HCLSoftware

HCL IntelliOps
Event Management

IEM User Guide

Version 1.1

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Document Revision History

This guide is updated with each release of the product or when necessary.

This table provides the revision history of this User Guide.

Version Date	Description
January, 2024	HCL IEM User Guide_V1.0
January, 2025	HCL_IEM_User Guide_V1.1

1 Preface

This section provides information about the HCL IntelliOps Event Management (IEM) User Guide that includes the following topics.

- Intended Audience
- About This Guide
- Related Documents
- Conventions

1.1 Intended Audience

This guide is intended for HCL IEM end-users like Command Centre, DC Ops teams etc. working towards the resolution of actionable issues detected by HCL IEM by correlating alerts.

1.2 About This Guide

This guide will introduce users to the key concepts of HCL IEM and provide instructions on how they can use this product to its full potential. It will provide an overview of the end-user interface and contains instructions on how to perform different tasks.
This document includes the following topics:

- HCL IEM Overview
- System Requirements
- Using HCL IEM
- Support

1.3 Related Documents

The following documents can be referenced in addition to this guide for further information on the HCL IEM platform.

- Introduction to HCL IEM User Guide

1.4 Conventions

The following typographic conventions are used in this document:

Table 1 - Conventions

Convention	Element
Boldface	Indicates graphical user interface elements associated with an action, or terms defined in text or the glossary
Underlined blue	Indicates a cross-reference and links
Courier New (Font)	Indicates commands within a paragraph, URLs, code in examples, and paths including on screen text and text input from users
Italic	Indicates document titles, occasional emphasis, or glossary terms
Numbered lists	Indicates steps in a procedure to be followed in a sequence
Bulleted lists	Indicates a list of items that is not necessarily meant to be followed in a sequence

2 Introduction

This user guide is intended for HCL IEM end-users like Command Centre, DC Ops teams etc. that are working towards the resolution of actionable issues detected by HCL IEM by correlating alerts.

2.1 Overview of IEM

HCL IntelliOps Event Management is an AI-powered IT event management platform on the cloud that transforms IT operations by incorporating AIOps capabilities into the system. Its machine learning-based advanced features, such as topology correlation, anomaly detection, and noise reduction, not only help reduce Mean Time to Detect (MTTD) and Mean Time to Recover (MTTR) of incidents but also proactively detect potential issues, prevent outages, and ensure service continuity for businesses.

This intelligent platform provides integrations with various monitoring tools and custom code within an ecosystem to ingest a vast volume of heterogeneous data in the form of events, metrics, performance, and configuration information. Its client-side component – IEM-(IMM) Integration Management Module collects raw events from various monitoring systems and send it to IEM, it also offers a unique feature of continuous service delivery in the case of connectivity loss with IEM Cloud, minimizing the impact of outages on IT operations.

IEM also fosters efficient collaboration across teams, ultimately improving system performance and agility. Its integration with ITSM tools packages industry is the best practices, significantly reducing duplicate incidents and enhancing the Root Cause Analysis process by automatically correlating incidents with Change Management.

2.2 Key Features

- **Early Anomaly Detection**: Utilizes metrics for early identification of true anomalies in the lifecycle. Metric anomaly system is available to identify anomalous metric point for outlier detection based on metric data being ingested.
- **Topology Based Alert Correlation**: OOB correlation rules available for Correlation of alerts based on relationships between entities defined in the system.
- **Temporal-Based Alert Correlation**: Leverages a robust correlation engine and condition-based correlation for automatic grouping and mapping of alerts with an efficient Feedback System to avoid irrelevant alert to actionable grouping.
- **OOB NiFi Connector Management via IMM (Integration Management Module) Portal**: Topology, Entity and Service data ingestion via NiFi in real-time.
- **Automated Noise Reduction**: Filters out irrelevant data to reduce noise and focus on meaningful events. There is Noise Rule Configuration with maintenance windows support.
- **Related Problems and Changes view of Actionable for Effective Diagnosis**: Helps in addressing impact assessment for continuous improvement and prioritize actionable based on their potential impact.

- **Real-Time Interactive Visualization**: Provides user-friendly dashboards for real-time interaction with Metric View, Service View, and Topology View. A timeline view is also available for events, alerts, and Actionable.
- **Quick User's Collaboration**: Enables quick chat and collaboration with the team for efficient communication thereby reducing MTTR along with automated notifications to operators for assigned actionable.
- **Cost Saving View**: Significantly benefits by optimizing resources, improving operational efficiency, and reducing unnecessary expenditures on actionable resolution and reviving the degraded services.

3 IEM Interface

The interface presents unified views like Metric View, Topology View and Service View to facilitate Event Management helping IT Professionals understand the relationships between different entities and services to make informed decisions to manage and troubleshoot complex IT environments more efficiently.

3.1 Login to HCL IEM

HCL IEM can be accessed web browser, with the sole exception of Internet Explorer. After the user receives their login credentials, they should perform the following steps to log into HCL IEM:

1. Launch web browser (Chrome, Mozilla, or Edge) and use the HCL IEM Portal URL.
2. On the HCL IEM **Login** page, type your email ID registered with HCL IEM in the **Email** field and password in password field.

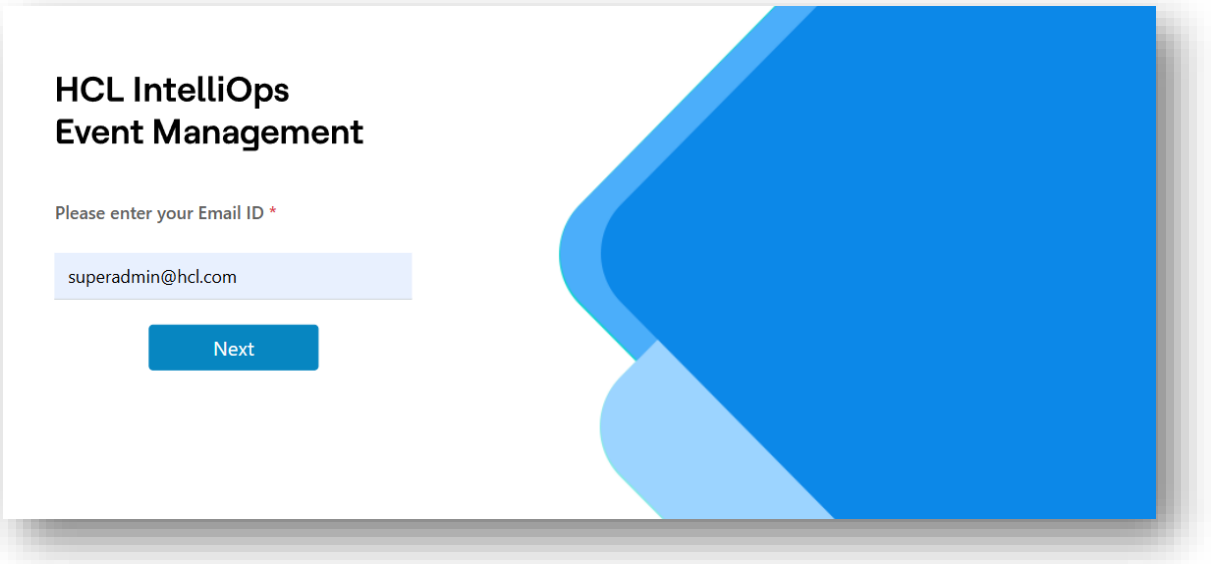


Figure 1 - Login

3. Post successful authentication, the user logs into the HCL IEM portal on home page.

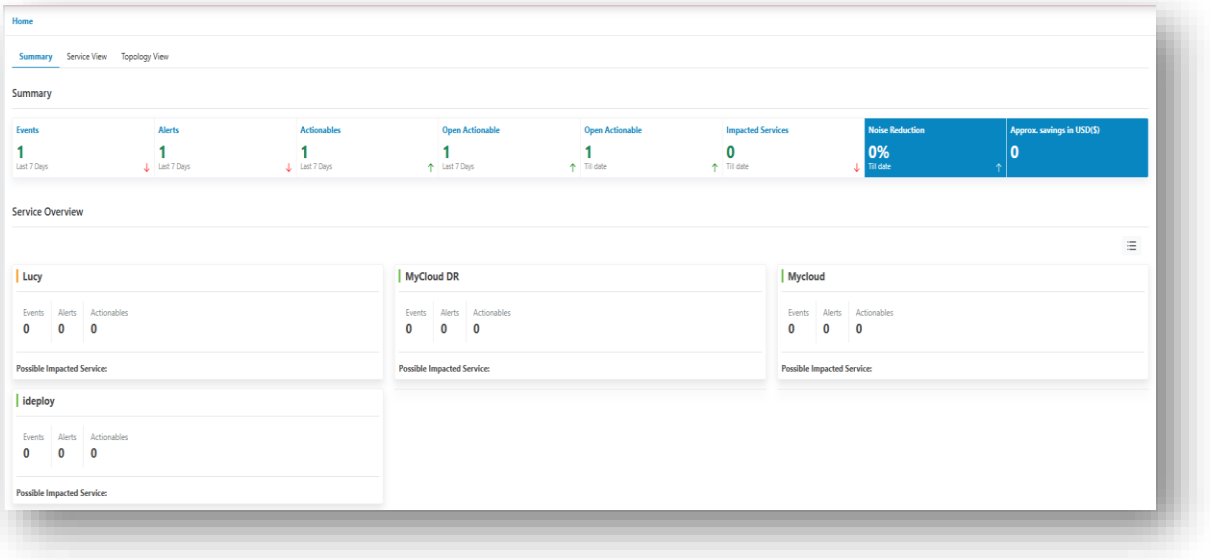


Figure 2 - Home Page

The user interface is comprised of three views:

- Home
- Data View
- Customer

The interface also presents unified views like Metric View, Topology View and Service View to provide a visual representation of the relationship between services and entities in the system.

The Home Screen is a dashboard where a user can see three different views:

- Summary
- Service View
- Topology View

3.1.1 Summary

The summary shows the value of different metrics corresponding to Events, Alerts, Actionable for a particular customer. It gives a view of open actionable and impacted services. In addition, Noise Reduction percentage, calculated to date, is also shown in the metric view.

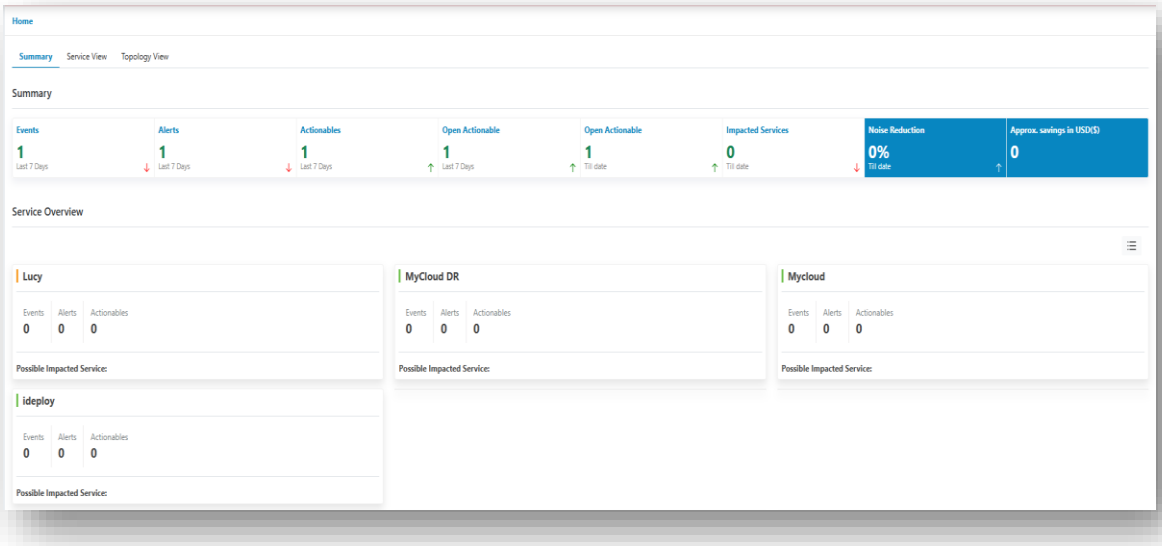


Figure 3 - Summary

3.1.2 Service View

Applications consist of multiple services running on different nodes or entities. These services are often related to each other in a Parent-Child relationship where issue on a child service gets cascaded onto parent service and further up in hierarchy. In a complex or large environment, analyzing this impact is very challenging and leads to higher MTTR, RCA and outages. With HCL IEM Service View, Users can quickly identify the Causal Service and corresponding Impacted Services, enabling them to trigger appropriate remediation process in minimal time.

