



Event Management Process

ITILv3 Foundations

<http://www.jasondion.com>

Event Management Process

- To be able to manage events throughout their lifecycle
- *Lifecycle of an event is usually short*
- An event is a change of state that has significance for the management of a CI or IT service



Event Types

- Informational
- Warning
- Exception



Informational

- Shows that everything is operating properly
- Examples:
 - Successful logons by an authorized user
 - Completion of a server backup to an offsite data center



Warning

- Something isn't operating properly
- Usually a threshold has been breached, and this gives us enough time to respond before a failure
- Examples:
 - Server's primary hard disk is over 80% capacity
 - Network utilization is over 85%



Exception

- An error condition is occurring
- Performance level is currently unacceptable
- Examples:
 - Failed login attempts after 3 tries by user
 - Software license has expired
 - Backup server's network connectivity is no longer functional



What Do You Do With An Alert?

- Information
 - Considered a completed event and are logged in the CMS
- Warning
 - Trigger a Problem Management process to determine the root cause and logged in CMS
- Exception
 - Triggers an Incident Management process or Change Management issue

