings (number of questions) across learning areas and ‘Bloom’s level’ (level of cognitive processing required to answer the question/task, according to Bloom’s (revised) taxonomy). Sections labelled NE are non-examinable.

The target audience for this document is:

Candidates taking the ITIL 4 Monitor, Support and Fulfil Practices qualification.

This module compiles for the candidates the understanding of 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. It is intended to provide candidates with best practice guidance at both strategic and operational levels of maximizing value from the Practices.

The ITIL 4 Monitor, Support, and Fulfil Practices module is structured and aligned around the ITIL framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL 4 Incident Management Practice, ITIL 4 Service Desk Practice, ITIL 4 Service Request Management Practice, ITIL 4 Monitoring and Event Management Practice, ITIL 4 Problem Management Practice publications.

2 Exam Overview

Material allowed	None	This is a 'closed book' exam. The ITIL 4 Incident Management Practice, ITIL 4 Service Desk Practice, ITIL 4 Service Request Management Practice, ITIL 4 Monitoring and Event Management Practice, ITIL 4 Problem Management Practice publications should be used for study but is NOT permitted to be used in the exam.
Exam duration	90 minutes	Candidates taking the exam in a language that is not their native or working language may be awarded 25% extra time, i.e. 113 minutes in total.
Number of marks	60 marks	There are 60 questions, each worth 1 mark. There is no negative marking.
Provisional Pass mark	65%	You need to answer 39 questions correctly to pass the exam
Level of thinking	Bloom's levels 2 & 3	"Bloom's level" describes the type of thinking needed to answer the question. For Bloom's 2 questions, you need to show understanding of the concepts, methods and principles of the ITIL 4 Monitor, Support, and Fulfil Practices module. For Bloom's 3 questions, you need to demonstrate application of these concepts, methods and principles of the ITIL 4 Monitor, Support, and Fulfil Practices module.
Question types	Standard classic, Negative, & List	The questions are all 'multiple choice'. For the 'standard classic' questions, you have a question and four answer options. 'Negative' questions are 'standard' questions in which the stem is negatively worded. For the 'list' questions, there is a list of four statements and you have to select two correct statements from the list.

3 Question Types

Example 'standard' OTQ:

Which is a source of best practice?

- a) Q
- b) P
- c) R
- d) S

Example 'negative standard' OTQ:

Which is NOT a defined area of value?

- a) Q
- b) P
- c) R
- d) S

NOTE: Negative questions are only used as an exception, where part of the learning outcome is to know that something is not done or should not occur.

Example 'list' OTQ:

Which TWO statements about service asset and configuration management are CORRECT?

- 1. It does Q
- 2. It does P
- 3. It does R
- 4. It does S

- a) 1 and 2
- b) 2 and 3
- c) 3 and 4
- d) 1 and 4

NOTE: Two of the list items are correct. List style questions are never negative.

4 ITIL 4 MONITOR, SUPPORT, AND FULFIL PRACTICES SYLLABUS

The table below specifies the learning outcomes of the ITIL 4 Monitor, Support, and Fulfil Practices qualification, and the assessment criteria used to assess a candidate's achievement of these learning outcomes, subsequent to a course of study.

Note: Principal book references are in parentheses where each practice guide is referenced with an abbreviation where INM stands for Incident Management, SD: Service Desk, SRM: Service Request Management, MEM: Monitoring and Event Management, PRM: Problem Management. These refer to the section, but not the subsections within it. All tables that fall within the references of a particular assessment criterion/sub-criterion should be considered as within scope. Figures will be explicitly referenced.

The verb for each assessment criterion indicates the Bloom's level (BL): 'Describe'/'Explain', indicates Level 2 understanding/comprehension, and 'Know how to'/'Apply'/'Identify'/'Carry Out' indicates Level 3 application.