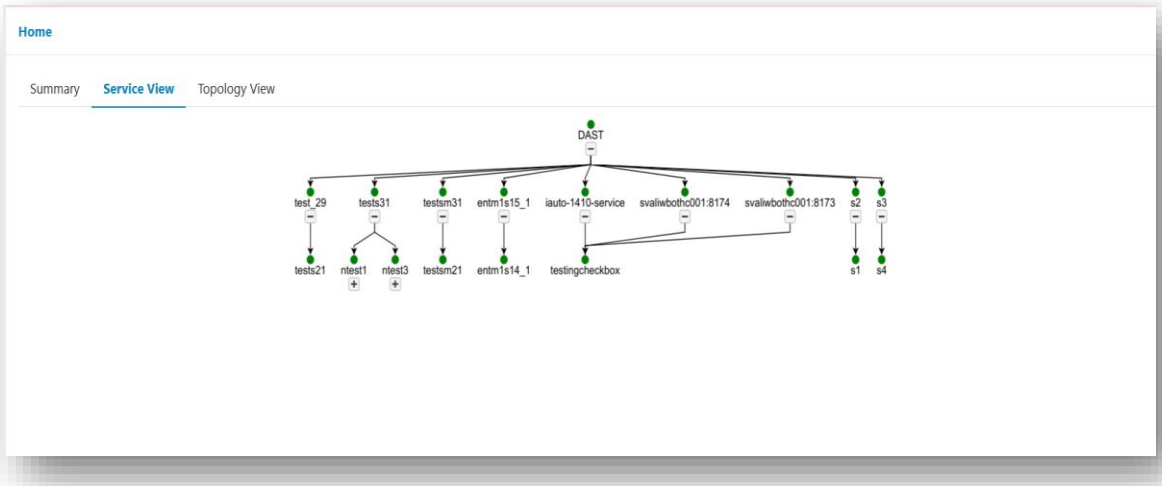


Figure 4 - Service Overview

3.1.3 Topology View

Topology View shows the relationship between entities for a particular customer. Parent and Child nodes are depicted in the Topology view chart, as configured for the selected customer.

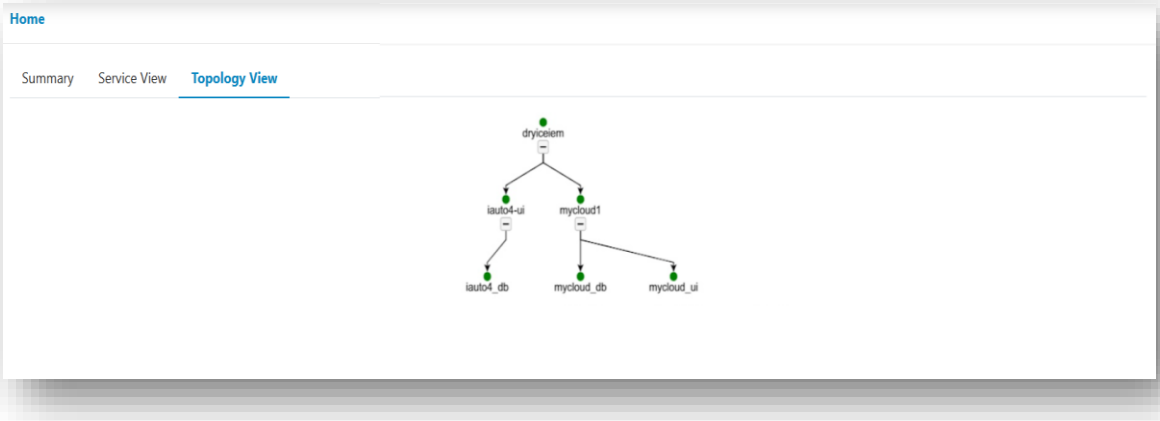


Figure 5 - Topology View

3.2 Data View

The data view acts as the user's visual guide into granular data related to the events, alerts, actionable and noise data, in a single, unified view that permits the user to filter data according to their requirement and obtain a more transparent view of the system and any issues related to the services configured within the system.

Based on the configuration, five data views are displayed over this console.

- Events
- Alerts
- Actionable
- All Events
- Noise Events
- Metrices

3.2.1 Events

An "event" refers to a significant occurrence or incident within an IT environment that is detected, monitored, and logged by various systems and tools. Events are typically generated by hardware, software, applications, or network devices, and they serve as a key source of information for monitoring and managing the performance and health of IT systems.

Events can be diverse and may include activities such as system errors, warning messages, user interactions, configuration changes, or security-related incidents.

This view will show all events that have come into HCL IEM system after removal of noise events.

Events are classified as noise if they satisfy the rule condition.

3.2.1.1 Events View

Please follow the steps below to view events data:

1. In the top navigation bar, click on Data View and click on Events.

2. Events data will be displayed for the customer to which user is part of.

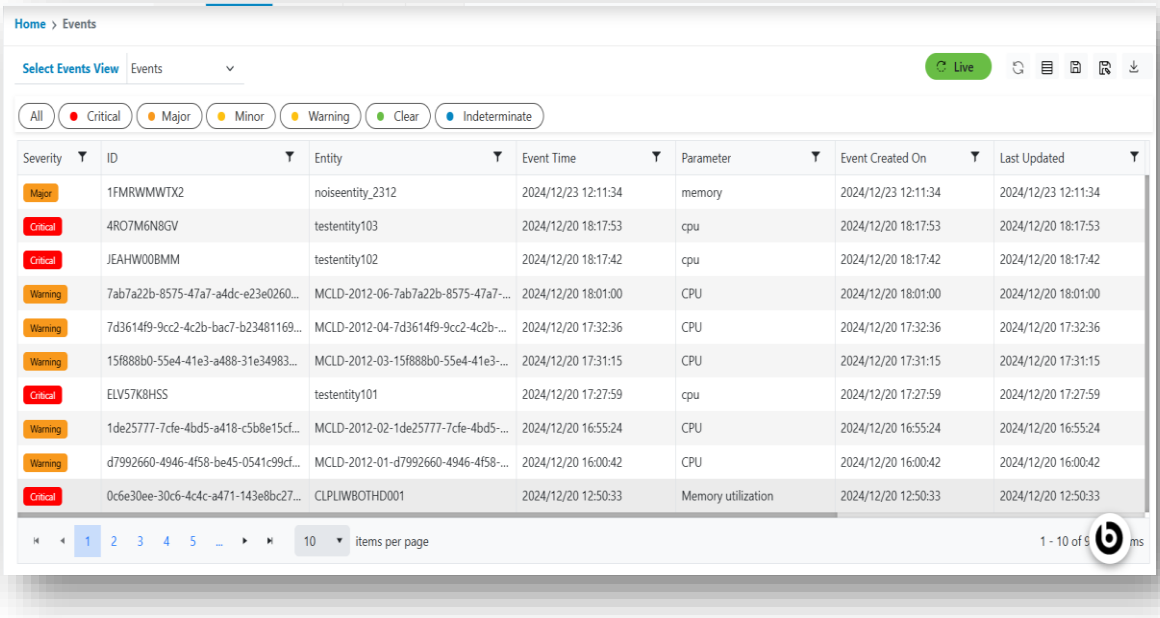


Figure 6 - View Events

3.2.1.2 Add Column

This option will enable users to add more columns in the data grid to analyze it deeply. Please follow the steps below to add columns to data view.

1. In the top navigation bar, click on Data View and click on Events.
2. Click on the Add Column action button present at right side of Live button.
3. A pop-up will open which enables user to select from list of available columns to add it in the grid as shown in figure. Then, click on save button to add selected columns in view.

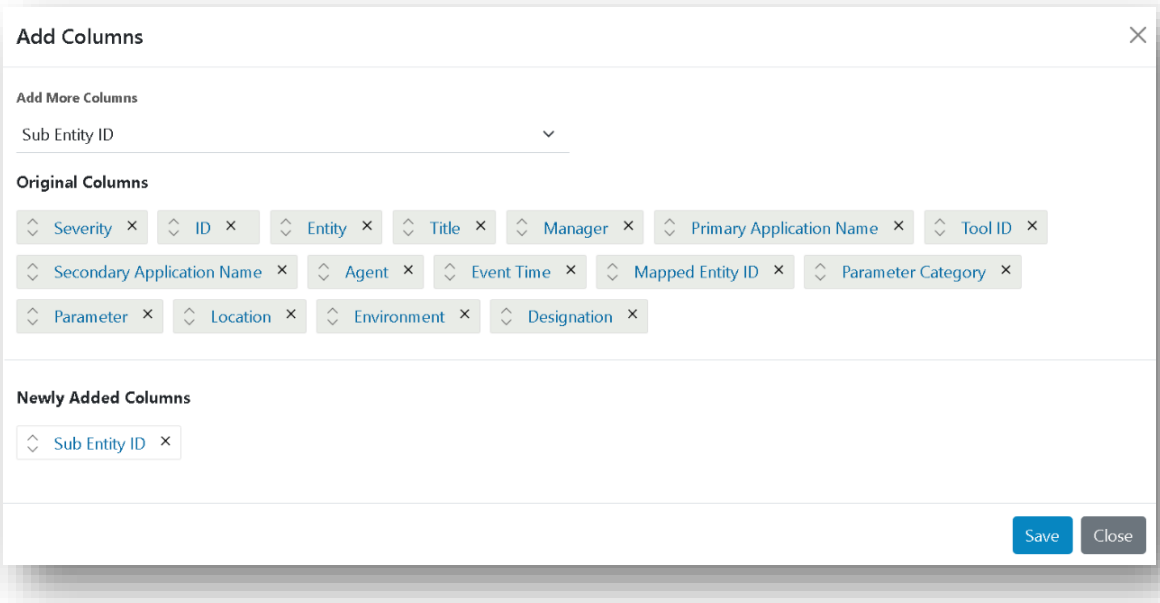


Figure 7 - Add Column

3.2.1.3 Save View

The steps explain how to save the events data:

1. In the top navigation bar, click on Data View and click on Events
2. User can click the save button.

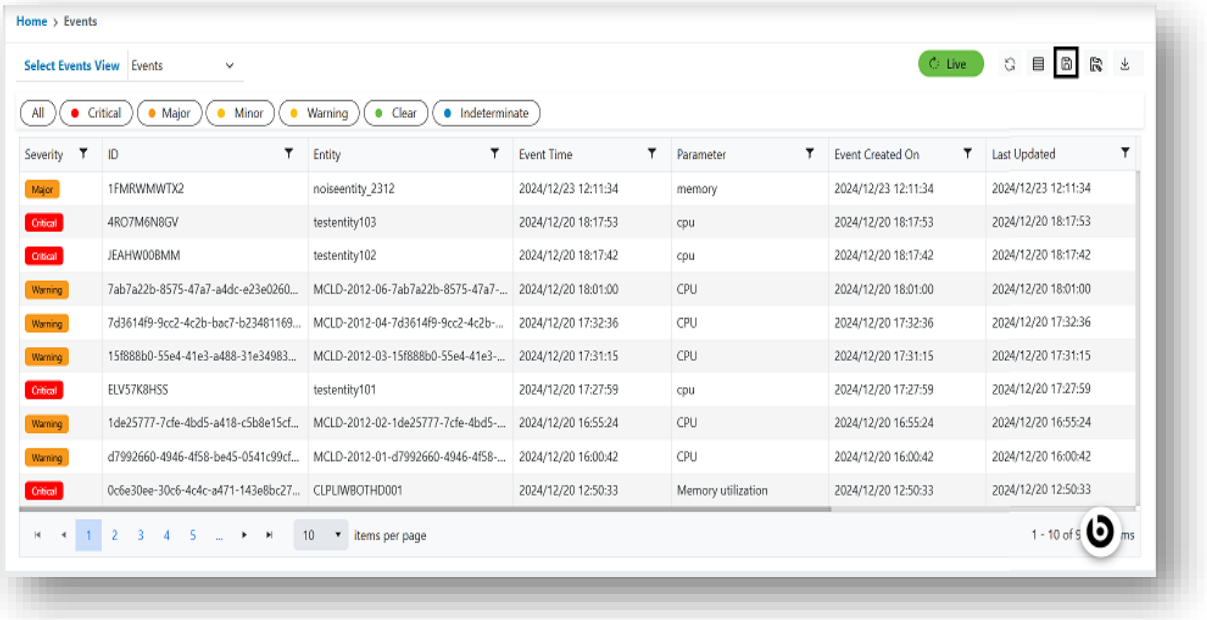


Figure 8 – Save View

3. A confirmation pop-up message will appear.

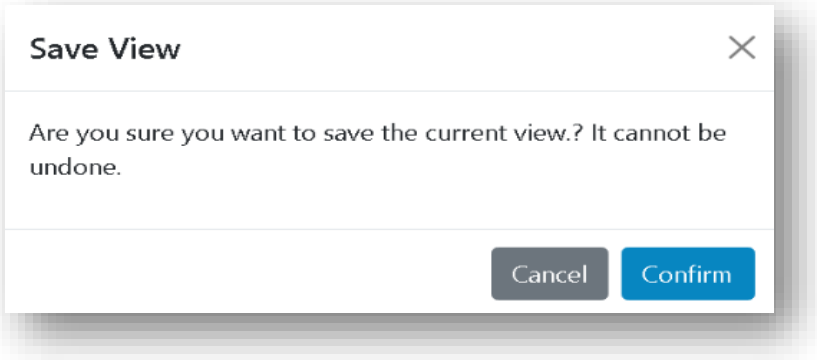


Figure 9 - Login

4. Click on Confirm button, a successful pop will appear and the grid changes

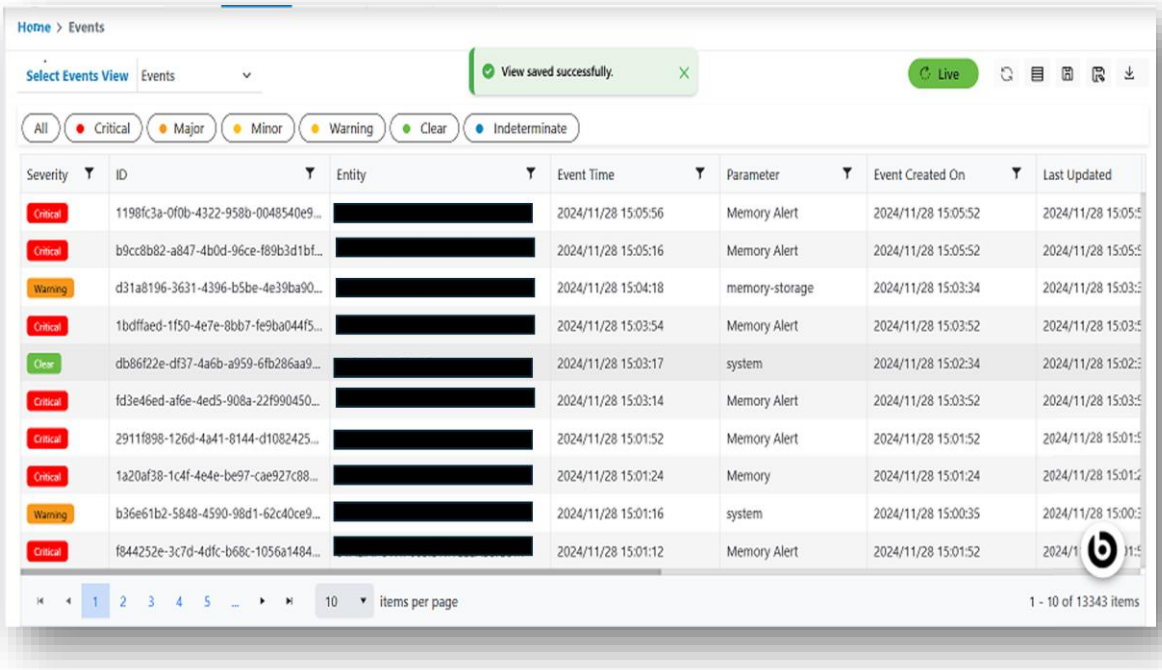


Figure 10 - Listing Page of Events

3.2.1.4 Save As Events

This option will enable users to save currently opened view with columns populated in data grid so that same view can be shown to any other user in an organization. It is very helpful for admins to configure this kind of view for other users in an organization by creating a different view other than the current view. For example, a view to list out events with critical severity only. Please follow the steps below to save as events:

