



UNIVERSITY OF SANTO TOMAS

COLLEGE OF INFORMATION AND COMPUTING SCIENCES



IT = enabler / partner of
business

SERVICE MANAGEMENT

Service Operations

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Event



An event can be defined as any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of IT service



Pag nalagpasan yung threshold pwede magka-issue
Chances of an issue occurring rises

Event Management – Basic Concepts

Alert

ISSUE = IMPACT TO VALUE!

- A notification that a threshold has been reached, something has changed, or a failure has occurred.
- Alerts are often created and managed by system management tools and are managed by the event management process.

To prevent the impact of events

Event Management – Basic Concepts

- **Active monitoring** tools that poll key CIs to determine their status and availability. Any exceptions will generate an alert that needs to be communicated to the appropriate tool or team for action
- **Passive monitoring** tools that detect and correlate operational alerts or communications generated by CIs

Event Management

Data-driven / Data analyst = models for decision making

- The ability to detect events, make sense of them and determine the appropriate control actions is provided.
- Event Management is therefore the basis for Operational Monitoring and Control



Event Management – Objectives

Data-driven / Data analyst = models for decision making

- Detect all changes of state that have significance for the management of a CI or service
- Determine the appropriate control action for events and ensure these are ^{WORKAROUND} communicated to the appropriate functions
- Provide the means to compare actual operating performance and behavior against design standards and SLAs
- Provide a basis for service assurance and reporting; and

Event Management – Scope

- CIs
- Environmental conditions
- Software license monitoring for usage to ensure optimum/legal license utilization and allocation
- Security (e.g. intrusion detection)
- Normal activity (e.g. tracking the use of an application or the performance of a server).

Example of Event Categories

Informational - this refers to an event that does not require any action and does not represent an exception

Warning - a warning is an event that is generated when a service or device is approaching a threshold

Exception - An exception means that a service or device is

Event Management – Roles

- Service Desk
- Technical Management
- Application Management
- IT Operations Management

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Incident

- Any unplanned event that causes or may cause disruption to normal service operations
- An unplanned interruption to an IT Service or a reduction in the Quality of an IT Service.
- **Incident Management** is the process for dealing with all incidents; this includes failures, questions or queries reported by users, by technical staff, or automatically detected and reported by event monitoring tools

