

ITSM On-Ramp™ Services

ITIL® Event Management Workshop for eG Innovations Monitoring Implementations

Align your eG Innovations monitoring implementation with ITIL® best practice for IT service management. This 1/2 day workshop will ensure that your investment in the eG Innovations software is integrated into an ITIL®-based Event Management process.

The workshop covers both eG monitoring and ITIL® Event Management:

- ✓ A review of ITIL V3 Event Management
- ✓ Event Management vs Monitoring
- ✓ Inputs, Outputs, Activities and Triggers
- ✓ Roles & Responsibilities
- ✓ Establishing Event Management
- ✓ Operationalizing the eG Monitor
- ✓ Event Management Process Design Workbook
- ✓ eG Innovations Design Specification

The workshop is conducted by a Certified eG Innovations Engineer, a PMP and ITIL® Expert, with over 4 years working with eG clients.

The workshop can be provided on a standalone basis or as part of an eG Innovations Professional Services engagement.

Monitoring and Event Management are becoming critical for successful adoption of IT service management, and are the key to the future of IT Operations.

***["Too few IT organizations can monitor performance of the infrastructure and proactively take action to prevent problems. In the virtualized future, these previously unaddressed tasks will become the primary focus of IT operations.*"]**

***Managing the IT infrastructure from a higher-level perspective will require new skills in areas such as capacity planning and monitoring. For many system administrators, this situation will require a skill upgrade and a shift in perspective from tactical to strategic."*]**

- *Virtualization for Dummies*
Bernard Golden, MBA, CEO Navica

If you have invested in eG Innovations, or are considering an investment, then this workshop is an ideal opportunity to take a giant leap ahead in the race to ITSM excellence.

MyServiceMonitor also provides fully accredited ITIL® Version 2 and Version 3 certification instruction, standards-based assessment services, and project management services. ITSM On-Ramp™ Services leverage intelligent service monitoring, best practice guidance and key international standards.

The traditional approaches to implementing IT service management do not address the cultural hurdles in most IT organizations, do not help the operations staff fast enough, and focus on tools that automate workflows (and often defining them for the client).

Find the Right Road to ITSM excellence with eG and ITSM On-Ramp™ Services.

Why Event Management:

ITIL® Version 3 re-introduced an Event Management process which was absent in the Version 3 Library. This process is too often omitted from many organizations' ITIL® Road Maps.

The Event Management process is the basis for :

1. Operational Monitoring & Control
2. Service Assurance
3. Service Reporting
4. Service Improvement

Clearly this critical process needs to be included in your plans! This is particularly true with the advent of complex, n-tier and increasingly virtual service infrastructures.

What the Workshop Accomplishes:

The Event Management Workshop is designed to leverage an investment in eG Innovations monitoring software. Customers who have invested in, or are planning to implement, eG Innovations will benefit from this workshop.

Through facilitated discussion and exercises, the roles in the ITIL® Event Management process are reviewed along with typical roles in an eG Innovations monitoring environment.

As a result of the workshop, an outline of an ITIL®-based Event Management process, and a Design Document for the eG Innovations software will be completed. This forms the basis of a clear charter and scope for both Event Management and monitoring.

Who Should Attend:

Process ownership of the Event Management process is clearly IT Operations however the Event Management process, and monitoring, touch many different functional units.

Since the Workshop facilitates a discussion about Event Management and monitoring, the following people should participate:

- Senior Level IT Operations Management and Staff
 - Technical Management -Operators, Team Leads, Q/A Analysts
 - Application Management - Analysts, Architects, Team Leads
 - Service Design Managers, Service Owners, Service Level Managers

Pricing:

The Event Management Workshop is a 1/2 day session. A pre-meeting or conference call is required to prepare for the workshop, identify any organizational sensitivities and agree on participants.

Standalone workshops are a fixed fee¹ of \$ 850.00

The Event Management Workshop can also be incorporated into a professional services engagement with eG Innovations. MyServiceMonitor will partner with eG Innovations resources, providing process and project management support , while eG focuses on the technical aspects of the deployment.

This can ensure that People, Process and Technology are considered as monitoring automation takes place.

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