



Integrating Event Management into Incident & Request Management

Ideas and Concepts



Disclaimer

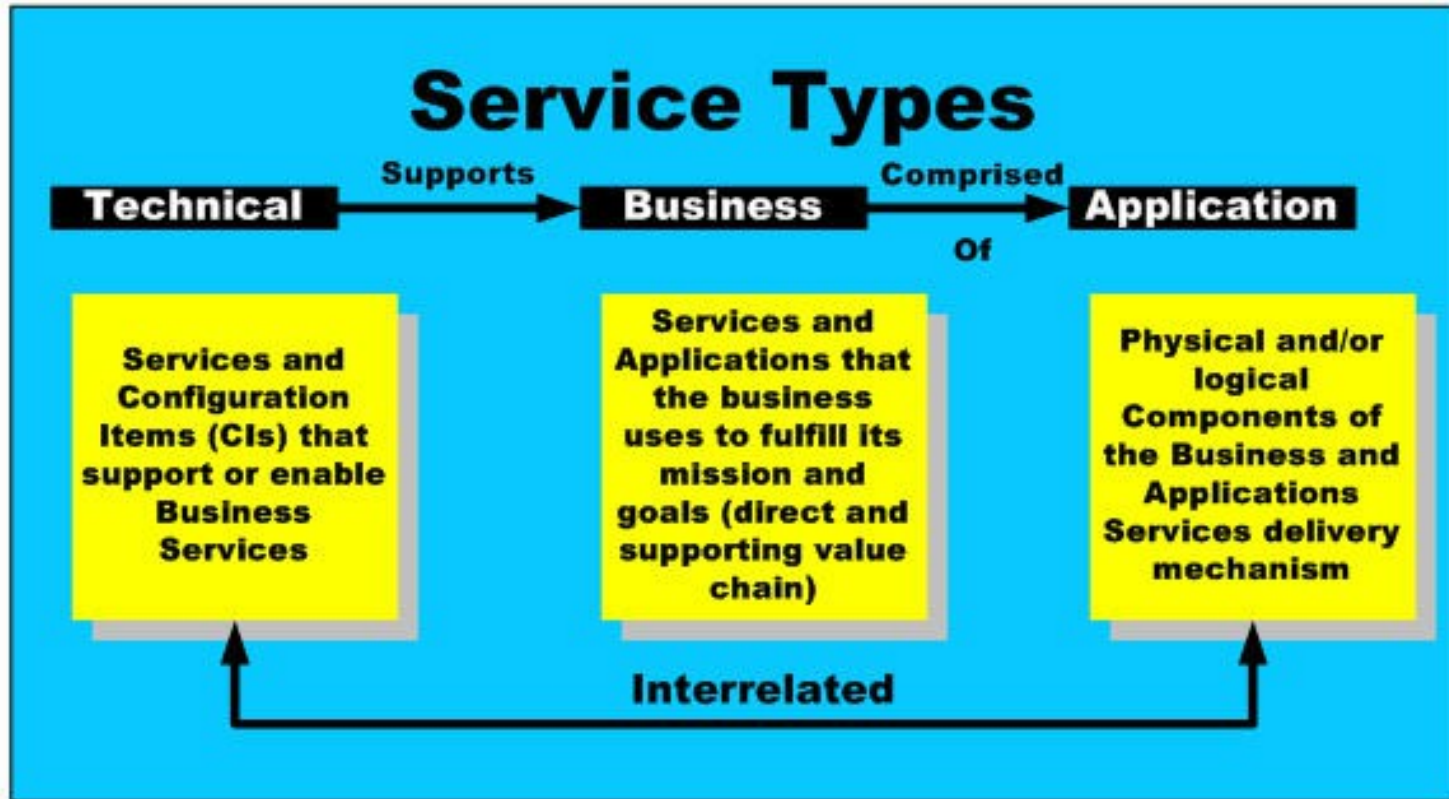
- These are ideas and concepts, NOT a proposed solution
- The conceptual approach is tool-independent
- Some terminology is borrowed from Common Service Data Model (CSDM), but is not necessarily aligned to that data model
- Not necessarily aligned to ITIL v4, but does not conflict with that framework either



