## Alarm suppression during maintenance windows

### Requirement:

The requirement requires that all new events are checked against a table held in CMDB. If it or its parent is found to be in a maintenance period then the event should be flagged to show that it is in Maintenance, the reason for this and the time that this maintenance period ends

Tool is required to insert emergency change windows into CMDB

Tool to take the event out of its maintenance period early

### Policy(s)

Maintenance

This policy checks all new Events and if the Node or the parent Node are within a maintenance window sets the OS field MaintFlag to show the reason and OS field MaintEnd to show the end of the maintenance window. If the Event is not in a maintenance window then MaintFlag is set to 1, allowing further policies to run against this event

Maintenance End

This policy runs every 15 seconds checking events that have MaintFlag set to show that it is in a maintenance window and checks if it is has reached the end of the maintenance window. If it has reached the end of the maintenance window it resets the MaintFlag to 0 causing it to be checked again by the Maintenance Policy in case there are any further maintenance windows affecting this event.

### Test Event source:

Any Event can be used to check these policies

### Test 1 – check basic operation of the maintenance policies

1. Enter an record into the maintenance table for the Node of the test event for a 5 minute period
2. Insert the test event
3. Using an AEL that shows suppressed events see the event arrives and that it is placed in maintenance, checking the correct value is displayed for MaintFlag and that the end of the maintenance window appears in MaintEnd
4. After 5 minutes check that the event comes out of maintenance (MaintFlag = 1) and that any further required policies run

### Test 2 – check sequential maintenance windows

1. Enter a record into the maintenance table for the Node of the test event for a 5 minute period
2. Enter a record into the maintenance table for the Node of the test event for a 5 minute period that starts just before the first window ends.
3. Insert a test event
4. Check the correct values are displayed for MaintFlag and MaintEnd(End of first maintenance window)
5. After 5 minutes check that the correct values are displayed for MaintFlag and MaintEnd(End of second maintenance window)
6. After a further 5 minutes check that the event comes out of maintenance (MaintFlag = 1) and that any further required policies run

### Test 3 – Test use of tool to take event out of maintenance

1. Enter an record into the maintenance table for the Node of the test event for a 5 minute period
2. Insert the test event
3. Check the correct values are displayed for MaintFlag and MaintEnd
4. Right Click the event and select the end maintenance tool
5. Check that the event comes out of maintenance (MaintFlag = 2) and that any further required policies run