

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

Durée: 1 Jour **Réf de cours: ITIL4P-MSF-MEM**

Résumé:

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.

Mis à jour 11 04 2024

Public visé:

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

Objectifs pédagogiques:

- After this course, the participants will be able to understand:
 - 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.
- How the ITIL® guiding principles support the practice.

Pré-requis:

The candidate must have passed the ITIL® 4 Foundation examination.

- ILFN4 - ITIL® 4 Foundation + examen

Test et certification

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

Contenu:

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

1.

Understand the key concepts of the practice

1.1 Explain the purpose of the practice

1.2 Describe the PSFs and key metrics of the practice

1.3 Explain the key terms and concepts

a) Event

b) Monitoring

c) Types of monitoring

d) Metric

e) Threshold

f) Alert

g) Informational, instructional, warning, and exception events.

2. Understand the processes of the practice

2.1 Describe inputs and outputs of the processes

2.2 Describe the key activities of the processes

2.3 Know how to integrate the practice in the organization's value streams.

3. Understand the roles and competencies of the practice

3.1 Describe the responsibilities of the key roles of the practice

3.2 Know how to position the practice in the organizational structure.

4. Understand how information and technology support and enable the practice

4.1 Describe which activities have HIGH dependency on automation tools

4.2 Know how to use/apply the key tools' functionality required to automate the practice.

5. Understand the role of partners and suppliers in the practice

5.1 Explain the dependencies of the practice on third parties

5.2 Explain how partners and suppliers can support the practice.

6. Understand how the ITIL capability model can be used to develop the practice

6.1. Explain how capability criteria support the practice capability development

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.

Méthodes pédagogiques :

ITIL® est une marque déposée du groupe PeopleCert. Utilisée sous licence de PeopleCert. Tous droits réservés.

Les participants réalisent un test d'évaluation des connaissances en amont et en aval de la formation pour valider les connaissances acquises pendant la formation.

Un support de cours officiel sera remis.

Autres moyens pédagogiques et de suivi:

• Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.

• Suivi d'exécution : Une feuille d'émargement par demi-journée de présence est signée par tous les participants et le formateur.

• En fin de formation, le participant est invité à s'auto-évaluer sur l'atteinte des objectifs énoncés, et à répondre à un questionnaire de satisfaction qui sera ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

• Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.

• Votre place sera confirmée à la réception d'un devis ou """"booking form"""" signé. Vous recevrez ensuite la convocation et les modalités