

Global Support Model 0.5

Event Management

Procedures & Criteria

18.1 – Perform Event Configuration

DRAFT

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Introduction to Procedures

Purpose of this Document

This Procedures document describes detailed work that must be completed in order to perform different aspects of a specific process. When completed, this document will become a working document and should be placed under version control, maintained and updated throughout the life of the process.

The tasks (a.k.a. “steps”) that are defined in this document reflect a more granular level of detail than will be found in typical process workflow diagrams. However, users may choose to graphically depict various procedure steps in workflow format, in which case the resulting graphics can be included in the description of a procedure to further clarify the work being performed.

This template can be used to describe both “technology-independent” and “technology-dependent” procedures. In the case of technology-dependent procedures, screenshots should be included where possible to help instruct users who are using a tool to perform the procedure.

Use of this Document

USER	USE
Operations Manager	<ul style="list-style-type: none">• 18.1.8 Review Monitor Release Plan• 18.1.9 Notify Appropriate Parties of Planned Monitor Deployment• 18.1.10 Monitor Deployment Approved?• 18.1.11 Notify Requestor of Monitor Rejection• 18.1.12 Deploy Service or Infrastructure Monitor?
Event Management Administrator	<ul style="list-style-type: none">• 18.1.2 Tune or Reconfigure Monitor• 18.1.7 Get Approval to Release Monitor• 18.1.13 Deploy Service Monitor• 18.1.14 Deploy Infrastructure Monitor
Event Management Developer	<ul style="list-style-type: none">• 18.1 Perform Event Configuration• 18.1.1 Evaluate Monitor Request• 18.1.1.1 Review Monitor Request• 18.1.1.2 Is Work Order Complete?• 18.1.1.3 Work with Requestor to Complete Monitoring Specifications• 18.1.1.4 Request Type?• 18.1.3 Build & Test Infrastructure Monitor• 18.1.4 Prepare Infrastructure Monitor Release Plan
Service Event Analyst	<ul style="list-style-type: none">• 18.1.5 Build & Test Service Monitor• 18.1.6 Prepare Service Monitoring Release Plan

Interpretations

A complete glossary of terms, definitions, and acronyms can be found at the following location:
http://idsgateway.amrs.win.ml.com/sites/gsm/102/GSM%20Web%20Site%20Postings/itil_glossary.doc

Document Structure

The structure of the document will be made up of the following sections:

- Activity **Title** (Identifying the activity)
- Activity **Description** (A statement describing what it is involved)
- Activity **Matrix** (A table of inputs, outputs and roles)
- Activity **Process Reference** (A list of the process levels above)
- Activity **Steps** (Either a list of sub-activities or a list of tasks to be carried out to accomplish the outcome of the activity)
- *Transformation items*, to be implemented with GSM 1.0, will appear in *italics*.

18.1 Perform Event Configuration

18.1 Perform Event Configuration

Description

While any number of tasks is required to prepare for service infrastructure monitoring, it is assumed that the primary tasks of assessing the IT environment, determining your service infrastructure monitoring needs, and selecting the right automating technologies has already been performed.

Working with either internal or external IT staff, a specification is developed to provide data points for evaluation, along with the appropriate course of action to take when the data point or alarm is observed.

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
<ul style="list-style-type: none">• Event Management Developer• Service Event Analyst• Event Management Administrator• Operations Manager	Monitor Configuration or Creation Needed	Monitor Request	<ul style="list-style-type: none">• Tuned or Reconfigured Service or Infrastructure Monitors• New Service Monitors• New Infrastructure Monitors• Rejected Monitor Requests

Process Reference

- [18 Event Management](#)

Process Steps

The event configuration process consists of the following sub-processes:

