Event Management

Agiloft provides a robust Event Management system that can integrate with external monitoring systems or scripts, parsed inbound email, and other modules within the system to generate events automatically, convert specific types of event into incidents, and track information or warning events related to configuration items or other modules.

The system consists of two primary tables, Event Types and Events.

Event Types

The Event Types table defines the event types used to classify and process incoming events. Event types work best when they integrate with any external monitoring systems. This way, when a monitoring system creates an event it also identifies the Event Type in the system, typically by ID, so that the event will be processed as predefined for that event type.

Configuration Managers and admin users have the permission to set up and modify event types. These permissions can be granted to other groups as needed.

Events

The Events table holds each individual event. Both events and event types have an Alert Type that defines the nature of the event and how the event is processed.

Events are most commonly related to configuration items and used to notify about problematic conditions for a particular CI. But they may be related to other modules or conditions in the system, such as SLAs that have shown a pattern of breaching too often, or OLAs that are not being met consistently.