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
1. Incident Management (INM)	1.1 The key concepts of the practice	1.1.1 Explain the purpose of the practice (INM: 2.1)	2	12
		1.1.2 Describe the practice success factors (PSF) & key metrics of the practice (INM: 2.4 -2.4.3, 2.5)	2	
		1.1.3. Explain the key terms/concepts: a) incident b) incident model c) major incident d) workaround e) technical debt f) task priority g) prioritization (INM: 2.2, 2.4.2-2.4.2.1)	2	
	1.2 The processes of the practice	1.2.1 Describe inputs and outputs of the processes (INM: Tables 3.1, table 3.3)	2	
		1.2.2 Describe the key activities of the processes (INM: table 3.2, table 3.4)	2	
		1.2.3 Know how to integrate the practice in the organization's value streams (INM: 3.2.3)	3	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	1.3 The roles and competences of the practice	1.3.1 Describe the responsibilities of the key roles of the practice: a) Incident manager b) Other roles involved in Incident management (INM: 4.1.1, 4.1.2, table 4.2)	2	
		1.3.2 Know how to position the practice in the organizational structure [INM: 4.2 (including all subsections & tables)]	3	
	1.4 How information and technology support and enable the practice	1.4.1 Explain the tools application (INM: table 5.1)	2	
		1.4.2 Apply the recommendations on automation (INM: 5.2)	3	
	1.5 The role of partners and suppliers in the practice	1.5.1 Explain the dependencies of the practice on third parties (INM: 6)	2	
		1.5.2 Explain how partners and suppliers can support the practice (INM: 6)	2	
	1.6 How the ITIL capability model can be used to develop the practice	1.6.1 Explain how capability criteria support the practice capability development (INM: 7.1, 7.3)	2	
	1.7 The recommendations for the practice success	1.7.1 Understand the recommendations for incident management success and how they are supported by the ITIL guiding principles (INM: 8)	3	
2. Service Desk (SD)	2.1 The key concepts of the practice	2.1.1. Explain the purpose of the practice (SD: 2.1)	2	12
		2.1.2 Describe the practice success factors (PSF) & key metrics of the practice [SD: 2.4 (including subsections), 2.5]	2	
		2.1.3. Explain the key terms/concepts:	2	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
		a) Communication channels characteristics (SD: 2.2.1, table 2.2) b) Omnichannel communications (SD: 2.2.1) c) Service empathy (SD: 2.2.2) d) Moment of truth (SD: 2.2.3) (SD: 2.2 – 2.2.3)		
	2.2 The processes of the practice	2.2.1 Describe inputs and outputs of the processes (SD: table 3.1, table 3.3, table 3.5)	2	
		2.2.2 Describe the key activities of the processes (SD: table 3.2, table 3.4, table 3.6)	2	
		2.2.3 Know how to integrate the practice in the organization's value streams (SD: 3.2.3)	3	
	2.3 The roles and competences of the practice	2.3.1 Describe the responsibilities of the key roles of the practice [SD: 4.1 – 4.1.1 (including tables)]	2	
		2.3.2 Know how to position the practice in the organizational structure (SD: 4.2.1, 4.2.2)	3	
	2.4 How information and technology support and enable the practice	2.4.1 Explain the tools application (SD: table 5.1)	2	
		2.4.2 Apply the recommendations on automation (SD: 5.2 – 5.2.1)	3	
	2.5 The role of partners and suppliers in the practice	2.5.1 Explain the dependencies of the practice on third parties (SD: 6)	2	
		2.5.2 Explain how partners and suppliers can support the practice (SD: 6)	2	
	2.6 How the ITIL capability model can be used to develop the practice	2.6.1 Explain how capability criteria support the practice capability development (SD: 7.1, 7.3)	2	
	2.7 The recommendations	2.7.1 Understand the recommendations for the	3	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	for the practice success	service desk practice success and how they are supported by the ITIL guiding principles (SD: 8, table8.1)		
3. Service Request Management (SRM)	3.1 The key concepts of the practice	3.1.1. Explain the purpose of the practice (SRM: 2.1)	2	12
		3.1.2 Describe the PSFs & key metrics of the practice (SRM: 2.4 including subsections, 2.5 including subsections)	2	
	3.2 The processes of the practice	3.1.3. Explain the key terms/concepts: a) Service request and its main characteristics b) Service request model c) Request catalogue (SRM: 2.1 including subsections, 2.2 including subsections)	2	
		3.2.1 Describe inputs and outputs of the processes (SRM: Tables 3.1, 3.3)	2	
		3.2.2 Describe the key activities of the processes (SRM: Tables 3.2, 3.4)	2	
		3.2.3 Know how to integrate the practice in the organization's value streams (SRM: 3.2.4)	3	
		3.3 The roles and competences of the practice	3.3.1 Describe the responsibilities of the key roles of the practice (SRM: 4.1)	
	3.4 How information and technology support and enable the practice	3.3.2 Know how to position the practice in the organizational structure (SRM:4.2)	3	
		3.4.1 Explain the tools application (SRM table 5.1)	2	
	3.5 The role of partners and	3.4.2 Apply the recommendations on automation (SRM: 5.2)	3	
		3.5.1 Explain the dependencies of the practice on third parties (SRM: 6.1)	2	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
	suppliers in the practice			
		3.5.2 Explain how partners and suppliers can support the practice (SRM: 6.2)	2	