1. In the top navigation bar, click on Data View and click on Events.
2. Once the user clicks the **Save** button, a pop-up will open to provide the following information:
   - **View Name**: name of view like critical events
   - **Description**: description of view like list all critical events
   - **Show to**: Either it will be visible to user who is saving it or to other users.

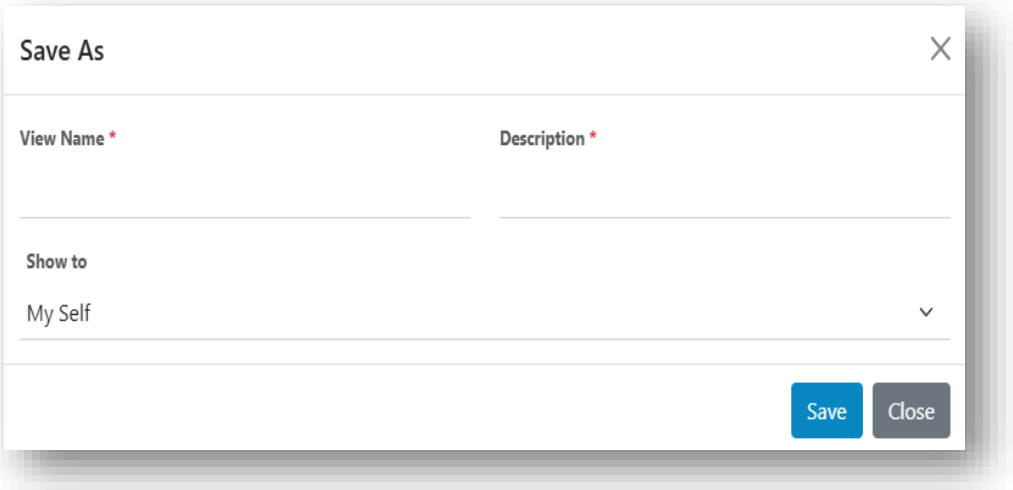


Figure 11 - Save as Events

3. This view will be available on the list for users as shown in the figure.

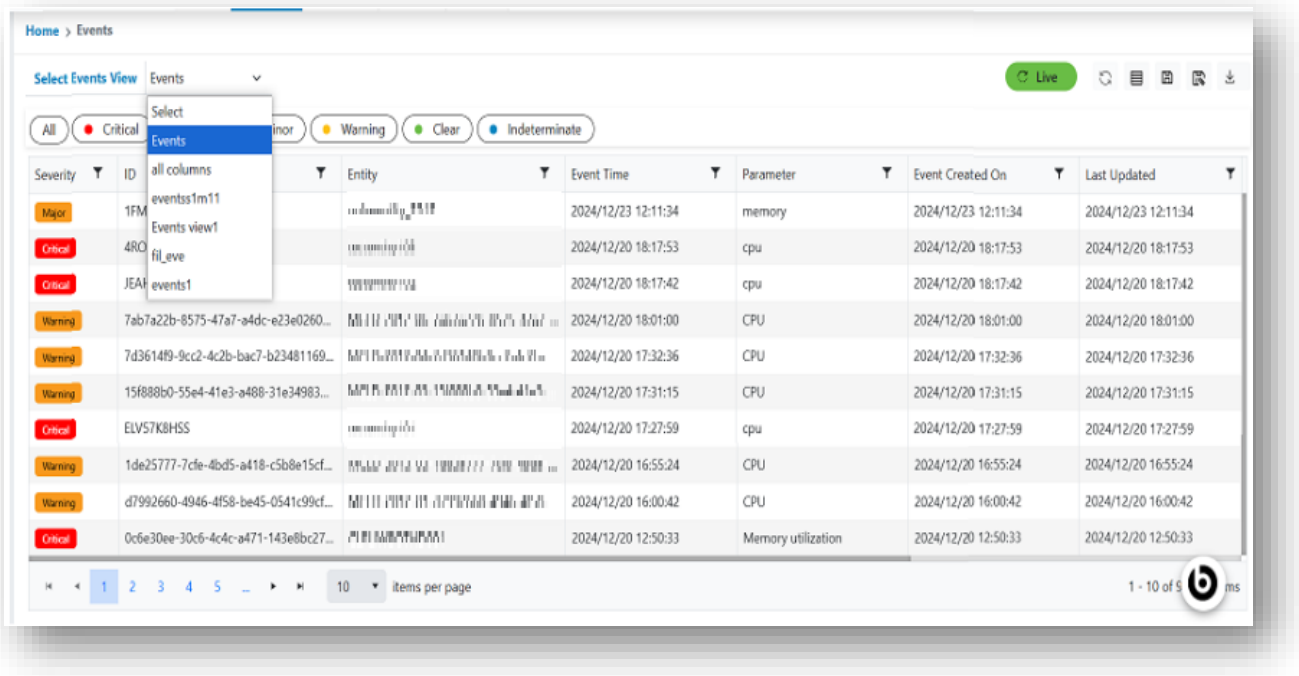


Figure 12 – Selects Alerts View Dropdown

3.2.1.5 Refresh Events

This option will enable users to refresh data grid to populate latest data over screen.

Please follow the steps below to refresh events grid:

1. In the top navigation bar, click on Data View and click on Events.
2. Once the user can click the Refresh button, confirmation pop up message will appear.

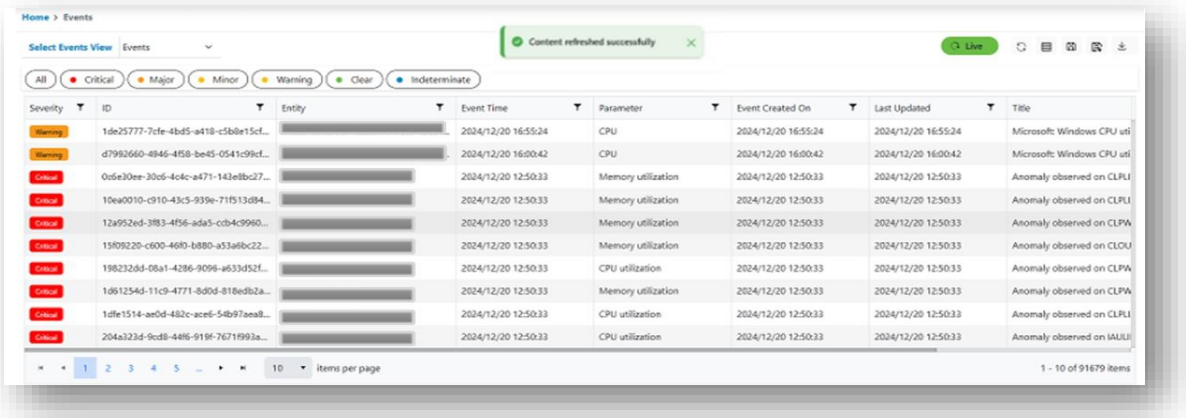


Figure 13 - Refresh View Data Events

3.2.1.6 Live Events Data

This option will enable users to stop/start live update of data being shown in grid. Please follow the steps below to enable/disable live events.

1. In the top navigation bar, click on Data View and click on Events.
2. Users can see the Live Events Data, and this will be updated regularly, and automatically refresh the grid.

3. To stop live data update, please click on Live button, it stops updating the live event data, a confirmation message will appear, stating that "Auto – refresh has been disabled."

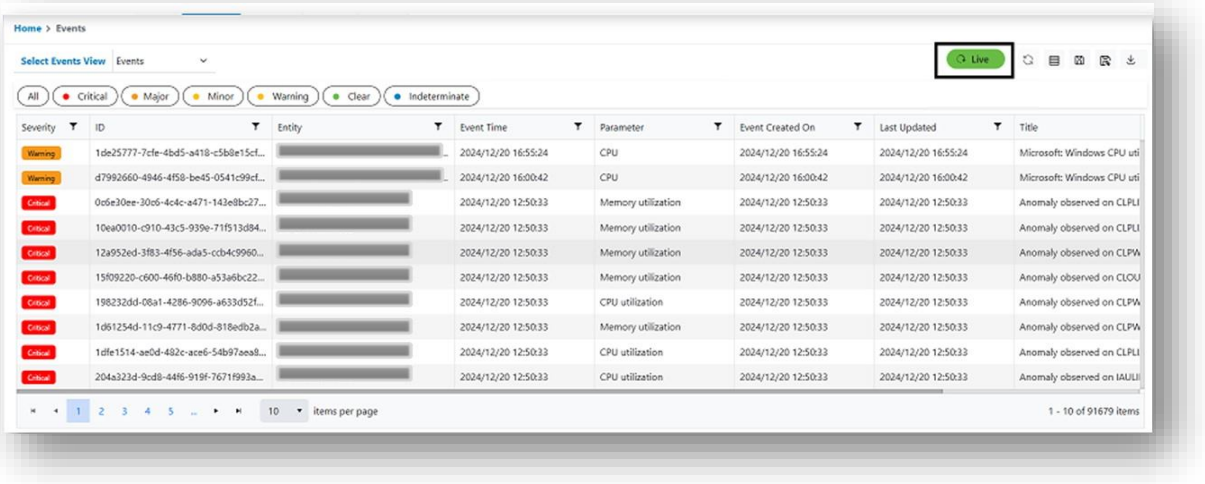


Figure 14 – Live Events Data

3.2.1.7 Apply Filters

This option will enable users to apply filters over the currently opened view to see data of specific values. For example, to see lists of critical events, users can set filters over severity columns of events 'data. Please follow the steps below to apply filters:

1. In the top navigation bar, click on Data View and click on Events.
2. Click on the filter option as shown in figure.

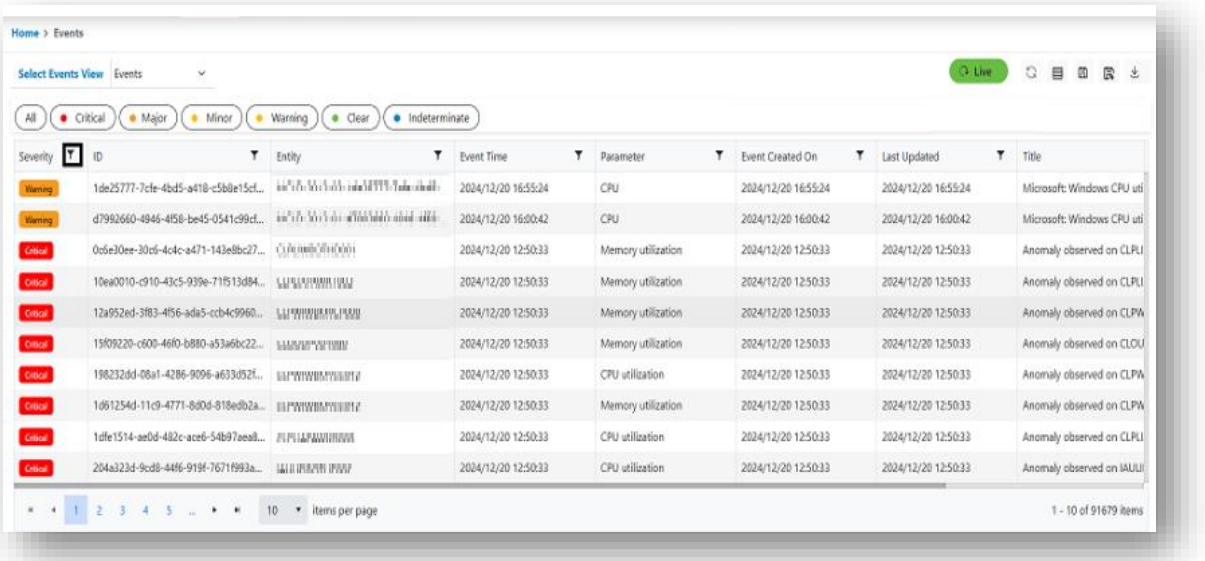


Figure 15 – More Filter Operation

3. A filter screen will come up which enables user to select field and corresponding operator along with value to filter data.

