Event Management Fundamentals

1: Overview

Objectives

- What is the ITOM Product Suite?
- Define customer challenges
- Learn about Event Management capabilities
- Learn about the high-level Event Management Process
- Demonstrate application and technical services

Labs

- Lab 1.1: Windows VM and Event Creation
- Lab 1.2: Create Application Services and View them in Operator Workspace
- Lab 1.3: Create a Dynamic CI Group Technical Service

2: Architecture and Discovery

Objectives

- Understand the Discovery and MID Server architecture
- Understand Event Management architecture
- Understand the monitoring process
- Understand the MID Server Installation process

Labs

- Lab 2.1: Validate the MID Server
- Lab 2.2: Execute a Discovery

3: Event Management

Objectives

- Understand the difference between an event and an alert
- Understand how events are processed

- Learn how to use event rules
- Learn how CIs bind to alerts
- Learn how to use event field mappings
- Learn how to use event thresholds

Labs

- Lab 3.1: Event Processing
- Lab 3.2: Event Binding with Event Rules
- Lab 3.3: Event Binding with Event Rules and CI Identifiers
- Lab 3.4: Event Field Mapping Rules
- Lab 3.5: Event Threshold Rules

4: Alerts and Tasks

Objectives

- Describe the purpose of an alert
- Describe the key data in an alert
- Learn to navigate the key alert interfaces
- Learn what actions can apply to an alert for resolution
- Learn how alerts are aggregated and correlated (grouped)
- Learn about alert flapping
- Understand how the alert impact profile is calculated

Labs

- Lab 4.1: Alert Flapping
- Lab 4.2: Alert Management Rules for Generating Incidents
- Lab 4.3: Configuring the Service Map
- Lab 4.4: Application Service SLAs

5: Event Sources

Objectives

- Identify various event sources

- Understand the use of Push versus Pull methods
- Learn how to convert emails into events/alerts
- Describe the configuration steps for a monitoring connector

Labs

- Lab 5.1: Create SolarWinds Connector and Events
- Lab 5.2: Processing Events from an Email Source
- Lab 5.3: Capture and Process SNMP Traps
- Lab 5.4: Optional Challenge Lab – Additional SNMP Traps