# Event suppression during change implementations

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| Title | Event suppression during change implementations |
| Related requirements |  |
| Primary actors | Event analyst, Incident analyst, Fault management system, SA&O Workflow system |
| Scope | Filtering out events caused by change implementations, to reduce workload on Event and Incident analysts, and Change Implementation controllers |
| Brief | An event is triggered in fault management system and forwarded towards SA&O workflow system. SA&O workflow system makes an analysis and can correlate against a change implementation, reducing number of event/incident tickets which needs to be handled by Event or Incident analysts. |
| Stakeholders | Event analyst, Incident analyst, Incident specialist 2nd level, Incident specialist 3rd level, Change implementation controller |
| Post conditions (minimum guarantees) | Events caused by change implementation is filtered out from main ticket flow of other events and incidents. |
| Post conditions (success guarantees) | Events caused by change implementation is filtered out from main ticket flow of other events and incidents, corresponding fault management system is updated with change ID from SA&O workflow system. |
| Preconditions | An event check is configured in an element management system and a change is registered in SA&O Workflow system, with corresponding CI/s attached/related. |
| Triggers | Fault management system forwards an event to SA&O workflow system |
| Basic flow | 1. An event is generated in an element management system and forwarded to a fault management system. 2. The fault management system forwards the event to SA&O workflow system, using defined integration method. 3. SA&O workflow system receives event and starts analysis. 4. SA&O workflow uses a list of approved changes in order to answer a number of checks. 5. SA&O workflow checks if event date and time is within an individual CI change window date and time. If answer is yes, it continues to next question. 6. SA&O workflow checks if change is in correct state, either approved/scheduled or implementation ongoing. If answer is yes, it continues to the next question. 7. SA&O workflow check event severity, if event severity is NOT normal/cleared/OK, it continues to the next question. 8. SA&O workflow check further technical specific checks, if checks are passed/OK, it continues to next action in flow. 9. SA&O workflow "suppresses" the event throughout remainder of CI service window. 10. Any event record/ticket is correlated with the matched change ticket. 11. Any event record/ticket root cause is set to "Event caused by change". 12. Any event record/ticket related change ID is set to change ID of the matched change. |
| Extensions |  |
| 5. | 1. If event is outside CI change window then SA&O workflow continues with incident ticket creation activity based on event information. |
| 6. | 1. If event is not approved/scheduled or implementation going, SA&O workflow continues with incident ticket creation activity based on event information. |
| 7. | 1. If event severity is normal/cleared/OK, then SA&O workflow finds the previously matching event. 2. Event status/severity in the previously created ticket is then updated with the last event severity status. |
| 8. | 1. If the technical specific checks fails/do not pass, then SA&O workflow continues with incident ticket creation activity based on event information. |

## Activity diagram

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