



**Harrison James**

# **SIAM Retained Organisation Example Assurance Pack – Demand & Event Management**



[Harrisonjamesit.com](http://Harrisonjamesit.com) | [info@harrisonjamesit.com](mailto:info@harrisonjamesit.com)



Process Description:

Demand Management is the set of activities utilised to understand and influence customer demand for services and guide the provision of capacity to meet these demands.

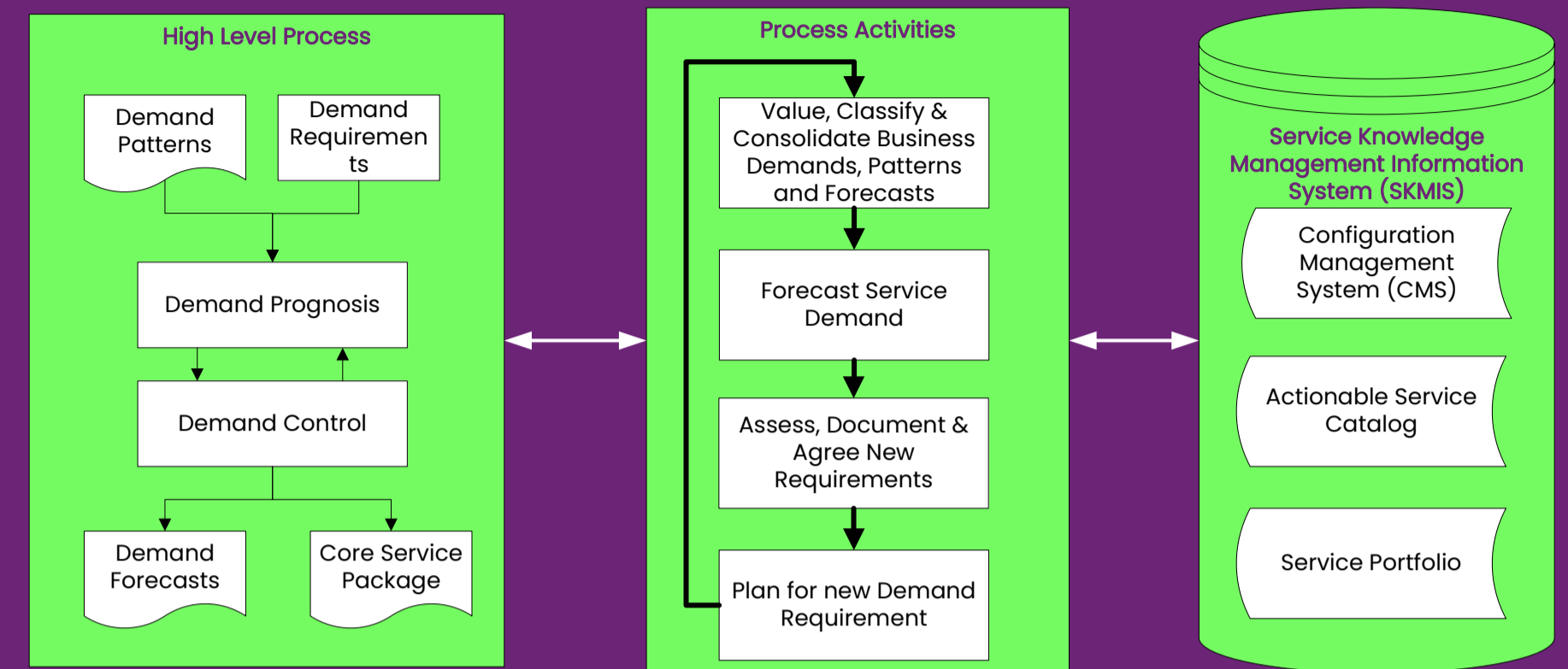
Demand Management comprises two primary activities:

- Demand Analysis: Identification and analysis of Patterns of Business Activity (PBA) and user profiles that generate demand.
Demand Shaping: Utilising techniques to influence and manage demand in such a way that excess capacity is reduced but the business and customer requirements are still satisfied

Policy Statements:

