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| *Insert Process Name: Event Management* | |
| Entry Criteria | A change of state triggers an event |
| Inputs | A changed state |

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|  | Value Chain Activity/  Inputs/Outcomes | | Practices | Roles | Description of Activity |
| 1 | | Demand |  |  | A change of state is recognised from the normal operating state Event Notification Generated.  OR:  A user wished to make a request |
| 2 | |  |  | User, technician, system | The change of state may be detected in a number of ways.  **By a User**:   1. the user has a problem or notices that something is not working the way it should. 2. The user has a request to make.   **Automatically noted change of state by a system:**  An automatic signal is generated by the system monitoring tools to indicate the change of state, or the reaching of a pre-determined threshold. |
| 3 | | Engage | Service Desk, event management | Service Desk analyst, specialist group | **The user** contacts the Service Desk to make the request or report the issue.  The user may contact the service desk in a number of ways: Telephone, email, by raising a ticket in the automated ticketing system, the Automated message that has been triggered is sent to the specialist group responsible.  The Automated monitoring tools will send a message to the system specialist. The message is logged automatically in the Monitoring tool. The typical monitoring tool is Windows Server Monitor. |
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| Outputs | An Event, A Service request, an alert, a report of status |
| Exit Criteria | The Alert has been sent |

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