- 18.1.1 Evaluate Monitor Request
- 18.1.2 Tune or Reconfigure Monitor

- 18.1.3 Build & Test Infrastructure Monitor
- 18.1.4 Prepare Infrastructure Monitor Release Plan
- 18.1.5 Build & Test Service Monitor
- 18.1.6 Prepare Service Monitor Release Plan
- 18.1.7 Get Approval to Deploy Monitor
- 18.1.8 Review Monitor Release Plan
- 18.1.9 Notify Appropriate Parties of Planned Monitor Deployment
- 18.1.10 Monitor Deployment Approved?
- 18.1.11 Notify Requestor of Monitor Rejection
- 18.1.12 Deploy Service or Infrastructure Monitor
- 18.1.13 Deploy Service Monitor
- 18.1.14 Deploy Infrastructure Monitor

18.1.1 Evaluate Monitor Request

Description

Work orders are received containing the following type of data: identification of event severity, category, required message, data sources, required thresholds, monitored CIs and appropriate responses.

The work orders are evaluated to determine completeness, accuracy and what type of monitor (infrastructure or service) is being requested.

[RAD: There is currently no provision for rejecting monitor requests. Please see [proposed changes to 18.1.1 process](#) to include approval/rejection cycles.]

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Event Management Developer	Work Order Received from OPM	Monitor Request Work Order	<ul style="list-style-type: none"> • Completed Work Order • Rejected Work Order

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

1. Users submit requests via web forms or email. (See Request Method column in [Appendix 2: Monitor Request Method by Tech Stripe](#) table below.)
2. Monitor requests are received by Event Management Developers via email.
3. *Event Management Developers open Monitor Request Job Tracking Ticket.*
4. Event Management Developers evaluate monitor requests. (18.1.1.1 – 18.1.1.4)

18.1.1.1 Review Monitor Request

Description

Monitor requests submitted via web forms usually restrict users from submitting incomplete requests. For custom monitors, this sort of validation may not be possible. In these cases requests will need to be reviewed manually by the Event Management Developers.

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Event Management Developer	Work Order Received from OPM	Monitor Request Work Order	Reviewed Work Order

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)
- [18.1.1 Evaluate Monitor Request](#)

Process Steps

1. Event management developers review the monitor requests to determine if all required information is present. Required information for all monitors includes, but is not restricted to, the following:
 - Server
 - Hostname
 - IP Address
 - Role/Profile

KNOWLEDGE MANAGEMENT

- Monitor Name
- Interval
- Parameter Values
 - Parameter Name
 - Description
 - Thresholds
 - Severity
- Support Group Queue
- Event Reaction Steps
- Event Closure Steps

18.1.1.2 Is Work Order Complete?

Description

If the work order is complete and accurate then a determination needs to be made as to what type of monitor is being requested.

If the work order is not complete or needs to be corrected, the Developer works with the Requestor to finalize the work order. After this, a determination needs to be made as to what type of monitor is being requested.

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Event Management Developer	Work Order from 18.1.1.1 Review Monitor Request	Reviewed Work Order	<ul style="list-style-type: none"> • Complete Work Order • Incomplete Work Order

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)
- [18.1.1 Evaluate Monitor Request](#)

Process Steps

KNOWLEDGE MANAGEMENT

1. The Event Management Specialist reviews the work order to determine if the request contains all of the information required to create the monitor.
2. If the request is complete, the Event Management Specialist will determine which type of monitor is being requested; service or infrastructure.
3. If the request is not complete, the Event Management Specialist will contact and work with the requestor to complete the monitoring specifications.

18.1.1.3 Work with Requestor to Complete Monitoring Specifications

Description

The Developer works with the Requestor to ensure the work order is both complete and accurate.

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Event Management Developer	Incomplete Work Order from Decision Point 18.1.1.2 – Is Work Order Complete?	<ul style="list-style-type: none">• Incomplete Work Order• Input from Requestor	<ul style="list-style-type: none">• Completed Work Order• Rejected Work Order

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)
- [18.1.1 Evaluate Monitor Request](#)

Process Steps

1. If all required information is not present in the work order, the Event Management Specialist contacts the requestor via phone or email to obtain the missing information.
2. *The Event Management Specialist updates the Monitor Request Job Tracking Ticket to reflect the contact with the requestor.*

18.1.1.4 Request Type?

Description

The Event Management Specialist must determine if the request is to tune or reconfigure a monitor, create a new service monitor, or create a new infrastructure monitor to route the development assignment to the correct personnel.

