

IT Service Management

with the IT Infrastructure Library



ITIL® V3 Foundation Course

v1.0.1

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Welcome



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Course Overview

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Module 4.4 – Content

Introduction

- Balances
- Role of Communication

Processes

- Event Management
- Incident Management
- Request Fulfillment
- Problem Management
- Access Management

Service Operation Functions

- Service Desk
- Technical Management
- Application Management
- Operations Management

Module 4.4: Service Operation

Event Management



Event Management

The goal of Event Management is:

- to provide the entry point for the execution of many Service Operation processes and activities through communicate operational information as well as warnings and exceptions.

- Event Management provides a way of comparing actual performance and behaviour against design standards and SLA's

- Effective Service Operation is dependent on knowing the status of the infrastructure and detecting any deviation from normal or expected operation. This is provided by good monitoring and control systems, which are based on two types of tools:
 1. Active monitoring tools that poll key CIs to determine their status and availability. Any exceptions will generate an alert that needs to be communicated to the appropriate tool or team for action
 2. Passive monitoring tools that detect and correlate operational alerts or communications generated by CIs.

Event

- An **Event** can be defined as any detectable or discernible occurrence that has significance for the management of the IT Infrastructure or the delivery of IT service and evaluation of the impact a deviation might cause to the services

Examples:

- batch job is completed.
 - Backup is completed
 - Users is trying to login into the application with incorrect password
 - CPU of a Server is above the acceptable utilisation level
 - Software licence usage monitoring
- Events typically require IT Operations personnel to take actions, and often lead to incidents being logged

Event Management

- The process responsible for managing Events throughout their lifecycle
- Event Management:
 - Provides mechanisms for early detection of incidents.
 - ◆ Example: it is possible for the incident to be detected and assigned to the appropriate group for action before any actual service outage occurs.
 - Makes it possible for some types of automated activity to be monitored by exception
 - provides a basis for automated operations, thus increasing efficiencies and allowing expensive human resources to be used for more innovative work, such as designing new or improved functionality or defining new ways in which the business can exploit technology for increased competitive advantage.

Types of Events

Information

- Events that signify Regular Operation (Information):

Examples:

- Batch jobs completed,
- backup completed,
- User has logged in to use an application

Exception

- Events that signify an Exception

Examples:

- a user attempts to log on to an application with the incorrect password
- A web page alert indicates that a payment authorisation site is unavailable

