



ITIL 4 PRACTITIONER: MONITORING AND EVENT MANAGEMENT

This module provides guidance on how to systematically observe services and service components, and record, report and respond to selected changes of state identified as events.

The ITIL 4 Practitioner: Monitoring and Event Management practice module is for IT professionals who want to prove and validate their skills in this practice area.



ITL-MEM
COURSE CODE



1 Day
COURSE DURATION



English | Arabic
COURSE LANGUAGE

Learning Objectives

At the end of this course, attendees will have an understanding of the following:

- Improve IT service availability
- Proactive or early detection of incidents and problems
- Understand service health
- Boost availability and performance reporting
- Reduce cost of outages and a reduction in 'firefighting'-style approaches to incidents
- Raise visibility of and manage dependencies that impact service value stream performance
- Measure, assess and develop the Monitoring and Event Management practice capability in your organisation by using the ITIL Maturity Model

Qualification Overview

Duration	1 day	8 training hours	Timing Flexible
Audience	<ul style="list-style-type: none"> Individuals continuing their journey in service management ITSM Managers and aspiring ITSM Managers IT managers and practitioners involved in digital services or working in digital transformation projects, working within or towards high velocity environments Existing ITIL qualification holders wishing to update their knowledge. 		
Certification	ITIL 4 Practitioner: Monitoring and Event Management		
Exam Structure	20 Multiple Choice Questions	30 minutes	Pass Score 13/20 or 65%
Pre-requisites	<ul style="list-style-type: none"> ITIL® Foundation Certificate in IT Service Management Training through an Accredited Training Organisation 		

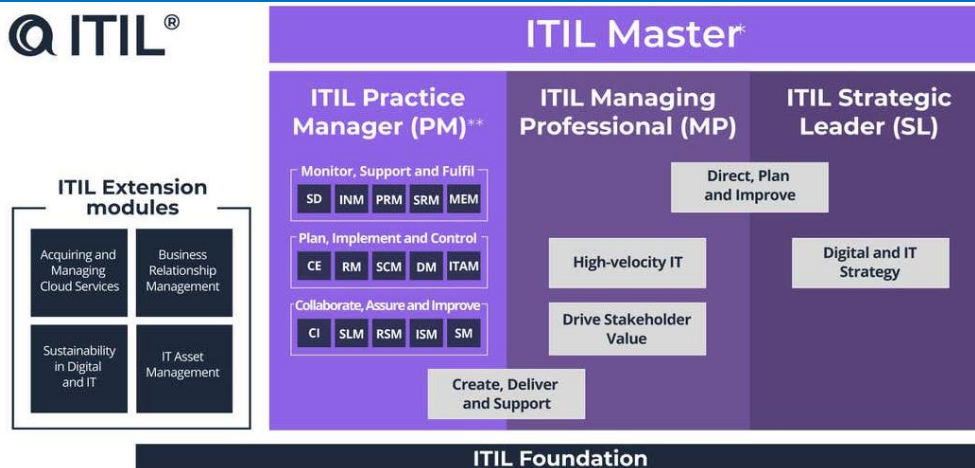
Program Outline

ITILMEM01	Value Streams and Processes
ITILMEM02	Organizations and People
ITILMEM03	Information and Technology
ITILMEM04	Partners and Suppliers
ITILMEM05	Capability Development

Notes:

- Exam vouchers and the ITIL 4 Core Book are included in the course fees.

Certification Scheme



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