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Event Management	Complete Work Order	Complete Work Order	<ul style="list-style-type: none">• Tune or

Developer	from Decision Point 18.1.1.2 - Is Work Order Complete? or 18.1.1.3 Work with Requestor to Complete Monitoring Specification .		Reconfigure Monitor <ul style="list-style-type: none"> • Build & Test Service Monitor • Build & Test Infrastructure Monitor
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Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)
- [18.1.1 Evaluate Monitor Request](#)

Process Steps

1. If the request is to modify the thresholds or handling of events with an existing monitor, the assignment is made to the Event Management Administrator to tune or reconfigure the monitor. (18.1.2)
2. If the request is for a new infrastructure monitor, the assignment is made to the Event Management Administrator to build and test the new infrastructure monitor. (18.1.3)
3. If the request is for a new service monitor, the assignment is made to the Event Management Analyst to build & test the new infrastructure monitor. (18.1.5)
4. *The Event Management Administrator updates the Monitor Request Job Tracking Ticket to reflect the assignment.*

18.1.2 Tune or Reconfigure Monitor

Description

The activities for addressing the internal request to tune or reconfigure a monitor are performed and the process is ended.

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Event Management Administrator	Request to Tune or Reconfigure Monitor from 18.1.1 Evaluate Monitor Request	Request to Tune or Reconfigure Monitor	Monitor Tuned or Reconfigured

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

- 1.

18.1.3 Build & Test Infrastructure Monitor

Description

Infrastructure monitoring is passive monitoring, e.g., monitoring log files, process states (up or down), threshold events, etc., waiting for events to occur.

The Developer works to build the appropriate infrastructure monitor. Once the monitor has been configured and any required scripts created, it is tested to ensure that it works. At this point the monitor can be deployed.

Note: During the lifecycle of developing and deploying event monitors, staff in Event Management will be required to change roles while performing tasks related to both Service Build & Test and Release to Production.

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Event Management Developer	Request for Infrastructure Monitor from Activity : 18.1.1 - Evaluate Monitor Request	Request for Infrastructure Monitor	Tested Scripts and Policies

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

1. Infrastructure monitors are built and tested differently for each tech-stripe. (See Fulfillment Method column in [Appendix 2: Monitor Request Method by Tech Stripe](#) table below.)
2. Monitors are built by:
 - a. Setting the thresholds that will initiate events
 - b. Setting the support queue(s) that will respond to events
 - c. Defining event response actions
3. *The Event Management Administrator updates the Monitor Request Job Tracking Ticket to reflect the completion of the monitor build.*
4. After monitors are built testing is done to ensure that events are created and routed properly before the deployment process begins. [RAD: How are thresholds determined?]
5. *The Event Management Administrator updates the Monitor Request Job Tracking Ticket to reflect the completion of testing.*

End of Review Session – 10/24/2007

18.1.4 Prepare Infrastructure Monitor Release Plan

Description

A release plan is created for the infrastructure monitor. This release plan contains a description of what is being released, when and where, etc.

[RAD: Do details on this need to be defined in this doc or referred to in a CHM doc?]

This release plan is returned to Change Management who will coordinate the review and eventual approval of the release plan (together with Release to production), which will result in work orders being generated to deploy the infrastructure monitor.

[RAD: This will likely be done with the current PRR process until CHM & RTP are activated in GSM 3.0 & 5.0.]

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Event Management Developer	Infrastructure Monitor from 18.1.3 Build & Test Infrastructure Monitor	Tested Scripts and Policies	Infrastructure Monitor Release Plan

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

1. The Event Management Administrator initiates a PRR to begin the deployment request process. **[RAD: Who can provide details on this process and should it be inserted here?]**

18.1.5 Build & Test Service Monitor

Description

Service monitoring is "active" monitoring, e.g., synthetic transactions transmitted to measure end-to-end performance, etc.

