ITIL 4 Practitioner: Monitoring and Event Management Introduction

18 – 22 July 2027
Amman (Jordan)



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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 one-week 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.