- Formal processes and procedures must be documented, consistently followed, and enforced for the Demand Management process.
One Demand Management process based on the IT Infrastructure Library (ITIL) will be utilised throughout the organisation.
The Demand Management process shall identify Demand requirements on the basis of business plans, business requirements, SLAs and MOU's and risk assessments, and shall be consulted in the development and negotiation of SLA's and MOU's.
The Demand Management process will be subject to Continuous Process Improvement.
Demand Management will endeavour to ensure optimal integration with other ITSM processes.
The best available demand pattern should be provided to Demand Management as soon as they are identified.
There must be a Demand Plan
Demand Plans will be kept on file for 18 months after their expiry date.
The Demand Plans will be reviewed at least annually to ensure requirements reflect agreed-upon changes required by the business.
Monitoring, data gathering, analysis, reporting, and reviews will be undertaken consistently in a defined manner, with the data being stored in the Service Knowledge Management Database (SKMDB).
The contents of the SKMDB will be shared with other ITSM processes.
The Demand Management Process Owner is accountable for the entire IT Demand Management process and has the authority to develop policies and procedures pertaining to the process.
Demand Management is responsible for preparing an annual Demand Forecast to be reviewed and approved by the Senior Management team.
All changes that are going to be made to the infrastructure to improve capacity, or recover from capacity incidents and problems must go through the Change Management process

Process:



Reporting:

Table with 3 columns: Aspect, Measure, Frequency. Rows include Process Workload, Process Effectiveness, and Compliance with specific metrics.

Table with 3 columns: Measure, Report, Frequency. Rows include Accurate Forecasts of Current and Future IT Service Demand and Effective Demand Management.

Table with 2 columns: Measure, Report. Lists Smart KPI's such as Number of demand reports produced and Percentage of services under Demand Portfolio.

Audit Schedule

Table with 4 columns: Ad-Hoc, Weekly, Monthly, Yearly. Lists specific audit activities for each frequency, such as Demand Forecasting and Capacity Usage Review.



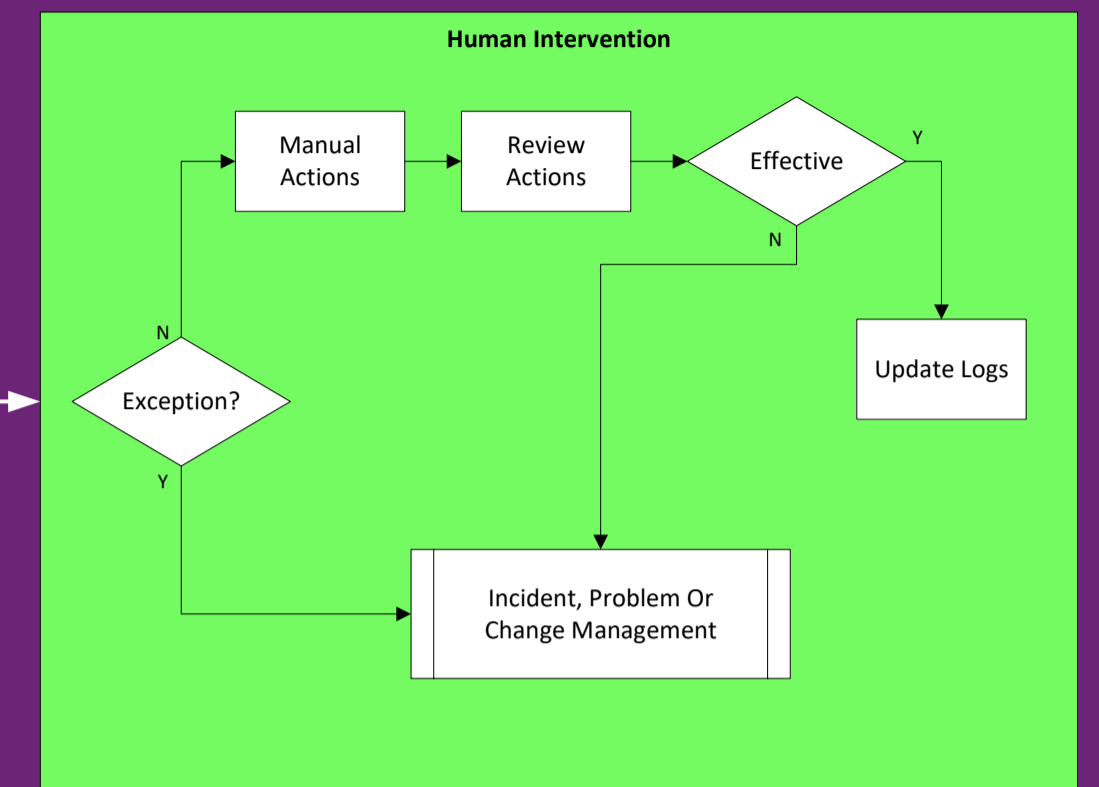
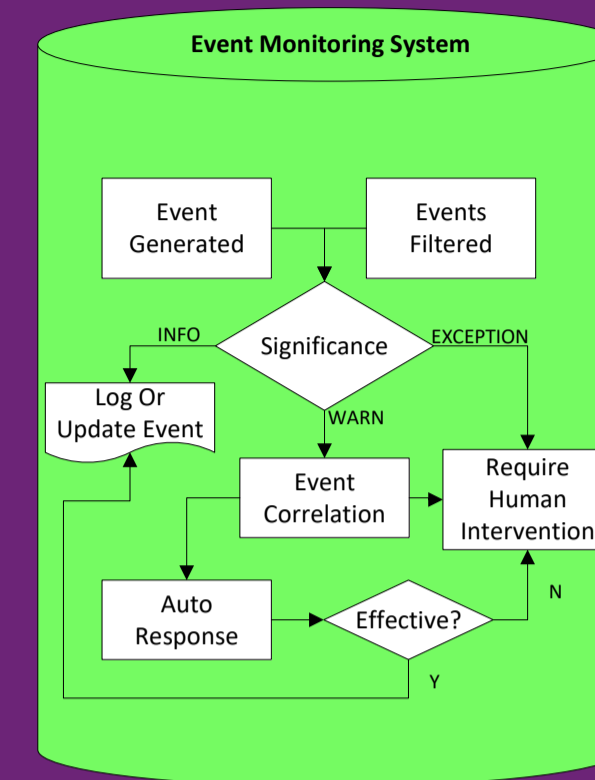
Process Description:

