

EVENT MANAGEMENT



PURPOSE

Manage events throughout their lifecycle; detect events, make sense of them and determine the appropriate control action is coordinated by the event management process.. (Event Management is basis for Operational Monitoring and Control).

Monitoring watches the IT infrastructure and services, reporting on its status whether meaningful or not. On the other hand, Event management focuses on generating and detecting meaningful notifications about the status of the IT infrastructure and services and then managing them.



TRIGGERS

- Exceptions to any level of CI performance defined in the design specifications, OLAs or SOPs
- Exceptions to an automated procedure or process
- Exception within a business process monitored by Event Management
- Completion of an automated task or job
- Status change in a device or database record
- Access of an application or database
- Situation where a device, database or application, etc. has reached a predefined threshold of performance.



KEY TERMS

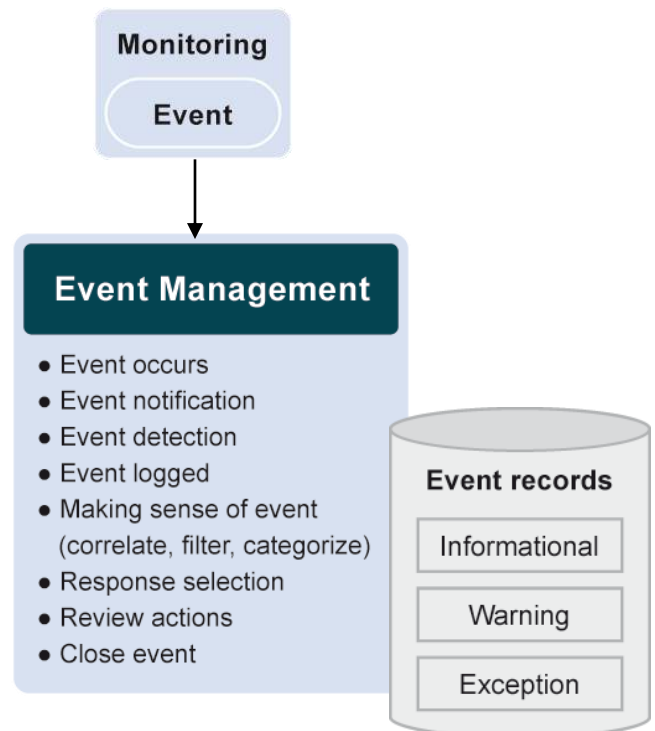
Event - An event can be defined as any change of state that has significance for the management of a configuration item (CI) or IT service. Events are typically recognized through notifications created by an IT service, CI or monitoring tool.

Alert - warning that a threshold has been reached, something has changed or a failure has occurred



INPUTS

- Operational and service level requirements associated with events and their actions
- Alarms, alerts and thresholds for recognizing events,
- Event correlation tables, rules, event codes and automated response solutions that will support event management activities
- Roles and responsibilities for recognizing and communicating events
- Operational procedures for recognizing, logging, escalating and communicating events



OUTPUTS

- Communication and escalation of events to those responsible for further action
- Event log updates
- Events indicating Incident occurrence
- Events indicating potential breach of an SLA or OLA objective
- Events and Alerts indicating activity completion status
- Populated SKMS with event information and history