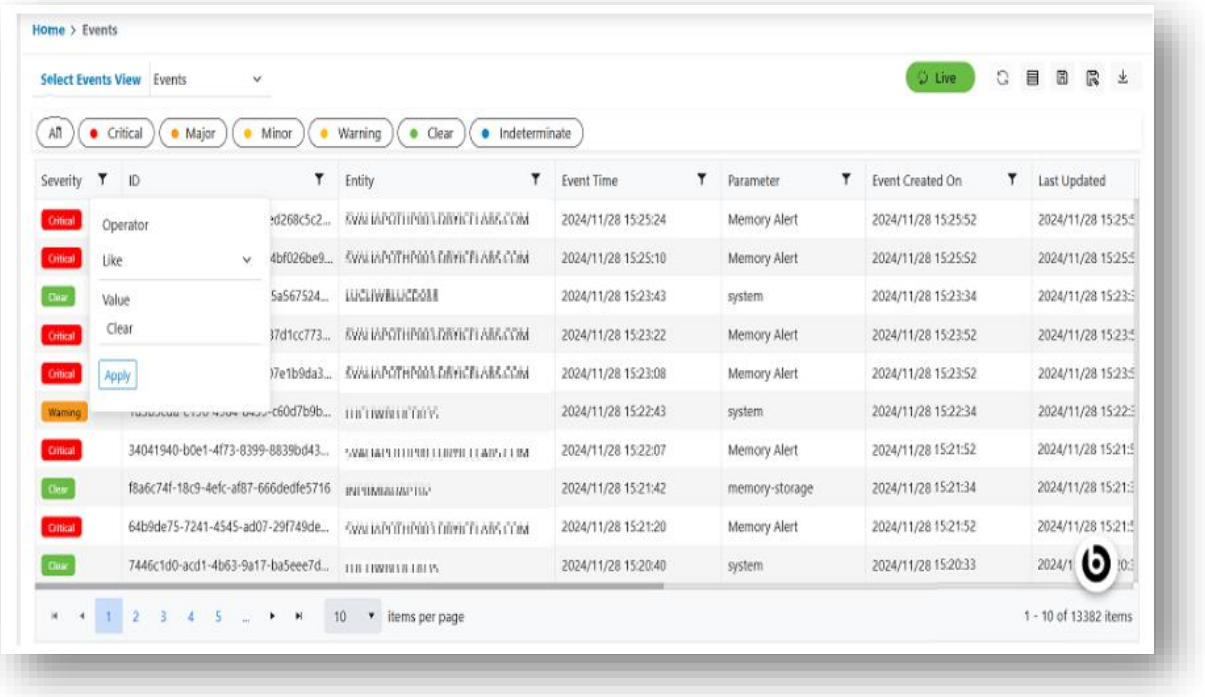


Figure 16 - More Filter Operation (Cont.)

4. A form will appear on the screen
5. Select the field and operator from the dropdown list and insert the value in the selected field.
6. Click on the Apply button.

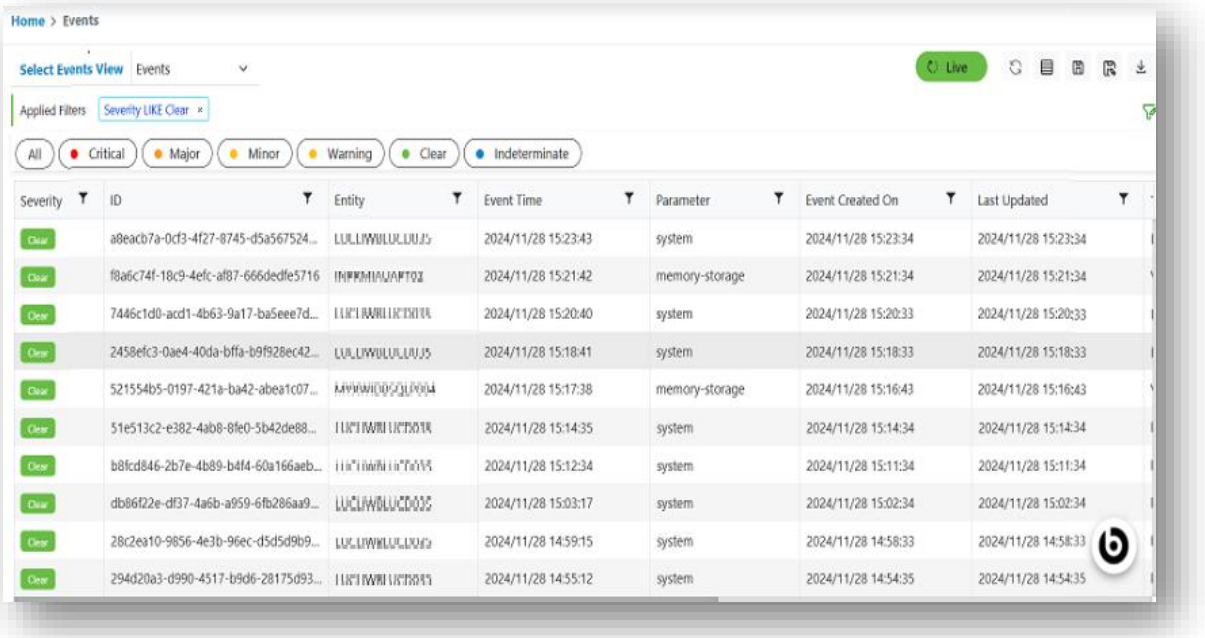


Figure 17 - More Filter Operation (Cont.)

3.2.2 Alerts

"Alerts" refer to notifications or warnings generated by monitoring systems or tools when significant events or issues are deviating from normal system behavior. Alerts play a crucial role in proactively identifying potential problems, anomalies, or security incidents within the IT environment. Alerts are triggered by a monitoring system to indicate the occurrence of a specific event or condition that requires

attention. Alerts are typically generated based on predefined rules, thresholds, or conditions associated with events. Multiple alerts may be correlated to identify patterns or relationships between different events, helping in understanding the broader impact.

A well-designed alerting view provides IT teams with crucial information, enabling them to respond proactively to potential issues and minimize the impact on operations.

3.2.2.1 Alerts View

This option will enable users to view the list of all alerts that have been created in HCL IEM. Please follow the steps below to view the alerts:

1. In the top navigation bar, click on Data View and click on Alerts.
2. Alert data will be displayed for the customer logged-in is part of.

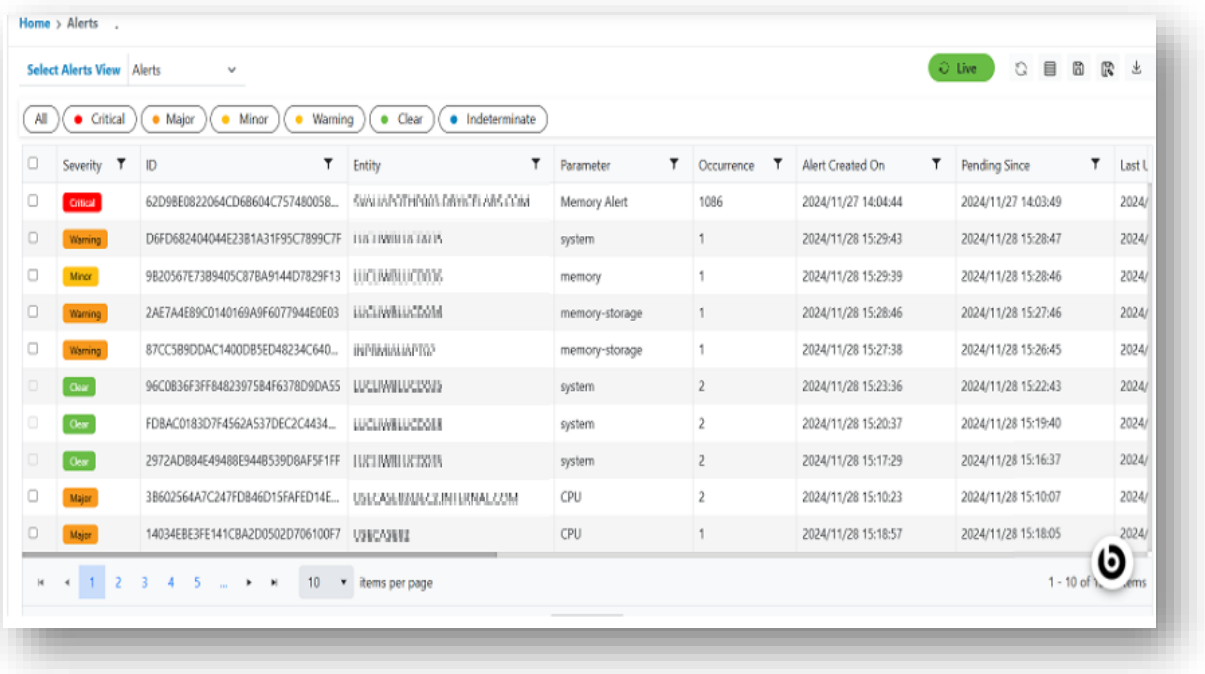


Figure 18 - Alerts View

3.2.2.2 Save Alerts

The steps provide information on how to save alert data.

1. In the top navigation bar, click on Data View and click on Alerts.
2. User can click the save button.

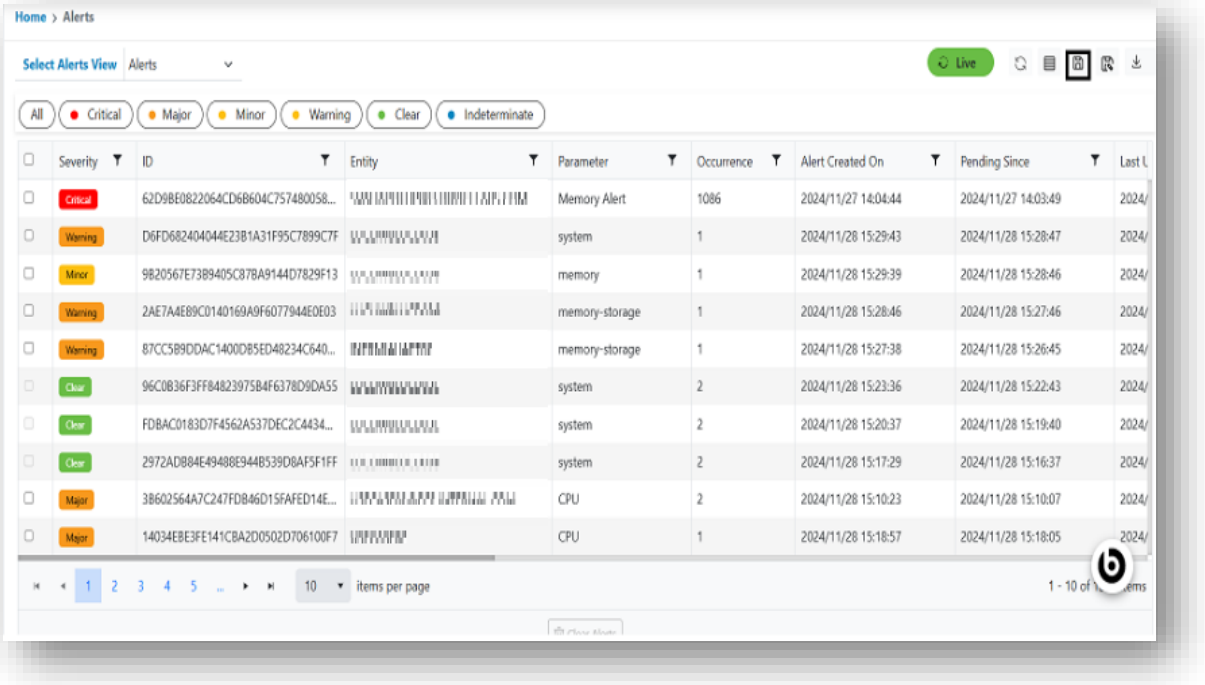


Figure 19 – Save Alerts

3. After saving, the event data appears in the grid and a successful popup appears on the screen.

3.2.2.3 Save As Alerts

This option will enable users to save currently opened view with columns populated in data grid so that same view can be shown to any other user in an organization. It is very helpful for admins to configure this kind of view for other users in an organization by creating a different view other than the current view. For example, a view to list out events with critical severity only. Please follow the steps below to save as events:

1. In the top navigation bar, click on Data View and click on alerts.
2. Once the user can click the save as button, a pop-up will open to provide the following information:
   - **View Name**: name of view like critical alerts
   - **Description**: description of view like list all critical alerts
   - **Show to**: Either it will be visible to user who is saving it or to other users.
3. Next, click on the save button to save view.

