

Event Management Fundamentals

Course Duration : 16 Hours

Course code : EM-FND-101

1. Course Overview

The **Event Management Fundamentals** course introduces the basics of monitoring IT infrastructure and services using the ServiceNow Event Management module. This course helps organizations detect events, reduce alert noise, and respond to issues before they impact business services.

2. What you'll learn?

- Introduction to Event Management
- Events, alerts, and incidents
- Event sources and integrations
- Alert correlation and reduction
- Event rules and thresholds
- Reporting and dashboards

3. Target Audience

- IT operations teams
- NOC engineers
- ServiceNow administrators
- Infrastructure support teams
- IT service managers

4. Pre-Requisites

- Basic knowledge of ServiceNow platform
- Understanding of IT infrastructure concepts
- Familiarity with ITSM processes

5. Course Content (Modules)

Module 1: Introduction to Event Management

- Event Management overview
- Business value

Module 2: Events and Alerts

- Event types
- Alert creation

Module 3: Event Sources and Integrations

- Monitoring tools integration
- Data ingestion

Module 4: Alert Correlation and Noise Reduction

- Alert rules
- Threshold configuration

Module 5: Reporting and Monitoring

- Dashboards
- Performance metrics