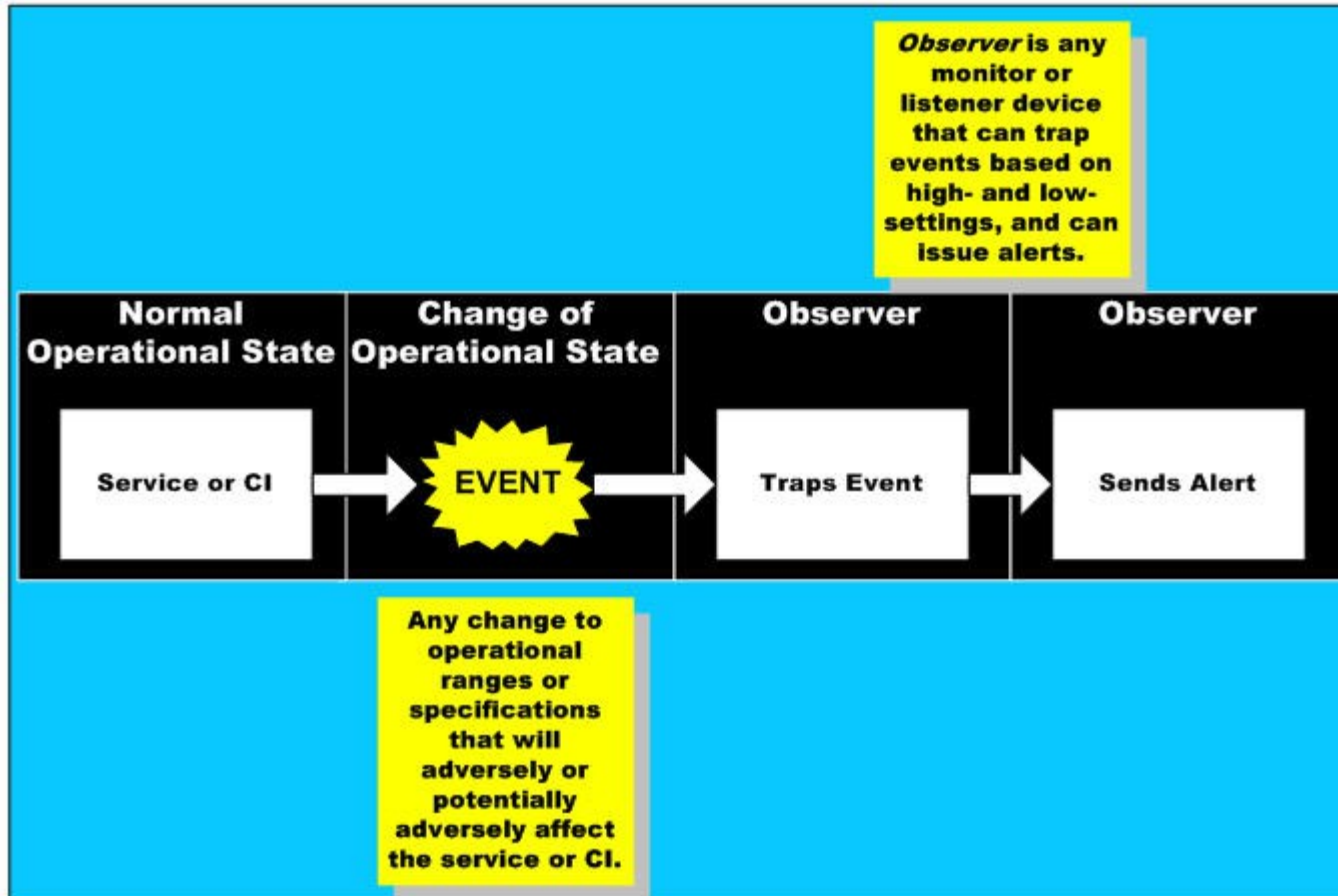
Basic Ideas Covered

- Why Service Types are Important
- Events and Alerts
- Classification of Alerts
- Alert Correlation
- Identifying and Building Patterns
- Associating Patterns with Incidents and Requests
- Hypothetical Event Scenario

