Implementation Guidance
(This section must be removed from final version of the document)

Purpose of this document

This document sets out the organization's policy with respect to event management.

Areas of the ITIL® Framework addressed

The following areas of the ITIL Framework are addressed by this document:

Service Operation - Event Management

General Guidance

This policy document may be used to set out the organization's overall attitude to event management and clarify the principles that should be followed. The implementation of event management will be significantly affected by the technical tools available and their degree of flexibility and potential for integration. The point of this document is to take a higher-level view which sets the goals to be achieved, either using existing tools or as input to a selection exercise for new ones.

Review Frequency

We would recommend that this document is reviewed annually.

Toolkit Version Number

ITIL® 2011 Service Operation Process and Policy Pack Version 1 ©CertiKit 2015.

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