

PLATTFORM

EVENT MANAGEMENT

process signals or events automatically

filtering according to individual requirements

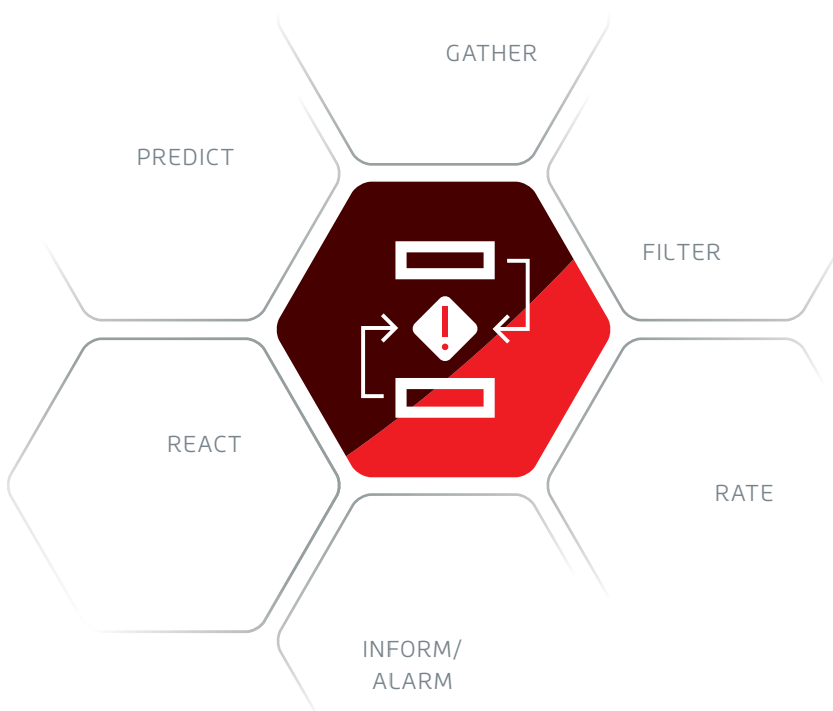
monitoring and configuration
automatic order creation according to rule definition

The 446 Plattform® offers you the possibility to filter and categorize occurring events automatically. On this basis, you automatically take the appropriate steps before your business processes are impaired.

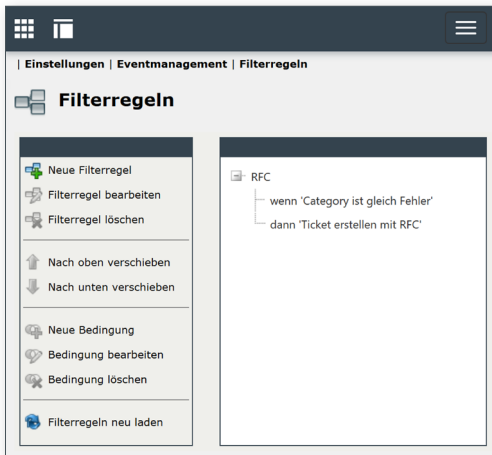
With the Event Management module, you can monitor your system environments, such as data centers, in which most events arise from regular operation (e.g., storage space requirements, computing power, or the availability of network components). If incidents that have occurred indicate errors, this causes an order to be created (see module Order Management).

Through a precise indication of incidents, problems can be assigned to the appropriate groups for resolution in good time before a service is disrupted. On the other hand, this also provides you with evidence of normally running processes and applications (for example, logging of logins and logouts).

The simple handling of the module allows even employees without specialist technical knowledge to carry out monitoring and configuration themselves.



IMPORTANT FUNCTIONS AT A GLANCE



FILTER RULES
management and configuration of
rules and conditions

CONNECTORS

The Event Management module can be connected to external data sources, services, and databases to the event management in various ways.

With the Microsoft Service Broker connector, new events are automatically forwarded to the connector without having to send repeated queries to the database.

This significantly reduces the delay time for queries. If the application is temporarily unavailable or does not respond, the Service Broker stores messages until they can be delivered again. In contrast to this, new messages are only transmitted with the SQL connector if a query (poll) of the connector takes place.

The Service Broker Queue Connector offers the highest performance and lowest delay time of all connectors. It establishes a direct connection to the Service Broker queue and retrieves notifications directly. Setup requires manual configuration in the database (queues and notifications) by the administrator.

FILTER RULES

Using filter rules, you can define criteria for when an event generates an order. The filter rules are defined in a tree view with conditions and actions displayed.

The following conditions are possible (selection):

- Suspended event source condition: it checks whether an event source such as a service or database is suspended.
- Field Value Comparison: Compares a field value to a specified value.
- Geolocation: Comparison of whether a point is within a certain radius around a comparison point.
- Group: With this option, existing conditions can be grouped using the operators AND or OR.
- Weekday: The system checks on which weekday the date is located.
- Period: Check whether the value of a field is within a specified period.

VALUE RULES

With value rules, you configure conditions that you can use in the filter rules. Rules that have invalid conditions or are not fully configured are displayed in red and cannot be used in the filter rules.

ASSIGNMENT

As soon as a filter rule initiates the creation of an order, these assignments define the transfer of the available data in the event source into an order. If the Service Management module is activated, service transactions can be used in addition to order schemes to create orders.