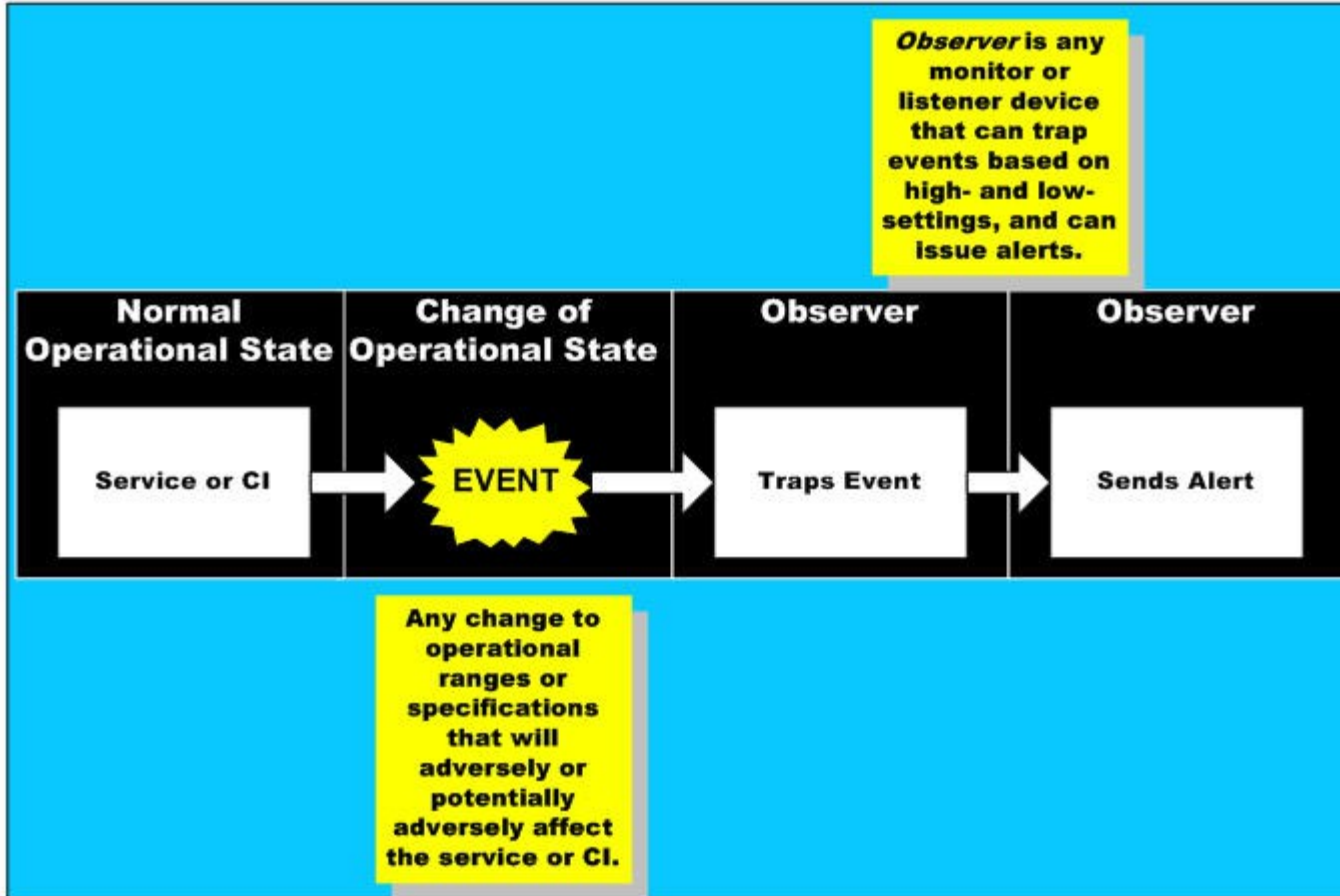
Service Types



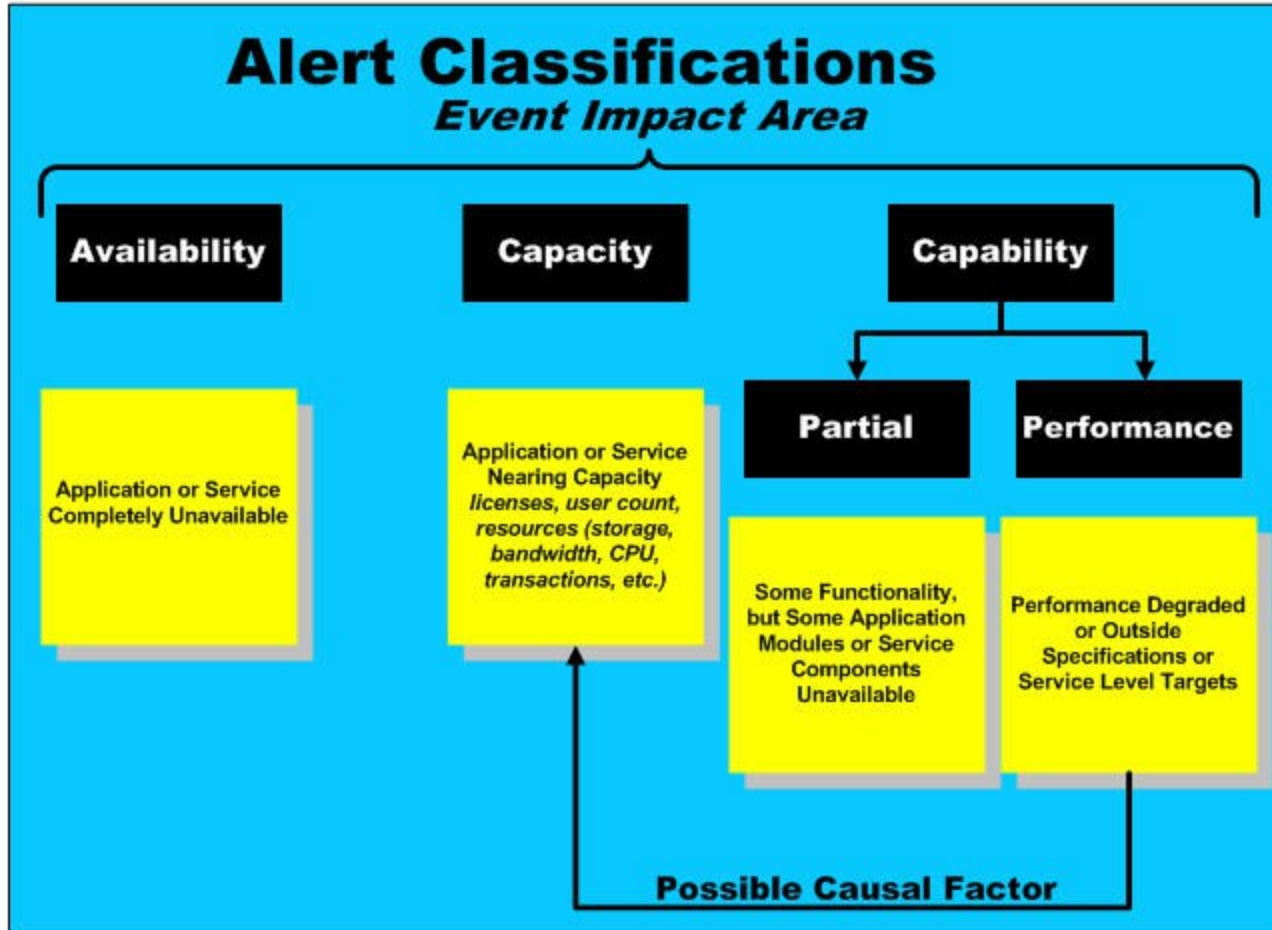
Events & Alerts



