



## Event Management PinkVERIFY™

| EVENT        | General Criteria                                                                                                                                                                                                                                  |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EVM-11-G-001 | Does the tool use ITIL 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations?<br>-----<br>-----                                                                                                            |
| EVM-11-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?<br>-----<br>-----                                                                  |
| EVM-11-G-003 | Does the tool support designating fields as mandatory?<br>-----<br>-----                                                                                                                                                                          |
| EVM-11-G-004 | Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation?<br>-----<br>-----                                                                                                                                |
| EVM-11-G-005 | Does the tool facilitate the production of management reports from historical records?<br>-----<br>-----                                                                                                                                          |
| EVM-11-G-006 | Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities<br>-----<br>----- |
| EVM-11-G-007 | Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?<br>-----<br>-----                                                                                                               |
| EVM-11-G-008 | Does the tool provide facilities within the tool database for archiving closed records?<br>-----<br>-----                                                                                                                                         |



## Event Management PinkVERIFY™

| EVENT        | Core Criteria                                                                                                                                                                                                                                                                          |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EVM-11-C-001 | <p>Does the tool capture event details, which are logged in an email or Event Record with a unique identifier? For example: identity of the device generating the event alert, date and time of the event, type of failure</p> <p>-----</p> <p>-----</p>                               |
| EVM-11-C-002 | <p>Does the tool facilitate the creation and/or monitoring of thresholds, which would lead to automated event alerts, escalation and notification? For example: email or SMS messaging to internal support teams or external third party support groups.</p> <p>-----</p> <p>-----</p> |
| EVM-11-C-003 | <p>Does the tool facilitate the classification of events by type and required actions? For example: filtering events as information (batch job completed on time) alerts, warning alerts, exception alerts</p> <p>-----</p> <p>-----</p>                                               |
| EVM-11-C-004 | <p>Does the tool support the creation of business rules and workflows for actions to be taken for event types? For example: information alert – log and close, warning alert – notify support</p> <p>-----</p> <p>-----</p>                                                            |
| EVM-11-C-005 | <p>Does the tool support configurable business rules and options for notifying designated individuals or groups based on the alert type? For example: email, page, network broadcast message</p> <p>-----</p> <p>-----</p>                                                             |
| EVM-11-C-006 | <p>Does the tool have the ability to identify that an event has been corrected or self-corrected then update and close the Event Record and / or Incident Record?</p> <p>-----</p> <p>-----</p>                                                                                        |
| EVM-11-C-007 | <p>Does the tool facilitate the automation of prioritizing events according to pre-defined business rules based on application and / or infrastructure criteria?</p>                                                                                                                   |



## Event Management PinkVERIFY™

|              |                                                                                                                                                           |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
|              | -----<br>-----                                                                                                                                            |
| EVM-11-C-008 | Does the tool facilitate the analysis of events to identify trends? For example: peaks and valleys of events over a defined time period<br>-----<br>----- |



## Event Management PinkVERIFY™

| EVENT        | Core Criteria                                                                                                                                                                                                                                                                                  |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EVM-11-C-009 | Does the tool support Service resource scheduling optimization based upon analysis of events? For example: 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<br>-----<br>----- |
| EVM-11-C-010 | Does the tool have the means to consolidate and archive event data and information?<br>-----<br>-----                                                                                                                                                                                          |
| EVM-11-C-011 | Does the tool provide a consolidated view of events by service or system?<br>-----<br>-----                                                                                                                                                                                                    |
| EVM-11-C-012 | Does the tool have the ability to correlate event data, criteria and business rules for event impact assessment?<br>-----<br>-----                                                                                                                                                             |
| EVM-11-C-013 | Can the tool correlate events from multiple monitoring tools and systems?<br>-----<br>-----                                                                                                                                                                                                    |
| EVM-11-C-014 | Is the tool able to consolidate events from across various domains/platforms? For example: Multiple hardware types, platforms, monitoring systems<br>-----<br>-----                                                                                                                            |
| EVM-11-C-015 | Does the tool automate the identification and consolidation of duplicate events?<br>-----<br>-----                                                                                                                                                                                             |



## Event Management PinkVERIFY™

| EVENT        | Integration Criteria                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EVM-11-I-001 | Does the tool integrate directly with Incident Management for event alerts and / or notifications?<br>-----<br>-----                                                                                                                                                                                                                                                                                       |
| EVM-11-I-002 | Does the tool automate the recording of an Incident Record or Change Record based on defined conditions and triggers? For example: a server failure triggers the logging of an Incident and associated activities<br>-----<br>-----                                                                                                                                                                        |
| EVM-11-I-003 | Does the tool automate the correlation of related events in support of pro-active Problem Identification?<br>-----<br>-----                                                                                                                                                                                                                                                                                |
| EVM-11-I-004 | Does the tool automate the association of events with CI records in the CMDB?<br>-----<br>-----                                                                                                                                                                                                                                                                                                            |
| EVM-11-I-005 | Does the tool accommodate: events and alerts related to a) Business Processes, Service Level Requirements b) awareness of similar and multiple events per CI or Service, c) connection to Incident prioritisation codes and categorizations, d) control action, e) access to information on supporting and dependent CIs, the Change schedule, and known error information from vendors?<br>-----<br>----- |
| EVM-11-I-006 | Does the tool facilitate the design of event & alert requirements, rules & correlations when the Service is Designed - as part of the Service Design Package (SDP)?<br>-----<br>-----                                                                                                                                                                                                                      |