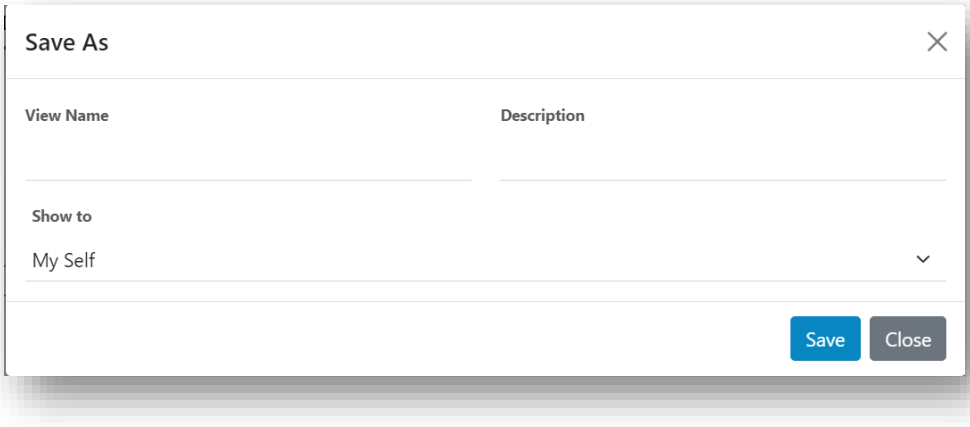


Figure 20 - Save As Alerts

4. This view will be available on a list for users as shown in the figure.

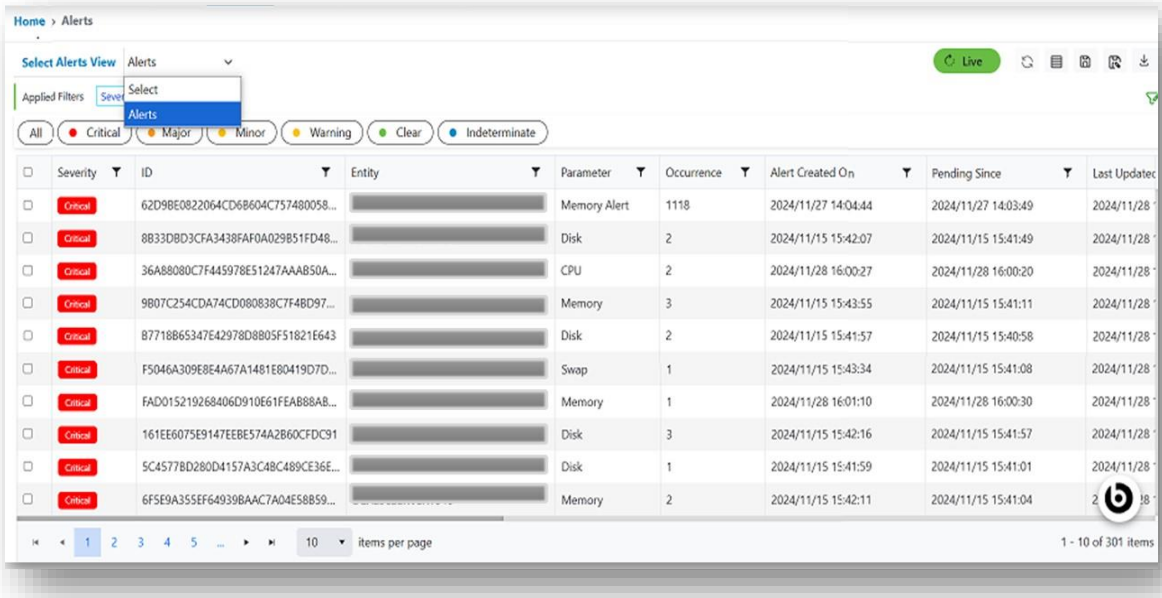


Figure 21 - Select Alerts View Dropdown

3.2.2.4 Add Column

This option will enable users to add more columns in the data grid to analyse it deeply. Please follow the steps below to add columns to data view.

1. In the top navigation bar, click on Data View and click on Events.
2. Click on the Add Column action button present at right side of Live button.
3. A pop-up will open which enables user to select from list of available columns to add it in the grid as shown in figure. Then, click on save button to add selected columns in view.

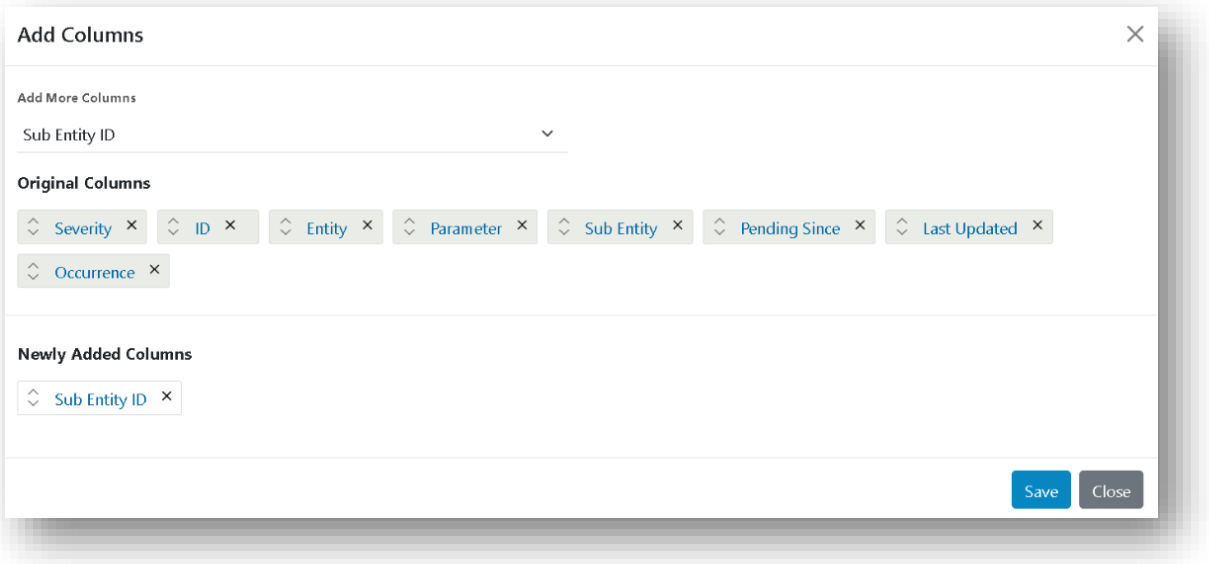


Figure 22 - Add Column

3.2.2.5 Related Events

This option will enable user to see related events for selected alerts to see what all events have been combined to create an alert.

1. In the top navigation bar, click on Data View and click on Alerts.
2. Click on a particular alert on Data View-Alert screen, then it will populate list of related events as shown below in figure.

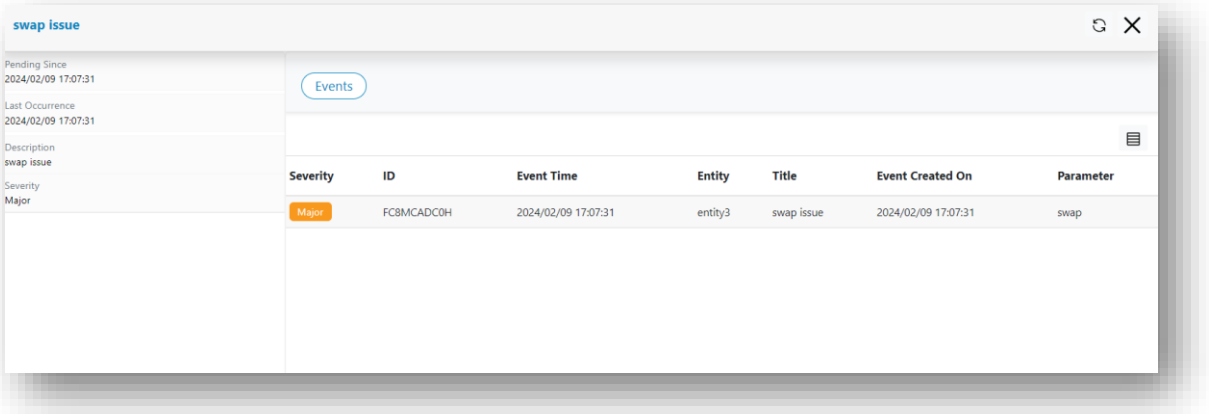


Figure 23 - Alerts Related Events

3.2.2.6 Refresh Alerts

This option will enable user to refresh data grid to populate latest alerts data over screen.

Please follow the steps below to refresh the alerts grid:

1. In the top navigation bar, click on Data View and click on alerts.
2. Once the user clicks on Refresh button, confirmation pop up message will appear.

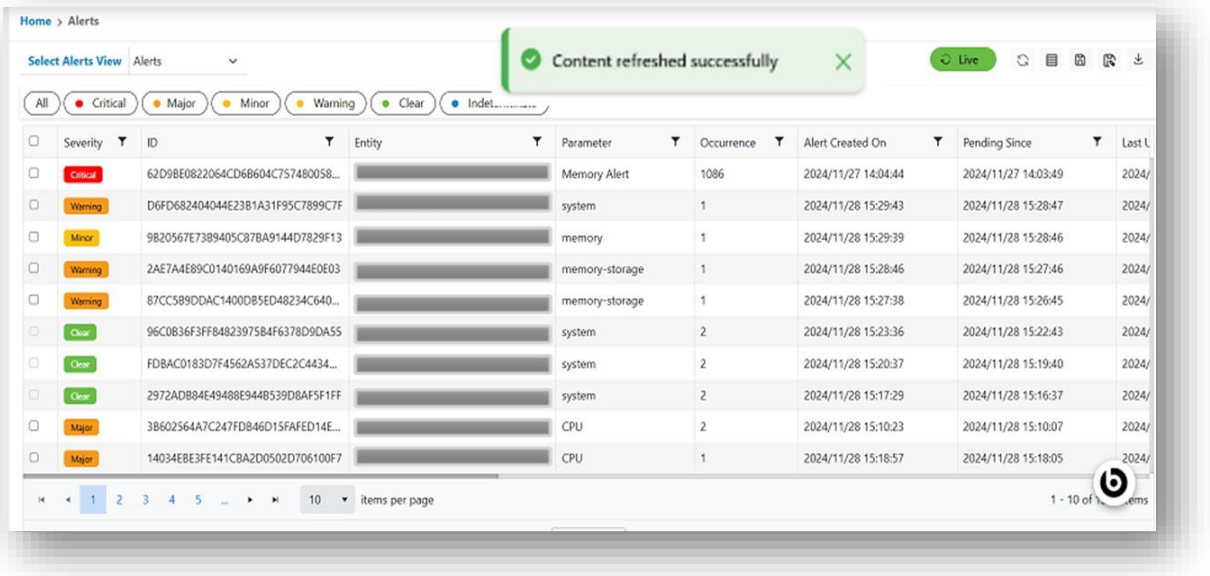


Figure 24 - Confirmation Message

3.2.2.7 Live Alerts Data

This option will enable users to stop/start live update of data being shown in grid. Please follow the steps below to enable/disable live alerts.

1. In the top navigation bar, click on Data View and click on alerts.
2. Users can see the Live Alerts Data, and this will be updated regularly, and refresh grid.
3. To stop live data update, please click on Live button, it stops updating the live alerts data, a confirmation message will appear, stating that "Auto – refresh has been disabled."

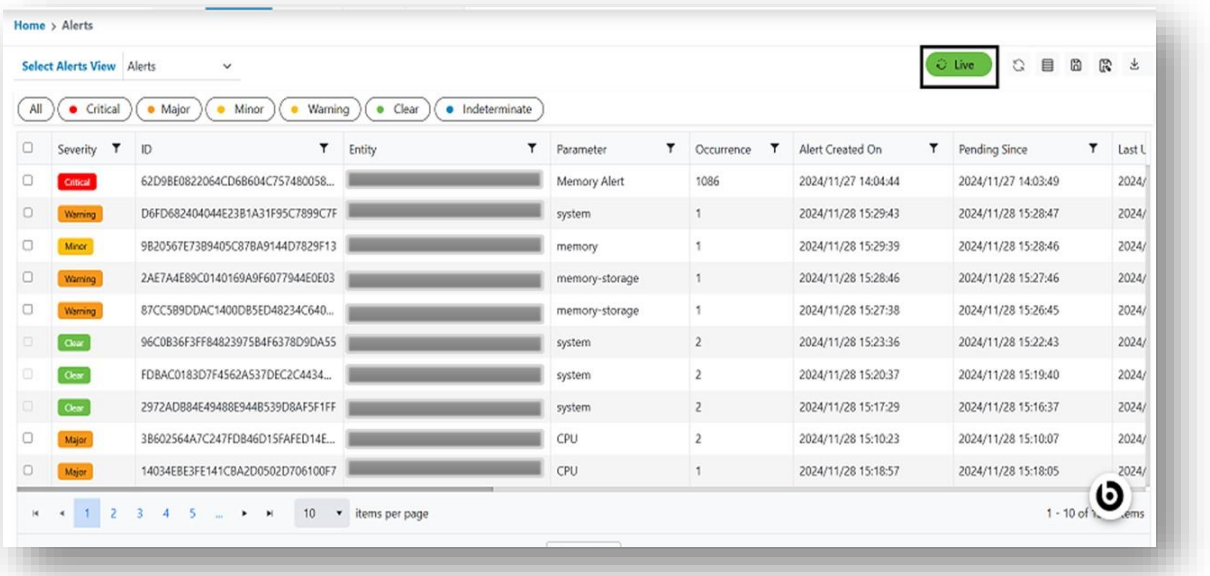


Figure 25 - Live Alerts Data

3.2.2.8 Clear Alerts

1. Users can delete clear alerts using the clear alerts action button.
2. Select the rule(s) to be deleted by clicking on the corresponding checkbox.
3. Click on the delete action button (bulk/single selection).

