

SERVICE OPERATIONS - EVENT MANAGEMENT (PROCESS)

“Monitor, detect, and respond to events before they become incidents.”

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► Available delivery methods:

In-House Training

Introduction

Event Management is a core ITIL® Service Operation process that enables organizations to detect events, analyze them, and determine appropriate actions. This course equips IT professionals with the knowledge and tools to manage events effectively, ensuring optimal service performance and the early identification of issues before they escalate into incidents or problems.

Objectives

By the end of this course, participants will be able to:

- Understand the principles and purpose of Event Management
- Categorize and prioritize events to initiate appropriate responses
- Design and implement an Event Management process
- Integrate Event Management with other ITIL® processes such as Incident and Problem Management
- Utilize tools and automation to enhance monitoring and reduce manual overhead

Why Attend

Proactive IT operations are crucial in today's digital landscape. This course helps you shift from reactive troubleshooting to proactive detection and prevention, reducing downtime and improving service quality.

Target Audience

- IT Operations and Support Staff
- Network and Infrastructure Engineers
- Systems Administrators
- Service Desk Analysts
- ITIL® Practitioners and Process Managers
- Monitoring and NOC Teams

Individual Benefits

- Enhance your ability to anticipate and prevent service interruptions
- Improve your technical and analytical problem-solving skills
- Strengthen your ITIL® service operations competencies
- Open new career opportunities in operations centers and monitoring teams

Organizational Benefits

- Proactive monitoring to detect and resolve issues before impact
- Reduced incidents and minimized downtime
- Improved operational efficiency and resource allocation
- Better alignment between IT services and business needs

Instructional Methodology

- Instructor-led sessions with real-time demonstrations
- Interactive monitoring simulations and dashboards
- Hands-on lab work and scenario-based exercises
- Industry case studies and tool comparisons
- Group discussions and implementation planning

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules **Coffee Breaks:** 09:30 & 11:15 **Lunch Buffet:** 01:00 – 02:00

Day 1: Foundations of Event Management

- **Module 1:** Overview of Service Operation and ITIL® Lifecycle Context (07:30 – 09:30)
- **Module 2:** Introduction to Events, Alerts, and Notifications (09:45 – 11:15)
- **Module 3:** Types of Events: Informational, Warning, and Exception (11:30 – 01:00)
- **Module 4:** Event Management vs. Incident and Problem Management (02:00 – 03:30)

Day 2: Designing the Event Management Process

- **Module 1:** Objectives and Scope of Event Management (07:30 – 09:30)
- **Module 2:** Designing Event Management Procedures and Workflows (09:45 – 11:15)
- **Module 3:** Roles, Responsibilities, and RACI Matrix (11:30 – 01:00)
- **Module 4:** Event Logging, Filtering, and Correlation (02:00 – 03:30)

Day 3: Tools and Automation in Event Management

- **Module 1:** Monitoring Tools and Dashboards – Overview and Capabilities (07:30 – 09:30)
- **Module 2:** Integrating Event Management with SIEM, APM, and NMS Tools (09:45 – 11:15)
- **Module 3:** Event Correlation Engines and Rule-Based Filtering (11:30 – 01:00)
- **Module 4:** Tool Hands-On: Setting Up Monitors and Alerts (02:00 – 03:30)

Day 4: Event Response and Escalation Management

- **Module 1:** Event Analysis and Response Prioritization (07:30 – 09:30)
- **Module 2:** Linking Events to Incidents, Problems, and Known Errors (09:45 – 11:15)
- **Module 3:** Escalation Procedures and Communication Channels (11:30 – 01:00)
- **Module 4:** Real-Time Simulation: Event Detection to Resolution (02:00 – 03:30)

Day 5: Optimization, Metrics, and Governance

- **Module 1:** Metrics and KPIs for Event Management (07:30 – 09:30)
- **Module 2:** Continuous Service Improvement (CSI) for Event Management (09:45 – 11:15)
- **Module 3:** Governance, Audits, and Compliance in Event Logging (11:30 – 01:00)
- **Module 4:** Final Group Exercise and Assessment (02:00 – 03:30)

Certification

Participants who successfully complete the course and final assessment will receive a **Certificate of Competency in Event Management (Service Operations Process)**. This certificate affirms your expertise in proactive service operations and monitoring practices aligned with ITIL®.

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