# ITIL 4: Monitoring and Event Management Training

**Category:** Infrastructure & IT Operations | **Vendor:** PeopleCert / ITIL

**Duration:** 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

**Certification:** ITIL 4 Practitioner, ITIL Maturity Model This course will help you to

## Course Overview

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.

In this course, you will receive:

- Official course content and curriculum
- PeopleCert Exam Voucher included
- Take2 exam re-sit included (eligible on public events)
- After-course instructor coaching benefit included

## About This Course

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## Who Should Attend

Anyone who is certified in ITIL 4 Foundation and who desires to learn more about monitoring and event management.

### Prerequisites & Entry Requirements

**General Prerequisites:**

ITIL 4 Foundation Certificate or ITIL 4 Managing Professional Transition Certificate

## Learning Outcomes

**Upon successful completion of this course, participants will be able to:**

This course will help you to:

- 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

## Detailed Course Outline

Introduction to Monitoring and Event Management

In this module, you will learn how to:

- Understand the purpose and description of the ITIL Monitoring and Event Management Practice
- Familiarise yourself with the common terms and concepts
- Learn the scope of the Monitoring and Event Management Practice Area
- Explain practice success factors
- Identify key metrics

Module 2: Value Streams and Processes

In this module, you will learn how to:

- Apply processes to fulfil the purpose of the practice
- Assess value stream contribution

Module 3: Organisations and People

In this module, you will learn how to:

- Define roles, competencies, and responsibilities
- Understand organisational structure and teams

Module 4: Information and Technology

In this module, you will learn how to:

- Facilitate information exchange
- Implement automation and tooling

Module 5: Partners and Suppliers

In this module, you will learn how to:

- Identify the dependencies of the practice on third parties
- Recognise how partners and suppliers can support the practice

Module 6: Capability Assessment and Development

In this module, you will learn how to:

- Evaluate the practice capability levels

- Conduct capability self-assessment

Module 7: Recommendations for Practice Success

- Next Steps

**Skills You Will Learn:**

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

# Frequently Asked Questions

### Q: What delivery options are available for ITIL 4: Monitoring and Event Management Training?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

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### Q: What certification does this course prepare me for?

The ITIL 4: Monitoring and Event Management Training course helps prepare you for the ITIL 4 Practitioner, ITIL Maturity Model This course will help you to certification path.

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### Q: How many CPD hours does this course provide?

The 1-day ITIL 4: Monitoring and Event Management Training course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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### Q: What is the duration of the ITIL 4: Monitoring and Event Management Training training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

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### Q: Do you provide corporate training for ITIL 4: Monitoring and Event Management Training?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL 4: Monitoring and Event Management Training. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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### Q: What related terms do people search for?

Popular related searches include: ITIL 4: Monitoring and Event Management Training, ITIL Training, ITIL4MEMT

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### Q: Why choose Nexus Human for ITIL 4: Monitoring and Event Management Training?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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### Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL 4: Monitoring and Event Management Training training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.


## Nexus Human

**Professional Training & Development**

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)


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