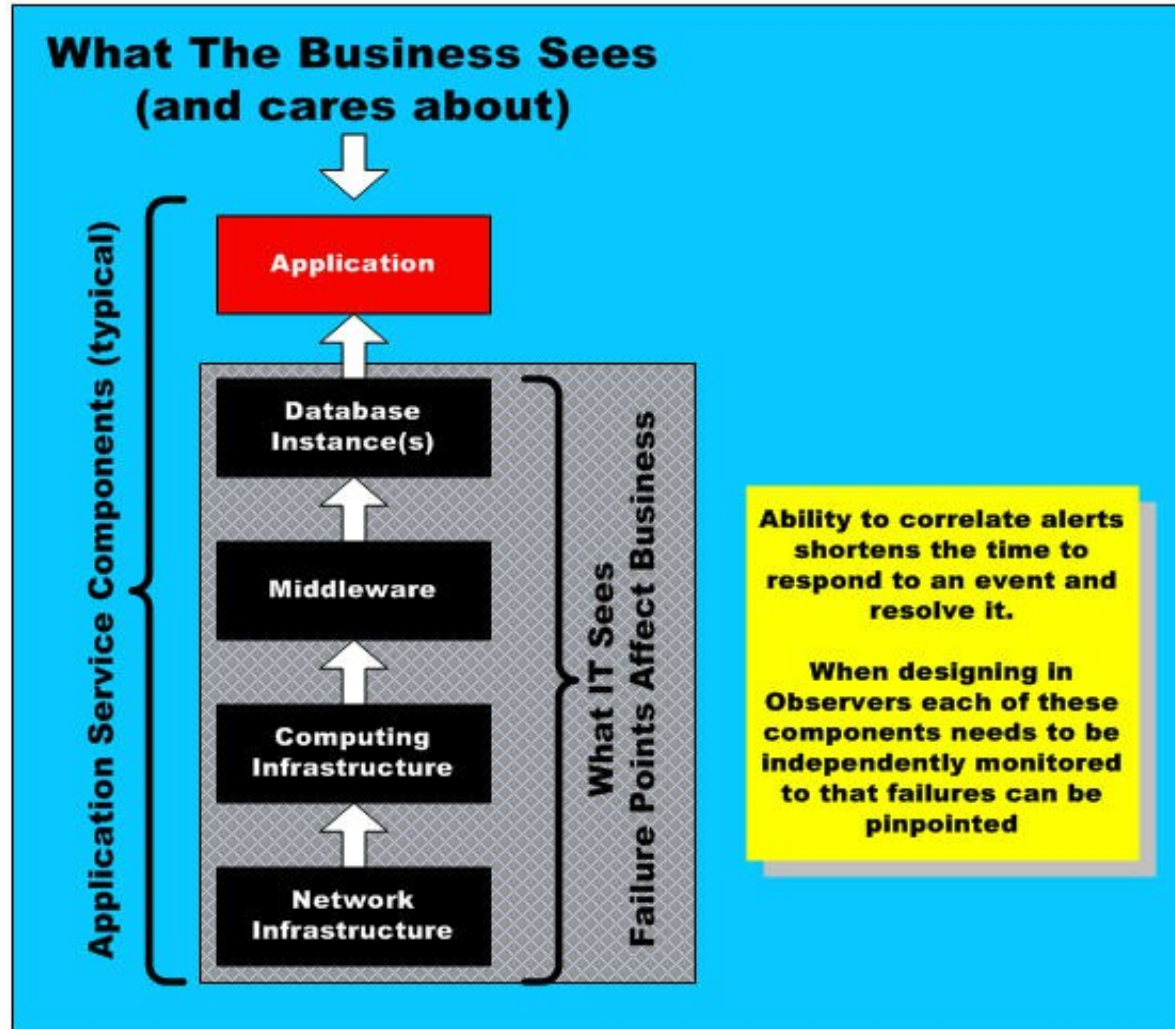
Events & Alerts



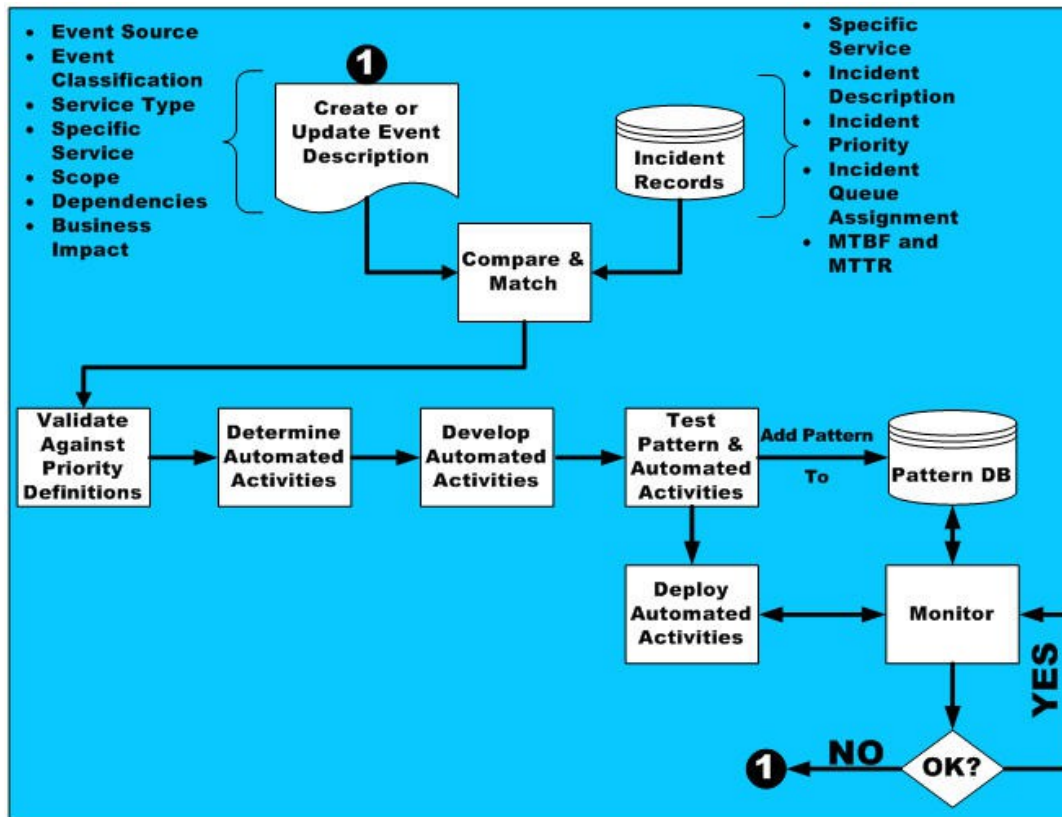
Alert Classification



Alert Correlation



Identifying and Building Patterns Associated with Incidents & Requests



Hypothetical Scenario