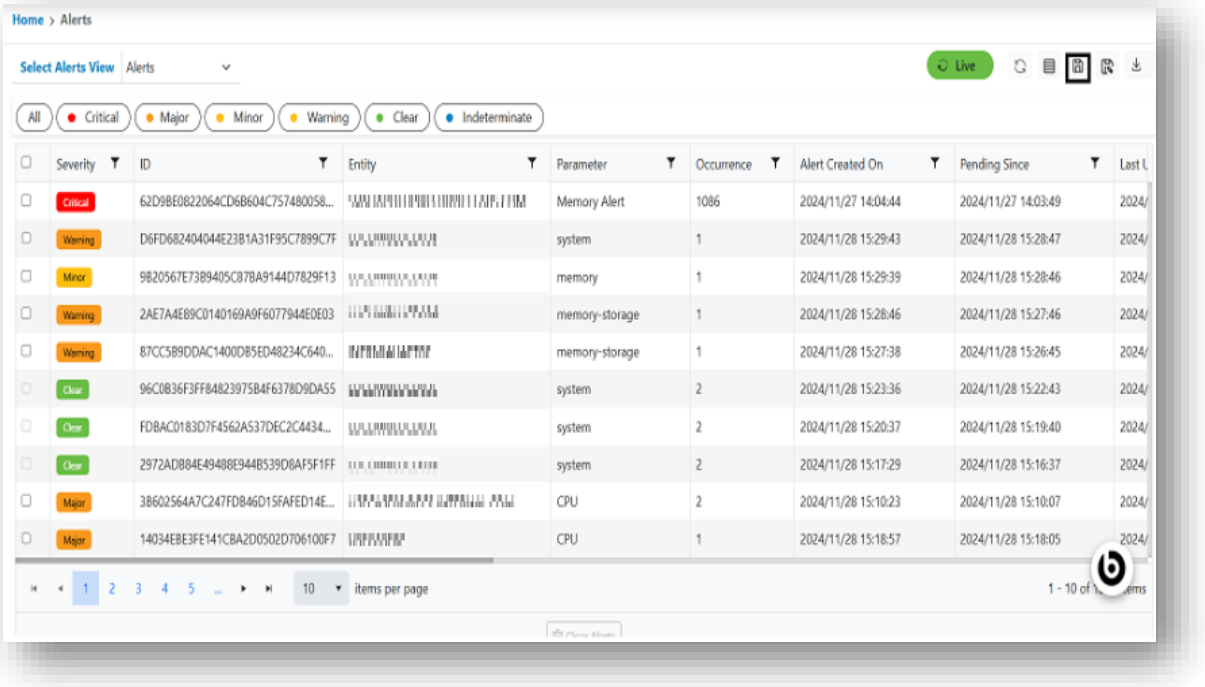


Figure 26 – Clear Alerts

4. A pop-up screen will appear on the screen.
5. Click on Okay and the alerts will be deleted.

3.2.2.9 Apply Filters

This option will enable users to apply filters over the currently opened view to see data of specific values. For example, to see lists of critical alerts, users can set filters over severity columns of alerts' data. Please follow the steps below to apply filters:

1. In the top navigation bar, click on Data View and click on alerts.
2. Click on the filter option as shown in the figure.

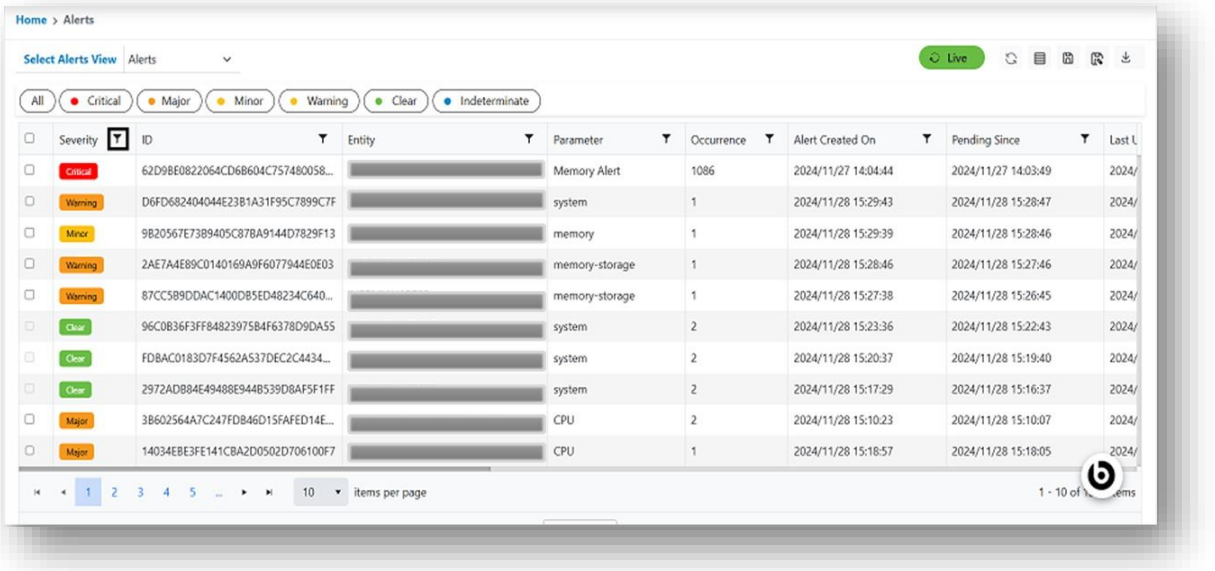


Figure 27 – Apply Filters

3. A filter screen will come up which enables users to select field and corresponding operator along with value to filter data as shown in figure.

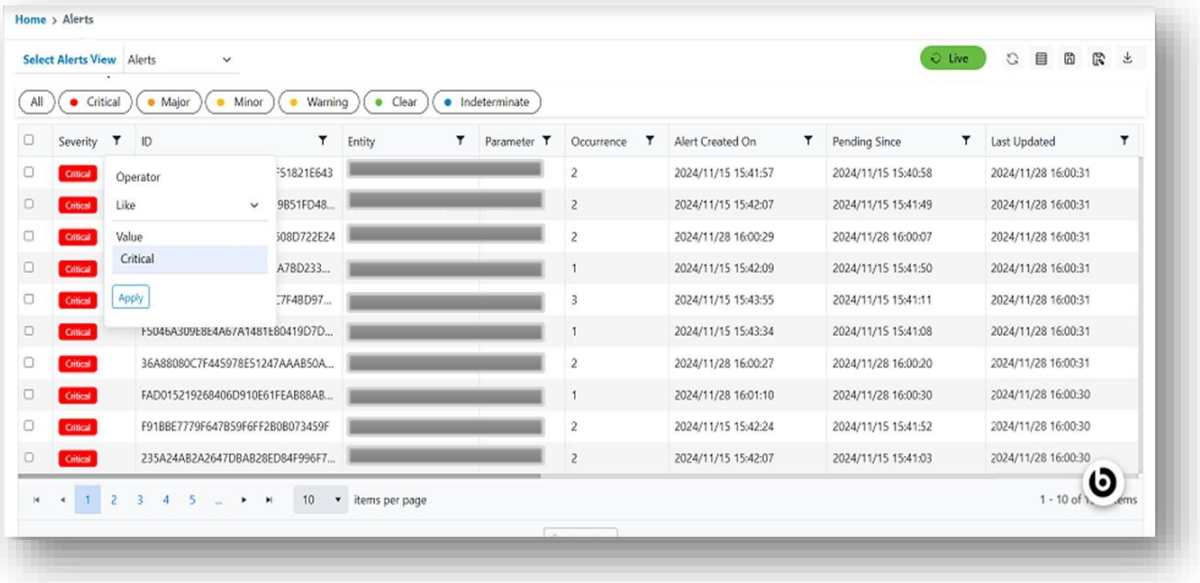


Figure 28 - More Filter Operation

4. Users can see the result of applied filter.

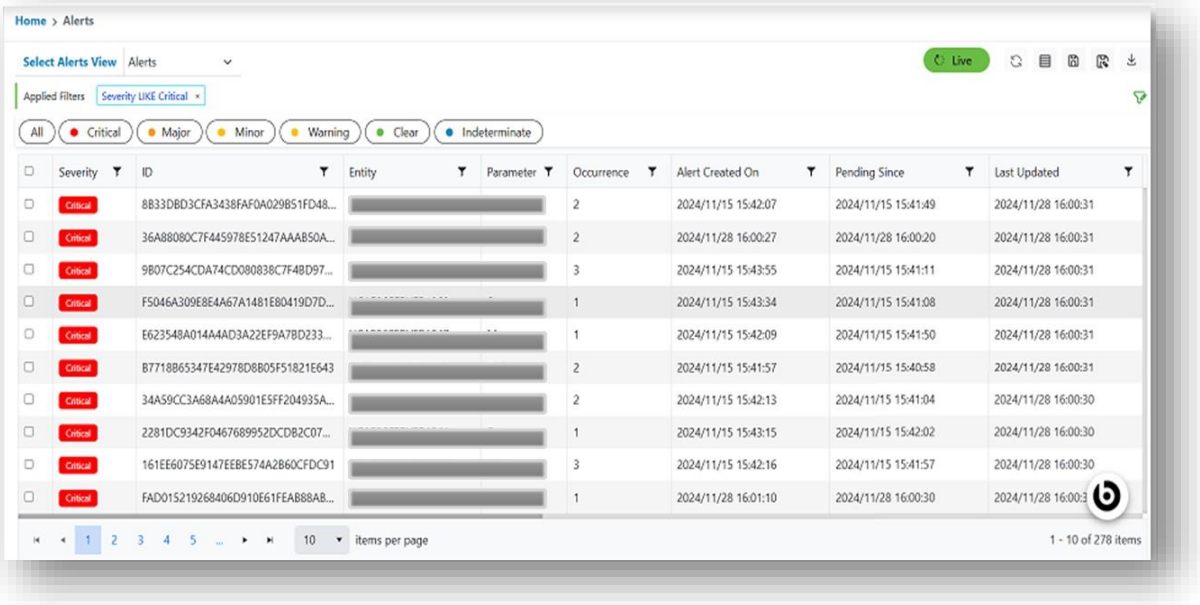


Figure 29 - More Filter Operation

3.2.3 Download CSV

This section provides users with downloading CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with a maximum of 1000 records.

1. In the top navigation bar, click on Data View and click on Alerts.
2. Apply the filters as per the requirement.
3. Click on the download csv action button.
4. Check the downloads in the system, the CSV files downloaded.

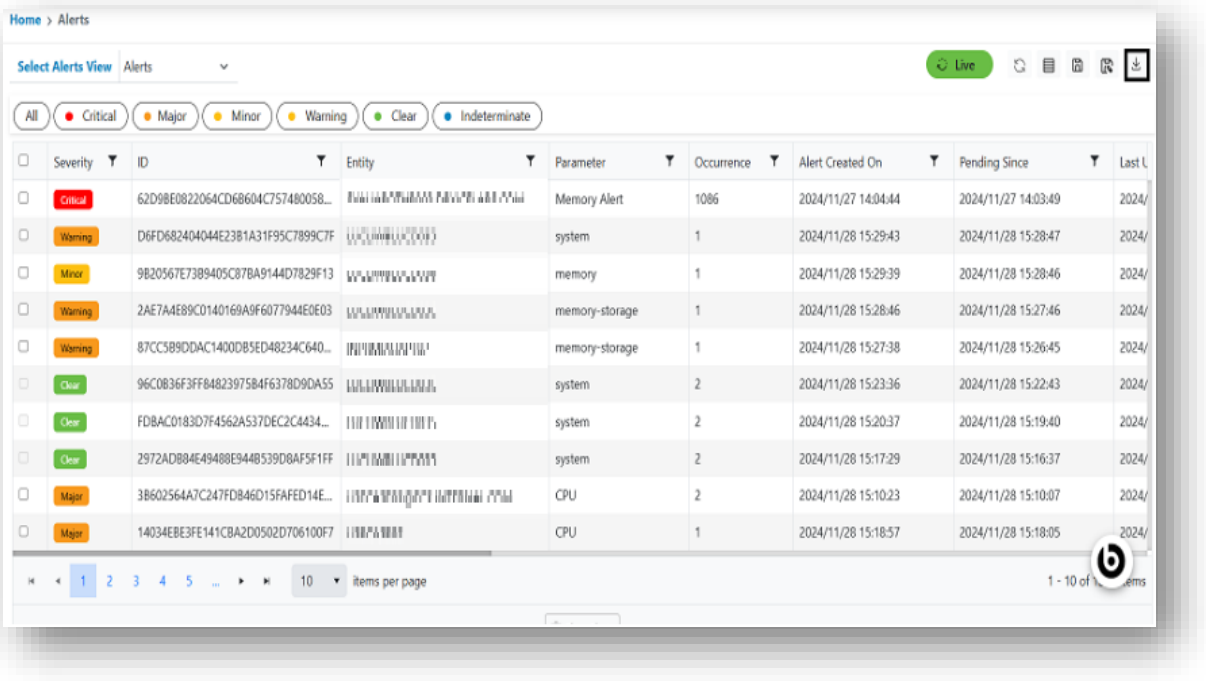


Figure 30 – Download CSV for Alerts

3.2.4 Actionable

"Actionable" refers to a specific occurrence or situation that disrupts normal IT operations and requires attention, investigation, and resolution. Actionable are typically identified based on events or alerts generated by monitoring systems, and their management involves a structured and coordinated response to minimize the impact on the organization's IT services. Actionable are identified through the correlation and analysis of alerts, or anomalies detected by monitoring systems over HCL IEM. Efficient Actionable creation depends upon how effective alert correlation is happening over the system. Actionable progress through various stages in their lifecycle, including detection, identification, classification, investigation, resolution, and closure. It includes root cause analysis to identify the underlying factors that led to the actionable, helping in preventive actions.

