19. EVENT MANAGEMENT

	Topic/Question
19.1	**Event Records** Can the tool accommodate sufficient detail for each event generated? Eg, the device identity, component concerned, type of failure and date and time. --- -
19.2	**Incident Interface** Does the tool provide a direct interface to incident management for alerts and/or notifications? (See also question on Triggers below) --- -
19.3	**Escalations** Can the tool escalate alerts to support staff, engineers, third party suppliers? Eg, this may be via email or SMS messaging. --- -
19.4	**Event Filtering/Categorising** Can the tool filter event alerts by those that are for information, a warning or an exception? --- -
19.5	**Correlation Criteria and Rules** Can tool accommodate event criteria and rules that assist with impact assessment? --- -
19.6	**Prioritising Events** Does the tool assist with event prioritisation? Priority assignment would most likely be based on the criteria and rules set with the application. --- -
19.7	**Triggers** Can the tool generate triggers in response to recognised conditions? Eg, input to incident or change management processes, or executing actions via scripts or sending a text message. ---
19.8	**Tracking Trends** Can the tool track trends? Eg, an increase in the number of events during a particular period. --- -
19.9	**Closing Events** Can the tool show when an action is complete and the event can be closed? ---

19.10	**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? Eg, number and percentage of events by category, by platform (eg Unix or Solaris), by significance, that required human intervention, that resulted in an RFC being raised (list of 10 in the book). ---
19.11	**Design of Event & Alert detection** Does the tool enable events and alerts related to: business processes, service level requirements, awareness of similar and multiple events per CI or service, connection to incident prioritisation codes and categorizations, control action, knowledge of supporting and dependent CIs, the change schedule, incorporation of known error information from vendors? ---
19.12	**Event & Alert Design in Service Design** Does the tool assist in the design of event & alert rules & correlations when the service is designed - as part of the service design package (SDP)? -- -