	3.6 How the ITIL capability model can be used to develop the practice	3.6.1 Explain how capability criteria support the practice capability development (SRM: 7.1, 7.3)	2	
	3.7 The recommendations for the practice success	3.7.1 Understand the recommendations for service request management success and how they are supported by the ITIL guiding principles (SRM: 8)	3	
4. Monitoring and Event Management (MEM)	4.1 The key concepts of the practice	4.1.1. Explain the purpose of the practice (MEM: 2.1)	2	12
		4.1.2 Describe the practice success factors (PSF) & key metrics of the practice (MEM: 2.4 including subsections, 2.5)	2	
		4.1.3. Explain the key terms/concepts: a) Event b) Monitoring c) Types of monitoring d) Metric e) Threshold f) Alert g) Informational, Warning, and Exception events (MEM: 2.2, Figure 2.1, table 2.1)	2	
	4.2 The processes of the practice	4.2.1 Describe inputs and outputs of the processes (MEM: Tables 3.1, 3.3, 3.5)	2	
		4.2.2 Describe the key activities of the processes (MEM: Tables 3.2, 3.4, 3.6)	2	
		4.2.3 Know how to integrate the practice in the organization's value streams (MEM: 3.2.2)	3	
	4.3 The roles and competences of the practice	4.3.1 Describe the responsibilities of the key roles of the practice (MEM: 4.1)	2	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
		4.3.2 Know how to position the practice in the organizational structure (MEM: 4.2)	3	
	4.4 How information and technology support and enable the practice	4.4.1 Explain the tools application (MEM: table 5.1)	2	
		4.4.2 Apply the recommendations on automation (MEM:5.2, 5.3)	3	
	4.5 The role of partners and suppliers in the practice	4.5.1 Explain the dependencies of the practice on third parties (MEM: 6)	2	
		4.5.2 Explain how partners and suppliers can support the practice (MEM: 6)	2	
	4.6 How the ITIL capability model can be used to develop the practice	4.6.1 Explain how capability criteria support the practice capability development (MEM: 7.1, 7.3, Figure 7.2, table 7.2)	2	
	4.7 The recommendations for practice success	4.7.1 Understand the recommendations for monitoring and event management success and how they are supported by the ITIL guiding principles (MEM: 8, table 8.1)	3	
5. Problem Management (PRM)	5.1 The key concepts of the practice	5.1.1. Explain the purpose of the practice (PRM: 2.1)	2	12
		5.1.2 Describe the practice success factors (PSF) & key metrics of the practice (PRM: 2.4 including subsections, 2.5)	2	
		5.1.3. Explain the key terms/concepts: a) Problem b) Known error c) Problem prioritization d) Reactive and proactive problem management e) Workaround f) Technical debt g) Problem model	2	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
		(PRM: 2.2, 2.2.1-2.2.4)		
	5.2 The processes of the practice	5.2.1 Describe inputs and outputs of the processes (PRM: Tables 3.1, 3.4, 3.6, 3.8)	2	
		5.2.2 Describe the key activities of the processes (PRM: Tables 3.3, 3.5, 3.7, 3.9)	2	
		5.2.3 Know how to integrate the practice in the organization's value streams (PRM: 3.2.2, 3.2.3 including subsections)	3	
	5.3 The roles and competences of the practice	5.3.1 Describe the responsibilities of the key roles of the practice: a) Problem manager b) Problem coordinator (PRM: 4.1.1, 4.1.2)	2	
		5.3.2 Know how to position the practice in the organizational structure (PRM: 4.1, 4.2)	3	
	5.4 How information and technology support and enable the practice	5.4.1 Explain the tools application (PRM: table 5.1)	2	
		5.4.2 Apply the recommendations on automation (PRM: 5.2.1)	3	
	5.5 The role of partners and suppliers in the practice	5.5.1 Explain the dependencies of the practice on third parties (PRM: 6)	2	
		5.5.2 Explain how partners and suppliers can support the practice (PRM: 6)	2	
	5.6 How the ITIL capability model can be used to develop the practice	5.6.1 Explain how capability criteria support the practice capability development (PRM: 7.1, 7.3, table 7.2)	2	
	5.7 The recommendations for the practice success	5.7.1 Understand the recommendations for problem management success and how they are supported by the ITIL guiding principles	3	

Learning Area	Learning Outcome	Assessment Criteria	Bloom's Level	Marks
		(PRM: 8.1 – 8.4)		
6 Monitor, Support, and Fulfil	6.1 Understand the processes and value streams of the Monitor, Support, and Fulfil practices	6.1.1 Understand the role of the incident resolution service value stream in the organization's service value system		NE*
		6.1.2 Understand the role of the request fulfilment service value stream in the organization's service value system		
		6.1.3 Know how the Monitor, Support, and Fulfil practices contribute to the incident resolution service value stream		
		6.1.4 Know how the Monitor, Support, and Fulfil practices contribute to the request fulfilment service value stream		
	6.2 How information and technology support and enable the practices	6.2.1 Understand what information is exchanged between the Monitor, Support, and Fulfil practices in the context of the incident resolution and request fulfilment service value streams		
	6.3 Recommendations for the Monitor, Support, and Fulfil practices success	6.3.1 Understand the recommendations for the Monitor, Support, and Fulfil practices success and how they are supported by the ITIL guiding principles		

*Non-Examinable