The Developer works to build the appropriate service monitor. Once the monitor has been configured and any required scripts created, it is tested to ensure that it works. At this point the monitor can be deployed.

Note: During the lifecycle of developing and deploying event monitors, staff in Event Management will be required to change roles while performing tasks related to both Service Build & Test and Release to Production.

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Service Event Analyst	Request for Service Monitor from Activity : 18.1.1 - Evaluate Monitor Request	Request for Service Monitor	Tested Scripts and Policies

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

- 1.

18.1.6 Prepare Service Monitoring Release Plan

Description

A release plan is created for the server monitor. This release plan contains a description of what is being released, when and where, etc.

This release plan is returned to Change Management who will coordinate the review and eventual approval of the release plan (together with Release to production), which will result in work orders being generated to deploy the service monitor.

[RAD: This will likely be done with the current PRR process until CHM & RTP are activated in GSM 3.0 & 5.0.]

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Service Event Analyst	Infrastructure Monitor from 18.1.5 Build & Test Service Monitor	Tested Scripts and Policies	Service Monitor Release Plan

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

- 1.

18.1.7 Get Approval to Release Monitor

[RAD: "Get" approval or "Request" approval?]

Description

Deploying a monitor can have an effect on services or service components; therefore approval is required prior to deploying them into the production environment.

[RAD: Approval from CAG via PRR or CHM?]

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Event Management Administrator	<ul style="list-style-type: none"> • Release Plan from 18.1.4 – Prepare Infrastructure Monitor Release Plan • Release Plan from 18.1.6 – Prepare Service Monitor Release Plan 	Monitor Release Plan	Request for Approval

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

1. The Event Management Administrator submits the deployment PRR for approval. [RAD: Who can provide details on this process and should it be inserted here?]

18.1.8 Review Monitor Release Plan

Description

The monitor release plans are reviewed.

Note that the release plans should include identification of all parties who might want to know about the potential deployment of the monitor.

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Operations Manager	Request Approval from 18.1.7 – Get Approval to Release Monitor	Approved Monitor Release Plan	Reviewed Monitor Release Plan

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

- 1.

18.1.9 Notify Appropriate Parties of Planned Monitor Deployment

Description

The appropriate parties are notified about the pending deployment of the monitor.

[RAD: Who are the appropriate parties? Why are we doing this prior to finding out if the deployment is approved?]

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Operations Manager	Monitor Release Plan Reviewed from 18.1.8 – Review Monitor Release Plan	Reviewed Monitor Release Plan	Monitor Deployment Feedback

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

- 1.

18.1.10 Monitor Deployment Approved?

Description

Determine whether to approve or disapprove the monitor deployment.

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Operations Manager	Feedback distributed from 18.1.9 – Notify Appropriate Parties of Planned Monitor Deployment	Monitor Deployment Feedback	<ul style="list-style-type: none"> Rejected Monitor Approved Monitor

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

- 1.

18.1.11 Notify Requestor of Monitor Rejection

Description

Inform the requestor the monitor deployment has been rejected.

[RAD: Shouldn't the deployment plan be modified and resubmitted, rather than ending the process?]

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Operations Manager	Monitor Deployment not Approved from Decision Point 18.1.10 – Monitor Deployment Approved?	Rejected Monitor	Monitor Rejection Notification

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

- 1.

18.1.12 Deploy Service or Infrastructure Monitor?

Description

Determine whether it is a service or infrastructure monitor that needs to be deployed.

