

ITIL 4 Practitioner: Monitoring and Event Management Introduction

Istanbul (Turkey)

2 - 6 May 2027

UK Training

PARTNER



ITIL 4 Practitioner: Monitoring and Event Management Introduction

Code: IT32 From: 2 - 6 May 2027 City: Istanbul (Turkey) Fees: 4900 Pound

Introduction

Monitoring and Event Management is a core practice within the ITIL 4 Practitioner framework, designed to proactively observe systems and services, detect events, and take timely action before they escalate into incidents or service disruptions. This course is tailored for executives, team leaders, IT specialists, and professionals across diverse departments – including human resources, project management, finance, telecommunications, and government – in the Middle East and North Africa.

The program equips participants with the standards, tools, and methodologies needed to monitor service performance, interpret event data, and respond effectively. By the end of this five-day training, attendees will have the skills to stabilize service operations, reduce operational risks, and maintain stakeholder confidence.

Course Objectives

- Understand the fundamental concepts of Monitoring and Event Management within the ITIL 4 Practitioner framework.
- Implement proactive monitoring to detect events early.
- Classify events based on priority and potential business impact.
- Use advanced monitoring tools and analytics for event tracking.
- Define key performance indicators KPIs to measure monitoring effectiveness.
- Optimize event response processes using reports and analytics.
- Integrate Event Management with other ITIL practices, such as Incident and Problem Management.
- Strengthen decision-making capabilities during critical situations.

Course Outlines

Day 1: Fundamentals of Monitoring and Event Management

- Overview of ITIL 4 and the importance of continuous monitoring.
- Differences between monitoring, event management, and incident management.
- Event lifecycle and its stages.
- Identifying key data sources for monitoring systems.
- Roles and Responsibilities in Monitoring and Event Management.
- Case studies showcasing proactive monitoring benefits.

Day 2: Event Detection and Classification

- Techniques for early event detection.
- Setting up alert and notification systems.
- Event classification criteria based on severity and priority.
- Defining escalation paths within the organization.
- Developing rapid-response playbooks.
- Practical exercises in event classification.



Day 3: Responding to Critical Events

- Strategies for immediate event handling.
- Coordinating communication with internal teams and external stakeholders.
- Fast-tracking service restoration.
- Managing complex, multi-impact events.
- Collaboration between field and technical support teams.
- Workshop: Simulating a critical event response.

Day 4: Analysis and Continuous Improvement

- Root cause analysis RCA for recurring events.
- Leveraging historical data to enhance monitoring systems.
- Developing preventive measures to avoid recurrence.
- Linking event management to overall service quality improvement.
- Updating monitoring configurations based on findings.
- Training and upskilling event management teams.

Day 5: Evaluation and Closure

- Comprehensive review of acquired concepts and skills.
- Assessing KPIs for monitoring and event management.
- Preparing final reports for senior management.
- Conducting a full-scale simulation from event detection to resolution.
- Creating personalized improvement plans for participants.
- Certification ceremony and course wrap-up.

Why Attend This Course: Wins & Losses!

- Gain advanced knowledge in proactive monitoring and event handling.
- Detect and address service risks before they escalate.
- Enhance service stability and customer satisfaction.
- Develop leadership and decision-making skills under pressure.
- Learn to use cutting-edge monitoring and analytics tools.
- Engage in hands-on exercises based on real-world scenarios.
- Earn an internationally recognized professional certification.
- Support organizational digital transformation initiatives.

Conclusion

The ITIL 4 Practitioner: Monitoring and Event Management course offers a comprehensive, structured approach to proactive service observation and event handling. From early detection to process optimization, it empowers participants to safeguard digital environments, ensure business continuity, and minimize operational risks.

Whether you operate in oil and gas, banking, telecommunications, or the public sector, this training delivers the frameworks and tools you need to manage events effectively and maintain reliable service operations.



Blackbird Training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior,
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER



Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Sustainability, ESG & Corporate Responsibility
Advanced Courses
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training

