

EVENT MANAGEMENT

Event Management

The **goal** of **Event Management** is to detect and analyze events and determine the appropriate process for dealing with the events.

Event management delivers guidance on managing detectable occurrences in the IT infrastructure and decides upon the appropriate control of action.

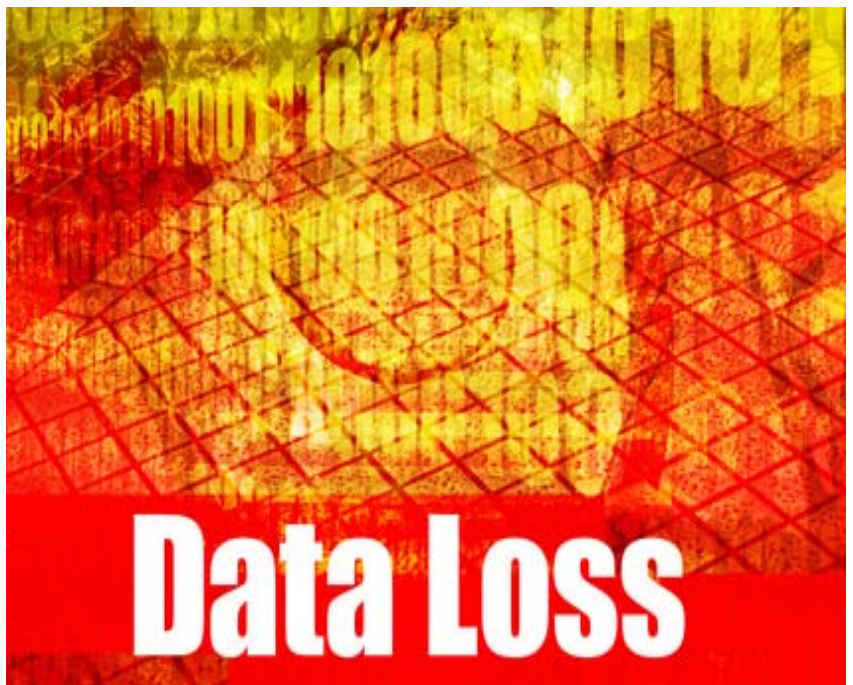
An event can be defined as a measurable or identifiable occurrence which is relevant to the management of the IT infrastructures and consequently the provision of IT services. **Events are typically messages or displays produced by services, configuration items or monitoring tools.**

Activities

As Event Management is a key process in the Service Operation life cycle phase, the main goal is to ensure normal service operation as soon as possible. Therefore the following 4 activities or something similar should be performed:

Identify - Log - Categorize – Prioritize

The event detected may need to trigger one of the other key processes in Service Operation



- **Incident Management** (allowing proactive possibility)
- **Problem Management**
- **Change Management** (RFC filled in and sent)

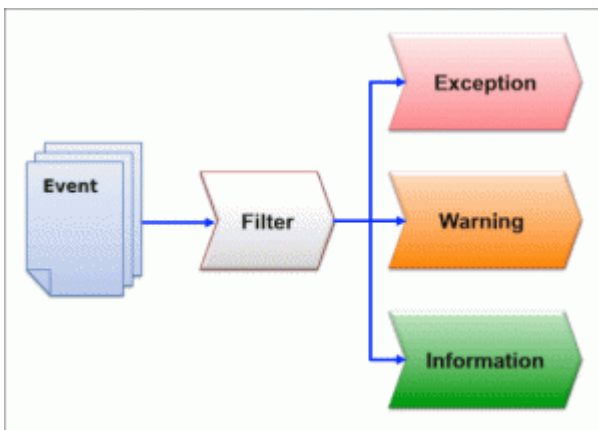
Before events are closed , a review must be performed to ensure:

- The triggered process received enough information regarding the particular event.
- Feedback from other key processes for CSI
- Was the appropriate control of action performed?

Event Management is one of the main activities of Service Operations.



To filter and categorize Events and to decide on appropriate actions



Inputs

An event has been detected

Outputs

- Human intervention (telephone, sms, email)
- Logged and reported
- Input to incident management
- Input to change management
- Input to problem management
- Key information to capacity management
- Key information to availability management

An effective service operation is dependent upon the knowledge of the status of the infrastructures and any variances from the normal service operation. This can be guaranteed by good monitoring and a system of controls which is provided on the basis of two tool types:

- **Active monitoring tools**, which interrogate key CIs to ascertain their availability
- **Passive monitoring tools**, which detect and process alarm signals from configuration items.

A distinction is drawn between the following types of events in the service operation area:

- Events which show that processing has been properly executed (**information**). These can be completed status reports on a batch processing, registration of a user login or notification that an e-mail has been successfully sent.
- There are also events which flag errors or variances (**warning**) for example when a user logs on using an incorrect password or in the event of a CPU overload

- There are also events which display an unusual system response but which is not yet a variance (**exception**). **In these cases the situation needs to be more closely monitored** e.g. if processing takes 10% longer than usual

It is however always important to stipulate clear definitions between normal and critical, as against faulty response by system components

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