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Operations Manager	Monitor Deployment Approved from Decision Point 18.1.10 – Monitor Deployment Approved?	Approved Monitor	<ul style="list-style-type: none"> Service Monitor Deployment Assignment Infrastructure Monitor Deployment

			Assignment
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Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

1. The Operations Manager determines if the monitor to be deployed is an infrastructure or service monitor.
2. If it is an infrastructure monitor or service, the assignment is made to the Event Management Administrator to deploy the monitor.
3. *The Operations Manager updates the Monitor Request Job Tracking Ticket to reflect the deployment assignment.*

18.1.13 Deploy Service Monitor

Description

Work orders are received to deploy the infrastructure monitor. Once the infrastructure monitor has been deployed, Change Management is notified that the monitor has been successfully deployed.

Upon successful deployment Release to Production sends out a release notification informing staff to be on the lookout for the specific event.

[RAD: How will this be done between 1.0 and activation of CHM & RTP?]

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Event Management Administrator	Service Monitor Deployment Assigned from Decision Point 18.1.12 – Deploy Service or Infrastructure Monitor?	Service Monitor Deployment Assignment	Deployed Service Monitor

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

Process Steps

- 1.

18.1.14 Deploy Infrastructure Monitor

Description

Work orders are received to deploy the infrastructure monitor. Once the infrastructure monitor has been deployed, Change Management is notified that the monitor has been successfully deployed.

Upon successful deployment Release to Production sends out a release notification informing staff to be on the lookout for the specific event.

[RAD: How will this be done between 1.0 and activation of CHM & RTP?]

Activity Matrix (Process Inputs, Outputs and Roles)

PROCESS ROLE	PROCEDURE TRIGGER	INPUT(S)	OUTPUT(S)
Event Management Administrator	Infrastructure Monitor Deployment Assigned from Decision Point 18.1.12 – Deploy Service or Infrastructure Monitor?	Infrastructure Monitor Deployment Assignment	Deployed Infrastructure Monitor

Process Reference

- [18 Event Management](#)
- [18.1 Perform Event Configuration](#)

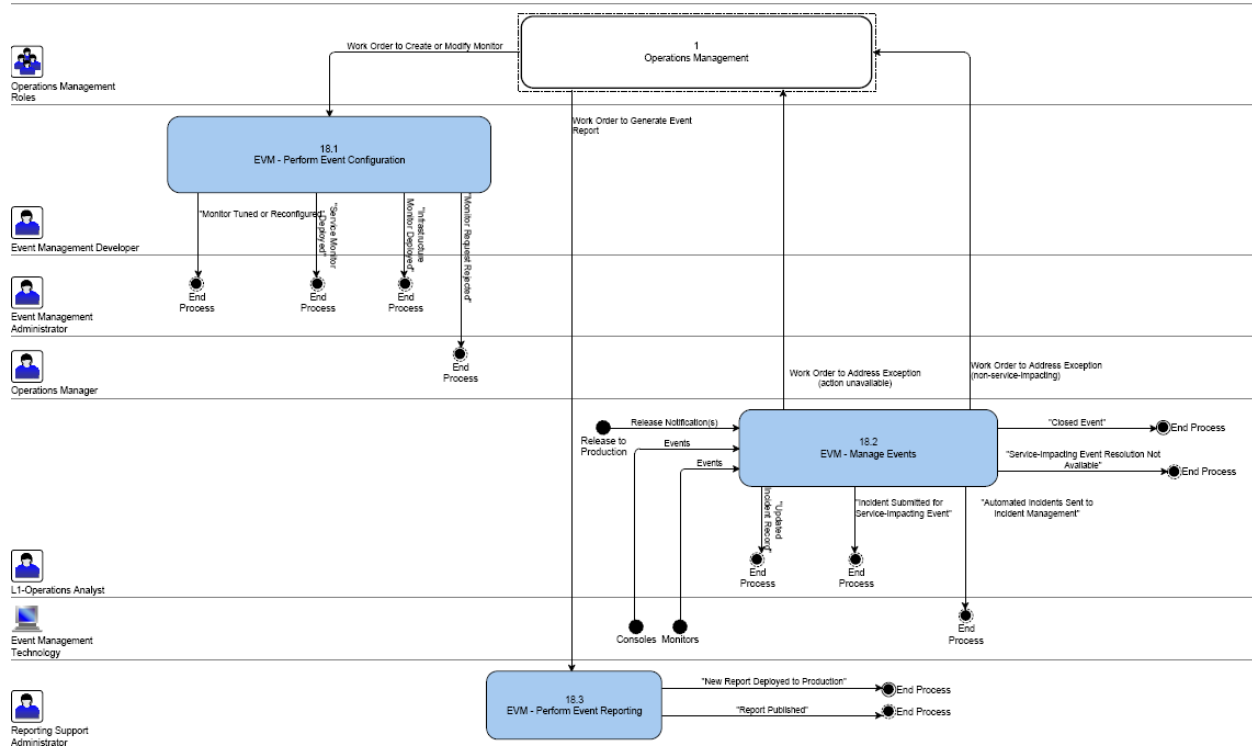
Process Steps

1. The Event Management Administrator receives the assignment to deploy the infrastructure monitor via email.
2. The Event Management Administrator deploys the service monitor according the procedures used by the appropriate tech stripe. (See Fulfillment Method column in [Appendix 2: Monitor Request Method by Tech Stripe](#) table below.)
3. *The Event Management Administrator updates the Monitor Request Job Tracking Ticket to reflect the monitor deployment.*

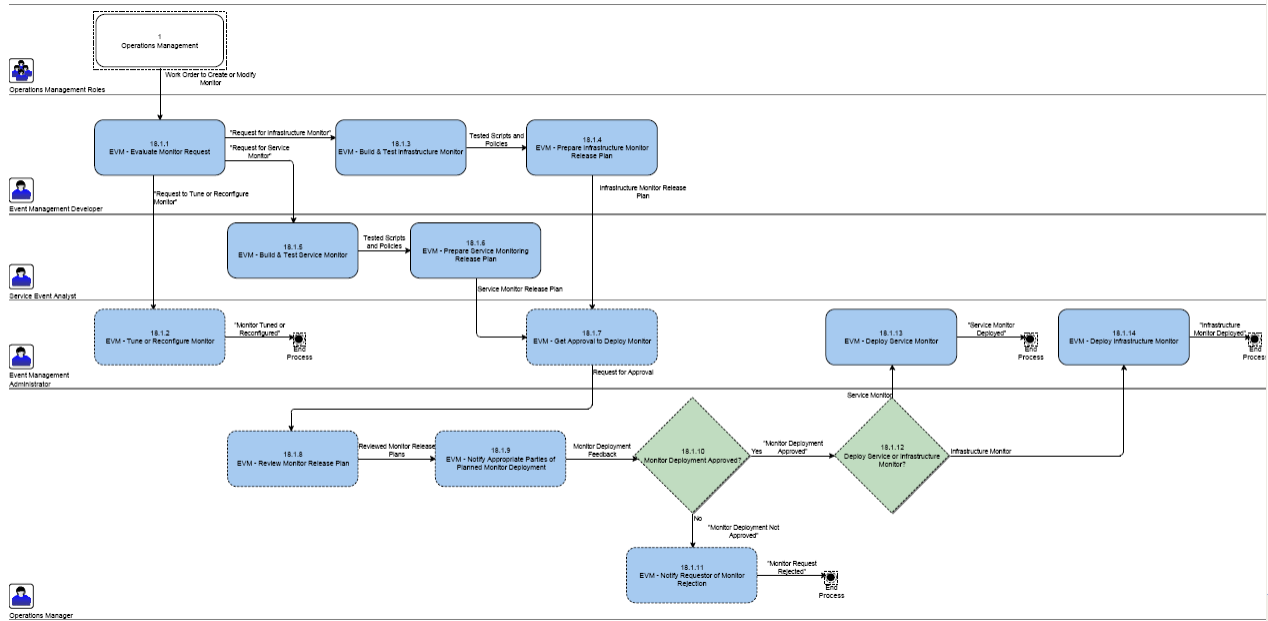
Appendix

Appendix 1: Process Flows

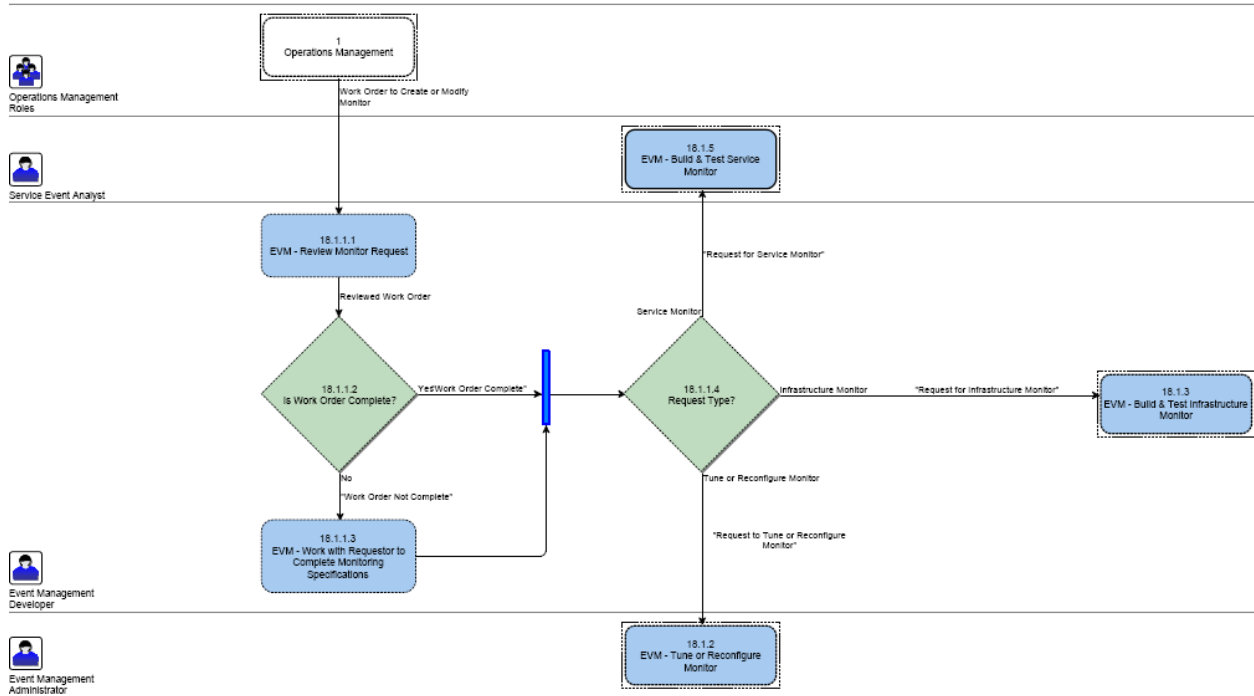
18 – Event Management (high-level)



18.1 EVM – Perform Event Configuration



18.1.1 EVM – Evaluate Monitor Request



Appendix 2: Monitor Request Method by Tech-Stripe

TECH STRIPE	REQUEST METHOD	FULFILLMENT METHOD
Distributed Computing – UNIX	Web form on sam.ml.worldnet.com	Current Procedure
Distributed Computing Monitors- Agents	Web form on sam.ml.worldnet.com	Current Procedure
Distributed Computing Monitors- Windows	Templates on sam.ml.worldnet.com	Current Procedure

Mainframe	Emails sent to Mainframe Mgmt.	Current Procedure
Networks		
GPC "War Room"		
GMI (HPSim)		
GMI (SiteWatch)		

Appendix 3: GSM 1.0 Requirements

- All monitor requests to be submitted via web forms.
- All monitor requests need to be consistently tracked from user submission to deployment and verification. **[RAD: JIRA?]**