

[company name]

## Appendix: Event Catalogue

Entry Topic		Category	Response

**Comment [BV1]:** e.g. event catalogue entry can be:

- service based
- technical/CI based
- technical/application based
- general
- etc.

Few examples:

- Topic: Network  
- Sub-Topic: Network/Trunk of the group for 2000 on Network
- Topic: Service  
- Sub-Topic: Communication/Phone installation in progress
- Topic: Security  
- Sub-Topic: Security/Intrusion alarm detected

**Comment [BV2]:** e.g. information, warning, exception

**Comment [BV3]:**

for **information** – automatic recording in log file on CI

- [-] Warning: Audio response: 200
- [-] Warning: Service interruption: Available
- [-] Warning: Problem/Change Management

for **exception** – new incident/problem/change record