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

Duration: 1 Day   **Course Code: ITIL4P-MSF-MEM**   **Delivery Method: Virtual Learning**

Overview:

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.

ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

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.

Target Audience:

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

Objectives:

-
- 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.

Prerequisites:

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

- ILFN4 - ITIL® 4 Foundation - Including Exam

Testing and 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

Content:

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.

Additional Information:

ITIL® is a registered trademark of the PeopleCert group. Used under licence from PeopleCert. All rights reserved.

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK