PinkVERIFY™ 2011 ITSM Tool Assessment Criteria

Event Management

Purpose: "[M]anage events throughout their lifecycle. This lifecycle of activities to detect events, make sense of them and determine the appropriate control action is coordinated by the event management process." (SO 4.1.1.1)
Activities include: Managing the definition and provisioning of instrumentation, event rule sets, messaging, processing, notification, and response capabilities; and managing event response effectiveness (SO 4.1.1.2)

General Platform Criteria Assessment Questions

PinkVERIFY # **ISS #**	**General Platform Criterion Assessment Question**
Vendor Response: (cell expands to accommodate response)	
EVM-11-G-001 N/A	Does the tool use ITIL® 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations?
Comment:	
EVM-11-G-002 N/A	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?
Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).	
EVM-11-G-003 N/A	Does the tool support designating fields as mandatory?
Provide an overview:	
EVM-11-G-004 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? E.g., number and percentage of events by category, by platform (e.g. Unix or Solaris), by significance, that required human intervention, that resulted in an RFC being raised (list of 10 in the book).
Provide an overview:	
EVM-11-G-005 N/A	Does the tool facilitate the production of management reports from historical records?
Provide an overview:	
EVM-11-G-006 N/A	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
Describe:	
EVM-11-G-007 N/A	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
Describe:	

PinkVERIFY # / ISS #	General Platform Criterion Assessment Question
Vendor Response: (cell expands to accommodate response)	
EVM-11-G-008 N/A	Does the tool provide facilities within the tool database for archiving closed records?
Describe:	

Core Criteria Assessment Questions

PinkVERIFY # / ISS #	Core Criterion Assessment Question
Vendor Response: (cell expands to accommodate response)	
EVM-11-C-001 19.1	Event Records Can the tool accommodate sufficient detail for each event generated? E.g., the device identity, component concerned, type of failure and date and time.
Describe (can include screenshots):	
EVM-11-C-002 19.3	Escalations Can the tool escalate alerts to support staff, engineers, third party suppliers? E.g., this may be via email or SMS messaging.
Describe (can include screenshots):	
EVM-11-C-003 19.4	Event Filtering/Categorizing Can the tool filter event alerts by those that are for information, a warning or an exception?
Describe (can include screenshots):	
EVM-11-C-004 N/A	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
Describe (can include screenshots):	
EVM-11-C-005 N/A	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
Describe (can include screenshots):	
EVM-11-C-006 19.9	Closing Events Can the tool show when an action is complete and the event can be closed?
Describe (can include screenshots):	
EVM-11-C-007 19.6	Prioritizing Events Does the tool assist with event prioritization? Priority assignment would most likely be based on the criteria and rules set with the application.
Describe (can include screenshots):	
EVM-11-C-008 19.8	Tracking Trends Can the tool track trends? E.g., an increase in the number of events during a particular period.
Describe (can include screenshots):	

PinkVERIFY # / ISS #	Core Criterion Assessment Question
Vendor Response: (cell expands to accommodate response)	
EVM-11-C-009 N/A	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
Describe (can include screenshots):	
EVM-11-C-010 N/A	Does the tool have the means to consolidate and archive event data and information?
Describe (can include screenshots):	
EVM-11-C-011 N/A	Does the tool provide a consolidated view of events by service or system?
Describe (can include screenshots):	
EVM-11-C-012 19.5	Correlation Criteria and Rules Can tool accommodate event criteria and rules that assist with impact assessment?
Describe (can include screenshots):	
EVM-11-C-013 N/A	Can the tool correlate events from multiple monitoring tools and systems?
Describe (can include screenshots):	
EVM-11-C-014 N/A	Is the tool able to consolidate events from across various domains/platforms? For example: Multiple hardware types, platforms, monitoring systems
Describe (can include screenshots):	
EVM-11-C-015 N/A	Does the tool automate the identification and consolidation of duplicate events?
Describe (can include screenshots):	

Integration Criteria Assessment Questions

PinkVERIFY # / ISS #	Integration Criterion Assessment Question
Vendor Response: (cell expands to accommodate response)	
EVM-11-I-001 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)
Describe (can include screenshots):	
EVM-11-I-002 19.7	Triggers Can the tool generate triggers in response to recognized conditions? E.g., input to incident or change management processes, or executing actions via scripts or sending a text message.
Describe (can include screenshots):	
EVM-11-I-003 N/A	Does the tool automate the correlation of related events in support of pro-active Problem Identification?
Describe (can include screenshots):	
EVM-11-I-004 N/A	Does the tool automate the association of events with CI records in the CMDB?
Describe (can include screenshots):	
EVM-11-I-005 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 prioritization codes and categorizations, control action, knowledge of supporting and dependent CIs, the change schedule, incorporation of known error information from vendors?
Describe (can include screenshots):	
EVM-11-I-006 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)?
Describe (can include screenshots):	