3.2.4.1 Actionable View

Please follow the steps below to view events data:

1. In the top navigation bar, click on Data View and click on actionable.
2. Alerts data will be displayed for the customer to which user is part of.

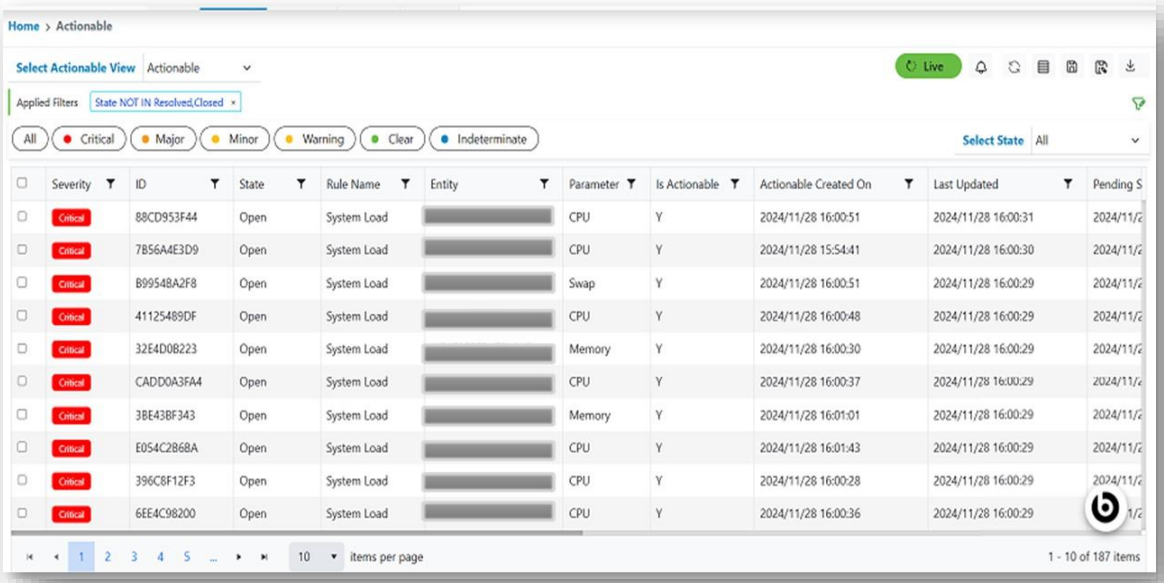


Figure 31 - Actionable View

3.2.4.2 Add Column

This option will enable users to add more columns in the data grid to analyze it deeply. Please follow the steps below to add columns to data view.

1. In the top navigation bar, click on Data View and click on alerts.
2. Click on the Add Column action button present at right side of Live button.
3. A pop-up will open which enables user to select from list of available columns to add it in the grid as shown in figure. Then, click on save button to add selected columns in view.

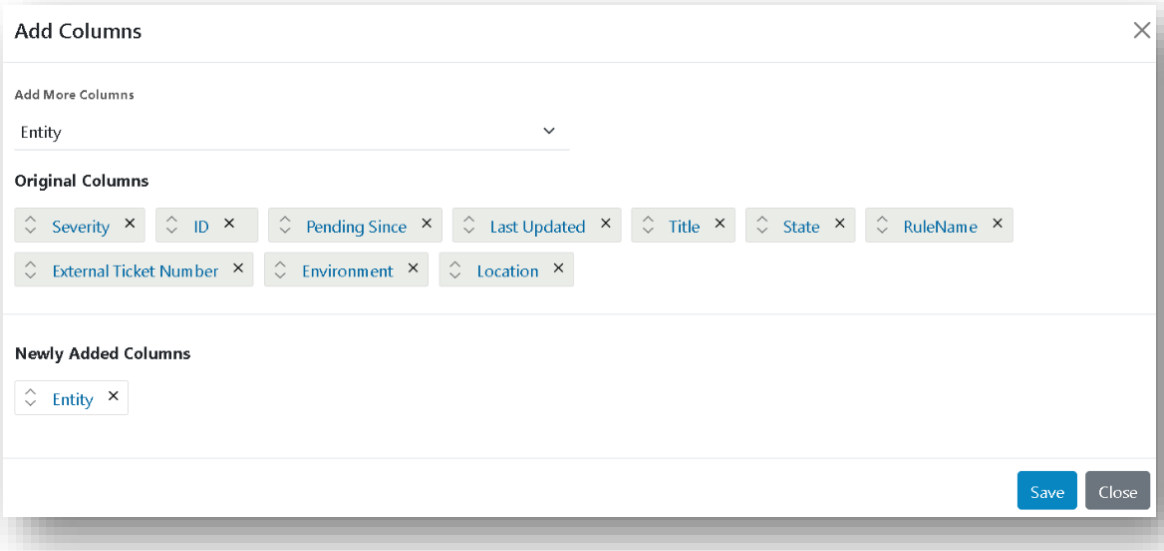


Figure 32 - Add Column

3.2.4.3 Related Changes and Related Problems

This view enables users to see related changes and problems corresponding to entity for which action has been created as this could be one of root cause for change and problem creation. Below are steps for assessing related changes and problems.

1. Click on a particular actionable on Data View-Actionable screen, it will open pop-up window.
2. Next, click on Related Changes or Related Problems tab.
3. Related changes and problems will be populated in cards as shown in figure.

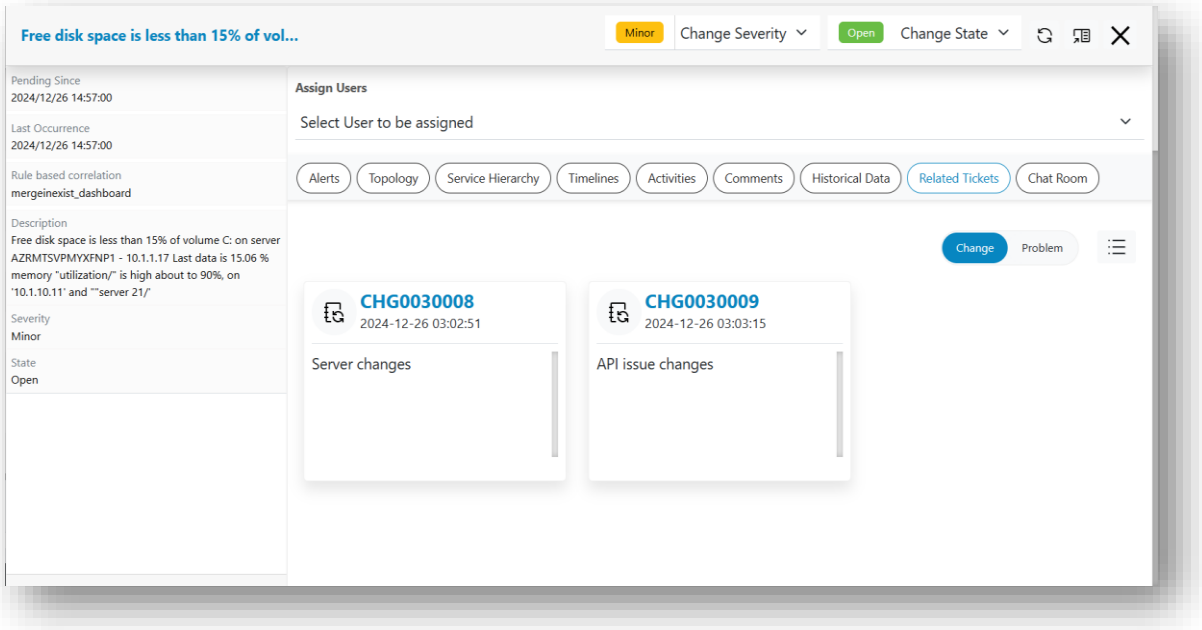


Figure 33 - Related Changes

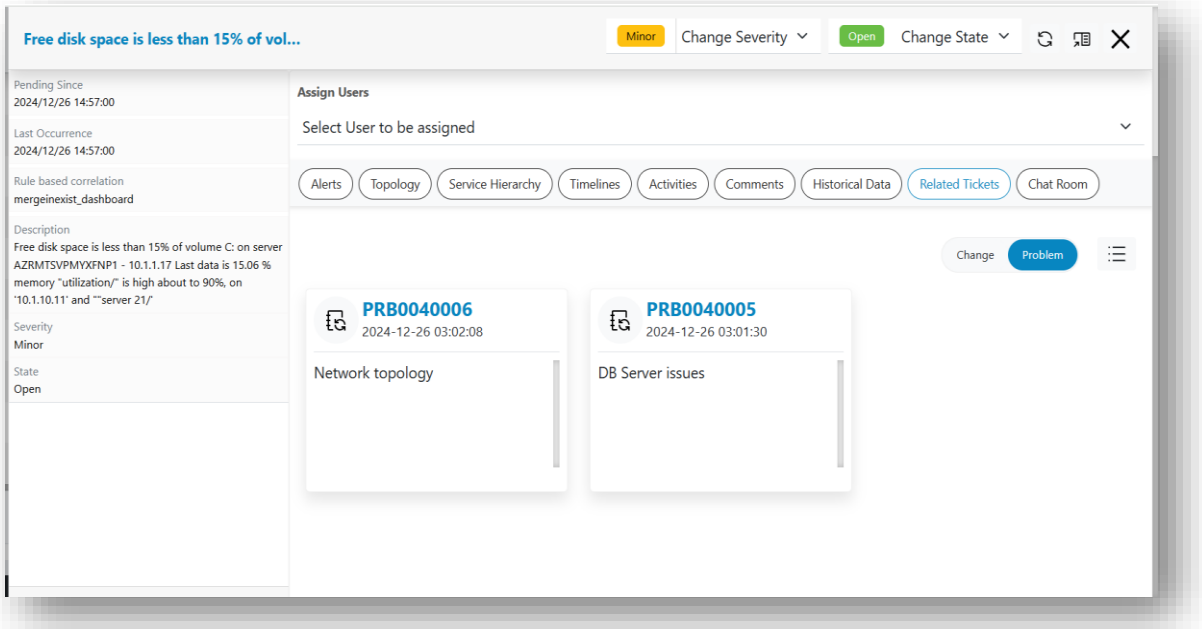


Figure 34 - Related Problems

3.2.4.4 Chat Bot

The steps involved in initiating a chat with a particular user over the chat window are given as follows:

HCL IEM enables collaboration amongst team members via chat room functionality. It also provides integration with HCL AEX, in case the operator wants to fetch some information related to actionable over which user is working on:

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on the chat icon present over the header of the actionable popup.
3. Actionable title resembling issue description is mentioned over the chat window. The user can initiate chat with the invited user as shown.

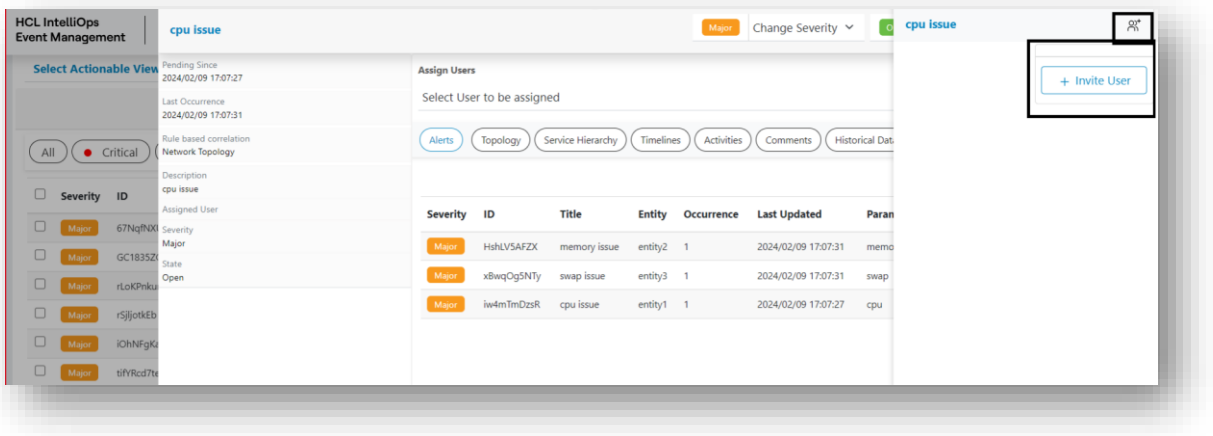


Figure 35 - Chat Bot

4. After Click on + Invite User, user can select the user from dropdown shown below.

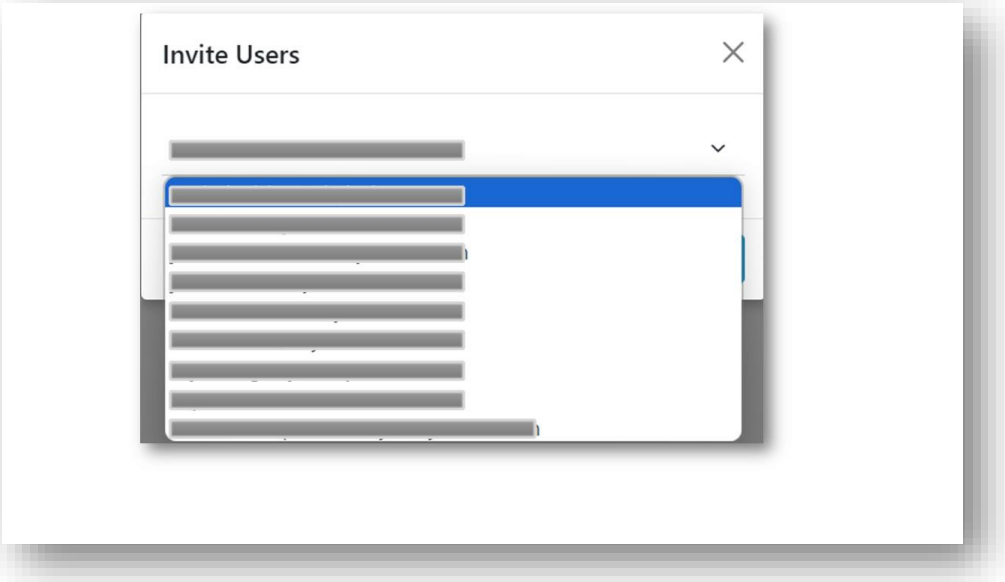


Figure 36 - Invite User

5. After the successful invitation, confirmation message will be displayed.

3.2.4.5 Add Comments

HCL IEM enables users to provide comments that the user has been performing while solving issues. Please follow the steps below to add comments in actionable screen:

1. Click on a particular actionable on Data View-Actionable screen, a pop-up window will open that will show all information like related alerts, related changes, related problems, timeline view, topology view, service topology view etc.
2. Click on the Comments header present in the actionable popup.
3. Details of comments along with posted user will be displayed over screen.
4. It also provides an option to search for a specific comment by entering text in search box.

