

## ITIL® 4 Practitioner: Monitoring and Event Management - Including Exam

**Duración:** 1 Día    **Código del Curso:** ITIL4P-MSF-MEM    **Método de Impartición:** Curso Remoto (Virtual)

### Temario:

This 1-day ITIL® 4 Practitioner: Monitoring and Event Management module focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the Monitoring and Event Management Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels 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 Monitoring and Event Management Practice 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 Monitoring and Event Management Practice publication.

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### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### Dirigido a:

This practice module is for IT professionals who want to prove and validate their skills in this specific practice area.

### Objetivos:

- Understand the key concepts of the practice.
- Understand the processes of the practice.
- Understand the roles and competences of the practice.
- Understand how information and technology support and enable the practice.
- Understand the role of partners and suppliers in the practice.
- Understand how the ITIL capability model can be used to develop the practice.
- Understand how the ITIL guiding principles support the practice.
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### Prerequisitos:

The candidate must have passed the ITIL 4 Foundation examination.

- ILFN4 - ITIL® 4 Foundation + examen

### Exámenes y certificación

The ITIL 4 Practitioner: Monitoring and Event Management examination will comprise of:

**Duration:** 30 Minutes

**Closed Book:** Yes

**Format:** 20 Questions With 1 Mark Each. No Negative Marking.

**Question Type:** Standard Classic, Negative, & List

**Bloom's Level's:** 2 & 3

**Pass Mark:** 65% Or 13/20

**Certification validity :** Three (3) years

## Contenido:

Our ITIL® 4 Practitioner: Monitoring and Event Management training course will cover the following topics:

1.	e) Threshold	4. Understand how information and technology support and enable the practice
	f) Alert	
	g) Informational, instructional, warning, and exception events.	4.1 Describe which activities have HIGH dependency on automation tools
Understand the key concepts of the practice		4.2 Know how to use/apply the key tools' functionality required to automate the practice.
1.1 Explain the purpose of the practice	2. Understand the processes of the practice	
1.2 Describe the PSFs and key metrics of the practice	2.1 Describe inputs and outputs of the processes	5. Understand the role of partners and suppliers in the practice
1.3 Explain the key terms and concepts	2.2 Describe the key activities of the processes	5.1 Explain the dependencies of the practice on third parties
a) Event	2.3 Know how to integrate the practice in the organization's value streams.	5.2 Explain how partners and suppliers can support the practice.
b) Monitoring		
c) Types of monitoring	3. Understand the roles and competencies of the practice	6. Understand how the ITIL capability model can be used to develop the practice
d) Metric	3.1 Describe the responsibilities of the key roles of the practice	6.1. Explain how capability criteria support the practice capability development
	3.2 Know how to position the practice in the organizational structure.	7. Understand the recommendations for practice success
		7.1. Understand the recommendations for monitoring and event management success and how they are supported by the ITIL guiding principles.

## Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

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