Event Management is the process that monitors all events that occur through the IT infrastructure to allow for normal operation and also to detect and escalate exception conditions. An event can be defined as any detectable or discernible occurrence that has significance for the management of the IT Infrastructure of the delivery of IT service.

Policy Statements:

- Formal processes and procedures must be documented, consistently followed, and enforced for the Event Management process.
One Event Management process based on the IT Infrastructure Library (ITIL) will be utilised throughout the organisation.
The Event Management Process Owner is accountable for the entire Event Management process lifecycle and has the authority to develop policies and procedures pertaining to the process.
No monitoring shall be implemented unless it invokes an Actionable Event, as agreed in the Event Requirements by the Event Stakeholders.
There will be only one tool or integrated tool suite used for the central processing and logging of Events.
There will be only one tool or integrated tool suite used for the presentation of Events.
There will be only one tool or integrated tool suite used for notification and acceptance of Events.
Events will be presented only to the party expected to act on them.
Event Management will periodically attempt to match Exception Events to Incidents to identify Event deployment opportunities and Event quality issues.
Automated actions taken in response to an event are to be associated with the event and logged.
All actions and Event Log information captured for an Event that has opened an Incident should be copied in as close to real time as possible to the Incident log.
All Events will be pre-prioritized based upon anticipated impact and urgency declared in the Priority Model for Incident, Problem and Change Management.
Event Management metrics and management reports will be provided to Management, staff and Customers in accordance with procedures and agreements.
The Process Owner will conduct reviews regularly at the Process Owner's discretion. Reviews will focus on process consistency and repeatability and Key Performance Indicators (KPIs).
To the extent possible, all Event Notifications submitted to the Event Management system shall be in a Uniform Event Format.
Event correlation shall be performed as close to the source of the event as possible.

Process:



Reporting:

Table with 3 columns: Aspect, Measure, Frequency. Rows include Process Workload, Process Effectiveness, and Compliance with specific metrics.

Table with 3 columns: Measure, Report, Frequency. Rows include Define correct level of filtering of events and alerts, Define thresholds together with Service Design and Service Operations, and Use appropriate tools for Event and Alert Monitoring.

Table with 2 columns: Measure, Report. Row includes Smart KPI's such as Percentage of services covered by Event Management and Number of events escalating to Incidents or Problems.

Audit Schedule

Table with 4 columns: Ad-Hoc, Weekly, Monthly, Yearly. Each column lists specific audit activities and reviews.