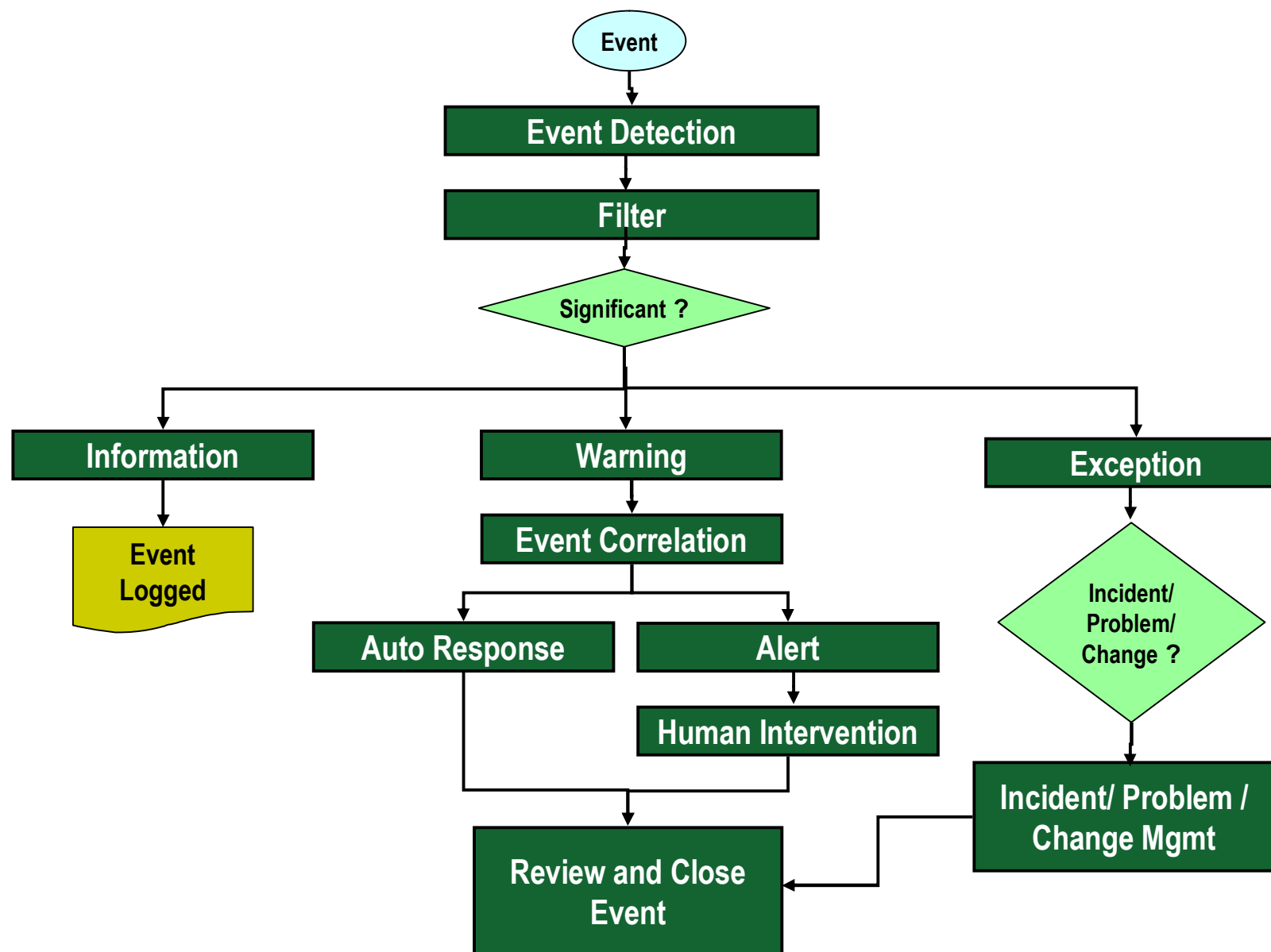
Warning

- Events that signify unusual, but not exceptional, operation:

Examples:

- A server's CPU utilisation is above the acceptable performance level
- The completion time of a transaction is 10% longer than normal

Event Management Process



Concepts 1/2

Warning:

- A warning is an event that is generated when a service or device is approaching a threshold.
- Warnings are intended to notify the appropriate person, process or tool so that the situation can be checked and the appropriate action taken to prevent an exception.

Alert:

- A warning that a threshold has been reached, something has changed, or a Failure has occurred.
- Alerts are often created and managed by System Management tools and are managed by the Event Management Process.

Concepts 2/2

Exception

- An exception means that a service or device is currently operating abnormally. This means that an OLA and SLA have been breached and the business is being impacted
- Exception could represent a total failure, impaired functionality or degraded
- Exception may be handled through incident, or RFC records (or even both). Problem records might be generated but unlikely before logging first an incident record.

Event Correlation

- A tool called a Correlation Engine may be used to help manage and make sense of events. Individual tools may generate hundreds of events an hour, so it is important and efficient to automate where possible.
 - Example: the same user has logged in for the third time with incorrect password to the application. The system has blocked the user, etc

Roles – Event Management

Technical and Application Management:

- Service Design: participate in the instrumentation of the service, classify events, update correlation engines and ensure that any auto responses are defined
- Service Transition: test the service to ensure that events are properly generated and that the defined responses are appropriate
- Service Operation: involved with incidents/problems related to events and train the Service Desk, if they have to perform some of these tasks.

IT Operations Management:

- Event monitoring and first line response (if separated from technical and application management)

*The **Service Desk** is not typically involved in Event Management as such, unless an event requires some response that is within the scope of the Service Desk's defined activity*

Module 4.4: Service Operation

Incident Management



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