

Event Management Process

- To be able to manage <u>events</u> 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



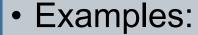
Exception





Informational

Shows that everything is operating properly



- 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

