



## ITIL 4 Practitioner: Monitoring and Event Management Course

### Overview

The **ITIL 4 Practitioner: Monitoring and Event Management** certification is designed for IT professionals responsible for **proactively identifying and responding to IT events and incidents** to maintain high service availability and reliability. This module focuses on **monitoring IT services, managing event-driven processes, and ensuring quick incident response**.

This course is part of the **ITIL 4 Practitioner certification path**, equipping learners with **practical skills** to optimize monitoring strategies, event correlation, and incident response in IT environments.

### Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.
- **Self-Paced eLearning** – Flexible learning at your own pace.
- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers.
- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

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### Course Outline

#### Module 1: Introduction to ITIL 4 & Monitoring and Event Management

- Understanding ITIL 4 principles and service management.
- The role of **Monitoring and Event Management** in IT operations.
- Key concepts of event correlation and proactive monitoring.

#### Module 2: Event-Driven IT Operations

- Identifying and categorizing events in IT systems.
- Automating event detection and response.
- Reducing false positives and managing alert fatigue.

#### Module 3: Monitoring Tools & Technologies

- Implementing monitoring tools for real-time IT visibility.
- AI-driven anomaly detection and predictive analytics.
- Integrating monitoring with ITSM platforms.

#### **Module 4: ITIL 4 Best Practices for Incident & Event Response**

- Aligning monitoring and event management with ITIL 4.
- Improving service availability and reducing downtime.
- Continuous improvement strategies for event-driven IT operations.

#### **Module 5: ITIL 4 Practitioner Exam Preparation**

- Official ITIL 4 **sample papers and mock tests**.
  - Exam-taking strategies & study techniques.
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#### **Learning Outcomes**

After completing this course, candidates will:

- Understand how to **proactively monitor and manage IT events**.
  - Learn **best practices for event correlation and alert management**.
  - Gain expertise in **ITSM tools, monitoring frameworks, and automation**.
  - Be **fully prepared** for the **ITIL 4 Practitioner: Monitoring and Event Management Certification Exam**.
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#### **Who Should Attend?**

This course is ideal for:

- IT professionals responsible for **monitoring, event management, and incident response**.
  - IT support analysts, system administrators, and network engineers.
  - ITIL 4 Foundation certified professionals aiming to progress to **Practitioner level**.
  - Individuals seeking expertise in **proactive monitoring, AI-driven event detection, and ITSM optimization**.
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#### **Prerequisites**

To take the **ITIL 4 Monitoring and Event Management exam**, candidates must have:

- **ITIL 4 Foundation Certification**.
  - Basic knowledge of **IT monitoring, event handling, and ITSM tools**.
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#### **Exam & Certification**

**ITIL 4 Monitoring and Event Management Exam Details:**

- **Exam Provider: PeopleCert** (Web-Proctored Exam)

- **Format:** Multiple Choice
- **Duration:** 60 Minutes
- **Number of Questions:** 40
- **Passing Score:** 70% (28/40 Correct Answers)
- **Retake Option:** Available via PeopleCert Exam Voucher

#### Certification Benefits:

- One of the **modules** required for the **ITIL 4 Practitioner certification path**.
  - Enhances career opportunities in **IT operations, service availability, and incident response**.
  - Recognized globally for **proactive IT monitoring and event-driven management**.
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#### Frequently Asked Questions (FAQs)

**1. How do I schedule my ITIL 4 Monitoring and Event Management exam?** After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.

**2. Do I need prior ITIL knowledge?** Yes, **ITIL 4 Foundation Certification** is a prerequisite for this course.

**3. What study materials are included?** You will receive:

- **Digital eBook**
- **Official ITIL 4 Sample Paper**


**4. Do you offer corporate training?** Yes! We provide **customized corporate training** tailored to your organization's needs.

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#### Enroll Now & Get ITIL 4 Certified!

 **Contact Us for Enrollment & Group Discounts**

 **Visit Our Website:** [www.learnings24x7.com](http://www.learnings24x7.com)

 **Call Us:** +61 1300 433 422

 **Email:** [hello@learnings24x7.com](mailto:hello@learnings24x7.com)

**Advance Your ITSM Career with ITIL 4 Practitioner: Monitoring and Event Management Certification!**