



Event Management V3

Objectives: To detect events, make sense of them and determine the appropriate control action; communicate operational information as well as warnings and exceptions; basis for automating many routine Operations Management activities; provide a way of comparing actual performance and behavior against design standards and Service Level Agreements. (SO 4.1.2)

GENERAL PLATFORM CRITERIA

PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
EVM-V3-G-001	Does the tool use ITIL® V3 process terms and align to ITIL V3 workflows and process integrations?
Comment:	
EVM-V3-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role?
Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).	
EVM-V3-G-003	Does the tool support designating fields as mandatory?
Provide an overview:	
EVM-V3-G-004 (OGC ISS 19.1.10)	Management Reports Can the tool produce reports/metrics from data held within the tool and without the need for the additional purchase of other products? E.g.: number and percentage of events by category, by platform (e.g.: Unix or Solaris), by significance, that required human intervention, that resulted in an RFC being raised (list of 10 in the book).
Provide an overview:	
EVM-V3-G-005	Does the tool facilitate the production of management reports from historical records?
Provide an overview:	



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PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
EVM-V3-G-006	Does the tool provide an audit trail for record information and updates? E.g.: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities.
Describe:	
EVM-V3-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
Describe:	
EVM-V3-G-008	Does the tool provide facilities within the tool database for archiving closed records?
Describe:	



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CORE CRITERIA

PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
EVM-V3-C-001 (OGC ISS 19.1.1)	Event Records Can the tool accommodate sufficient detail for each event generated? E.g.: the device identity, component concerned, type of failure and date and time.
Describe (can include screenshots):	
EVM-V3-C-002 (OGC ISS 19.1.3)	Escalations Can the tool escalate alerts to support staff, engineers, and third party suppliers? E.g. this may be via email or SMS messaging.
Describe (can include screenshots):	
EVM-V3-C-003 (OGC ISS 19.1.4)	Event Filtering/Categorizing Can the tool filter event alerts by those that are for information, a warning or an exception?
Describe (can include screenshots):	
EVM-V3-C-004	Does the tool support the creation of business rules and workflows for actions to be taken for event types? E.g.: information alert – log and close; warning alert – notify support.
Describe (can include screenshots):	
EVM-V3-C-005	Does the tool support configurable business rules and options for notifying designated individuals or groups based on the alert type? E.g.: email, page, network broadcast message.
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
EVM-V3-C-006 (OGC ISS 19.1.9)	Closing Events Can the tool show when an action has been completed and the event can be closed?
Describe (can include screenshots):	
EVM-V3-C-007 (OGC ISS 19.1.6)	Prioritizing Events Does the tool assist with event prioritization? Priority assignment would most likely be based on the criteria and rules set with the application.
Describe (can include screenshots):	
EVM-V3-C-008 (OGC ISS 19.1.8)	Tracking Trends Can the tool track trends? E.g.: an increase in the number of events during a particular period.
Describe (can include screenshots):	
EVM-V3-C-009	Does the tool support Service resource scheduling optimization based upon analysis of events? E.g.: using event patterns (peaks and valleys) for batch processing or anti-virus updates to optimize scheduling; using event patterns to determine when to run scripts.
Describe (can include screenshots):	
EVM-V3-C-010	Does the tool have the means to consolidate and archive event data and information?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
EVM-V3-C-011	Does the tool provide a consolidated view of events by service or system?
Describe (can include screenshots):	
EVM-V3-C-012 (OGC ISS 19.1.5)	Correlation Criteria & Rules Can the tool accommodate event criteria and rules that assist with impact assessment?
Describe (can include screenshots):	
EVM-V3-C-013	Can the tool correlate events from multiple monitoring tools and systems?
Describe (can include screenshots):	
EVM-V3-C-014	Is the tool able to consolidate events from across various domains/platforms? E.g.: Multiple hardware types, platforms, monitoring systems.
Describe (can include screenshots):	
EVM-V3-C-015	Does the tool automate the identification and consolidation of duplicate events?
Describe (can include screenshots):	



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INTEGRATION CRITERIA

PinkVERIFY #	Integration Criterion Assessment Question
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EVM-V3-I-001 (OGC ISS 19.1.2)	Incident Interface Does the tool provide a direct interface to Incident Management for alerts and/or notifications? (See also question on Triggers OGC ISS 19.1.7 / EVM-V3-I002)
Describe (can include screenshots):	
EVM-V3-I-002 (OGC ISS 19.1.7)	Triggers Can the tool generate triggers in response to recognized conditions? E.g.: Input to Incident or Change Management processes, or executing actions via scripts or sending a text message.
Describe (can include screenshots):	
EVM-V3-I-003	Does the tool automate the correlation of related events in support of pro-active Problem Identification?
Describe (can include screenshots):	
EVM-V3-I-004	Does the tool automate the association of events with CI records in the CMDB?
Describe (can include screenshots):	