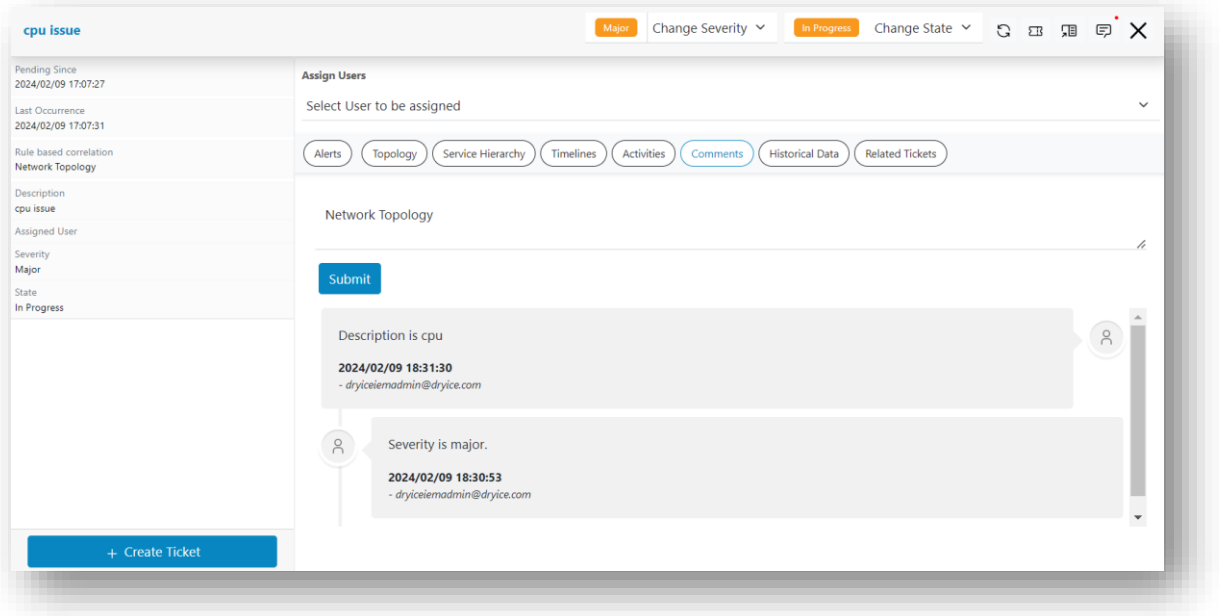


Figure 37 - Add Comments to Actionable

3.2.4.6 Activities

HCL IEM records list of activities systems or user has performed while analyzing events, alerts and actionable. Please follow the steps below to list out activities:

1. Click on a particular actionable on Data View-Actionable screen, a pop-up window will open that will show all information like related alerts, related changes, related problems, timeline view, topology view, service topology view etc.
2. Click on the Activities header present in the actionable popup.
3. Detailed view of changes in the logs for that actionable and its related activities will be visible as shown.
4. Search tab is present to specifically search for a log present in the activity view.

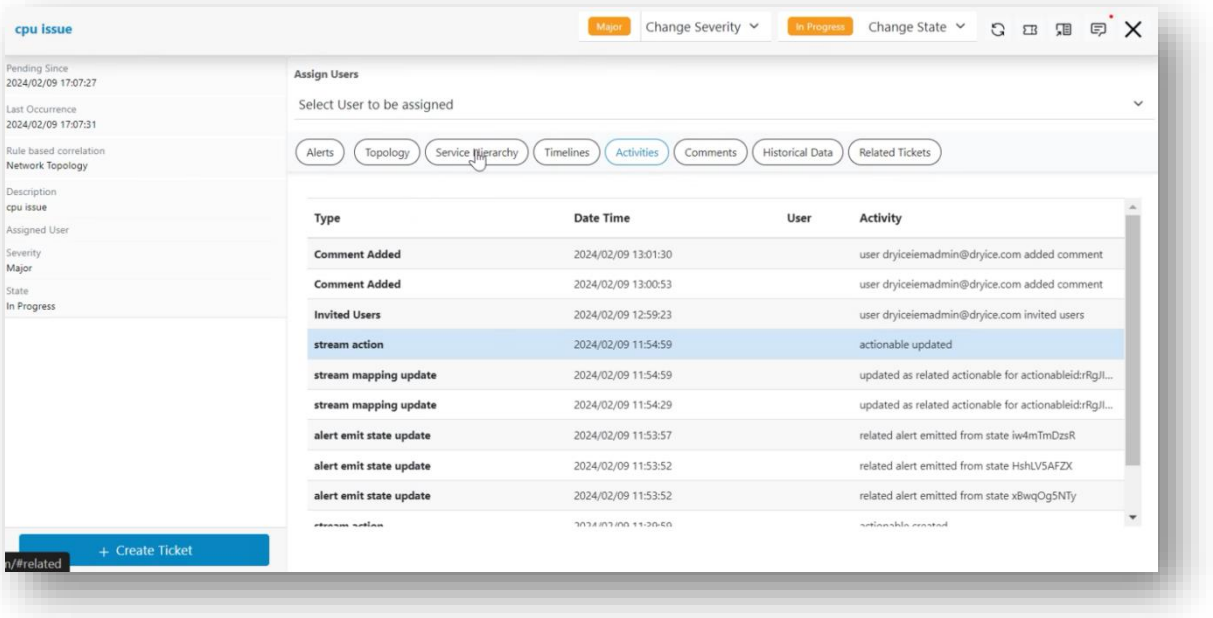


Figure 38 - Activities

3.2.4.7 Historical Data

HCL IEM enables operators to view similar actionable related to current actionable. This works by comparing entity+parameter combinations for current actionable and compare with historical Actionable to identify and populate matching Actionable. Please follow steps to view similar Actionable.

1. Click on a particular actionable on Data View-Actionable screen, a pop-up window will open up that will show all information like related alerts, related changes, related problems, timeline view, topology view, service topology view etc.
2. Click on the Historical Data header present in the actionable popup.
3. Historical Data containing details of similar actionable will be displayed and details can be seen while scrolling from left to right for similar actionable.

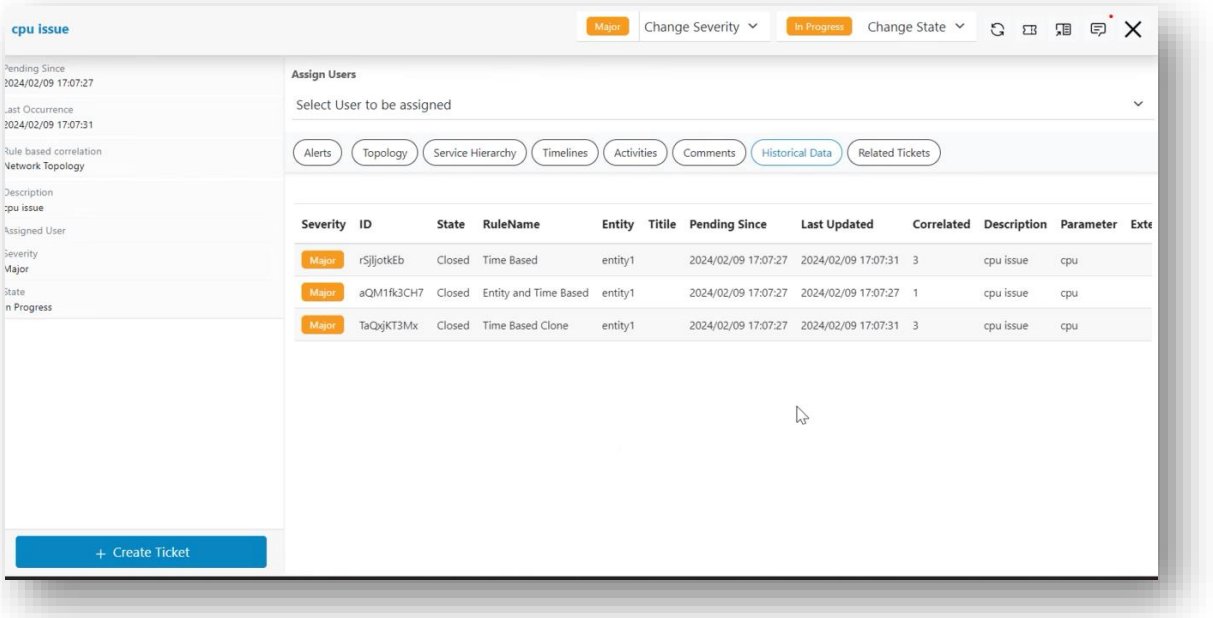


Figure 39 - Similar Actionable

3.2.4.8 Service Hierarchy

HCL IEM provides a service hierarchy view to for service corresponding to which actionable got created. This enables operators to understand what other services can be impacted on due to this. Please follow the steps below to access service hierarchy tab:

1. Click on a particular actionable on Data View-Actionable screen, a pop-up window will open up that will show all information like related alerts, related changes, related problems, timeline view, topology view, service topology view etc.
2. Click on the Service Hierarchy tab present in the actionable popup.
3. Service Hierarchy provides visualization of services relationships along with their impact based on current events in system.
4. Impacted services can be highlighted as per configured color codes and level of impact.

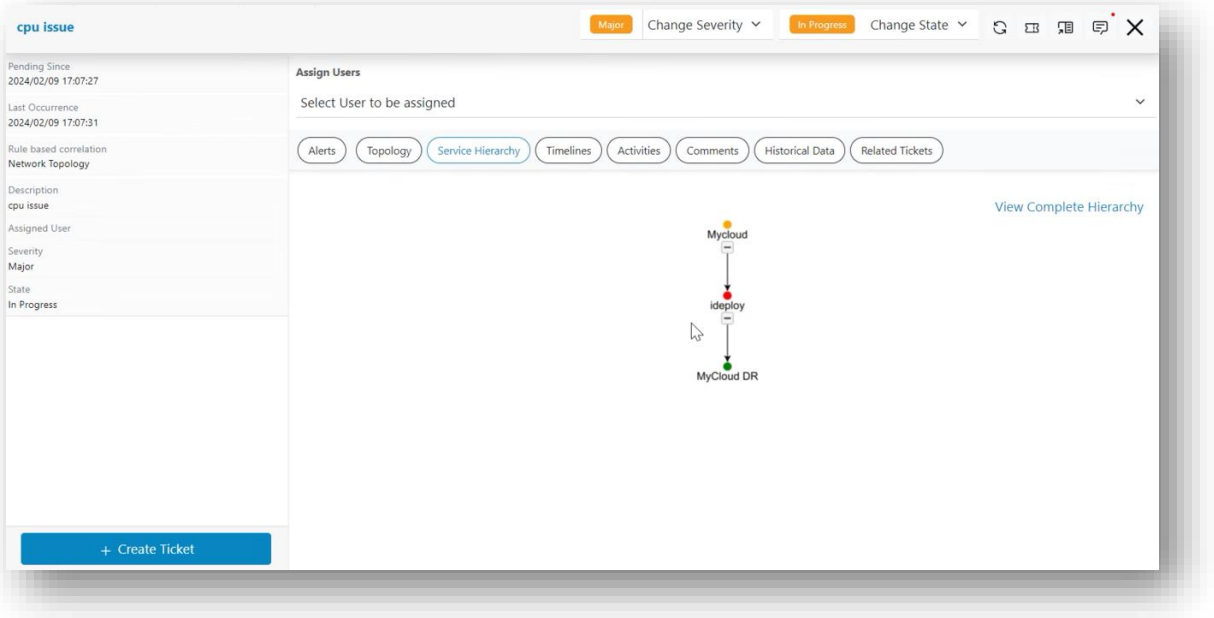


Figure 40 - Service Hierarchy

3.2.4.9 TimeLine

Visualizing the complete timeline when event came in, when alert got created and how actionable got combined is very difficult to understand. HCL IEM provides a way to present this information in a timeline where events, alerts and associated actionable will be shown over time scale. Please follow the steps below to assess the timeline view:

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on the Timelines header present in the actionable popup.
3. The timeline view will be visible under the header, and details can be seen while scrolling from top to bottom to check the timestamp of events and alerts for that actionable.
4. Entity, Parameter, Description and Timestamp are displayed for Event/Alert/ Actionable in the timeline view.

5. There are different icons for differentiating between events, alerts and actionable, and different color codes as per severity.

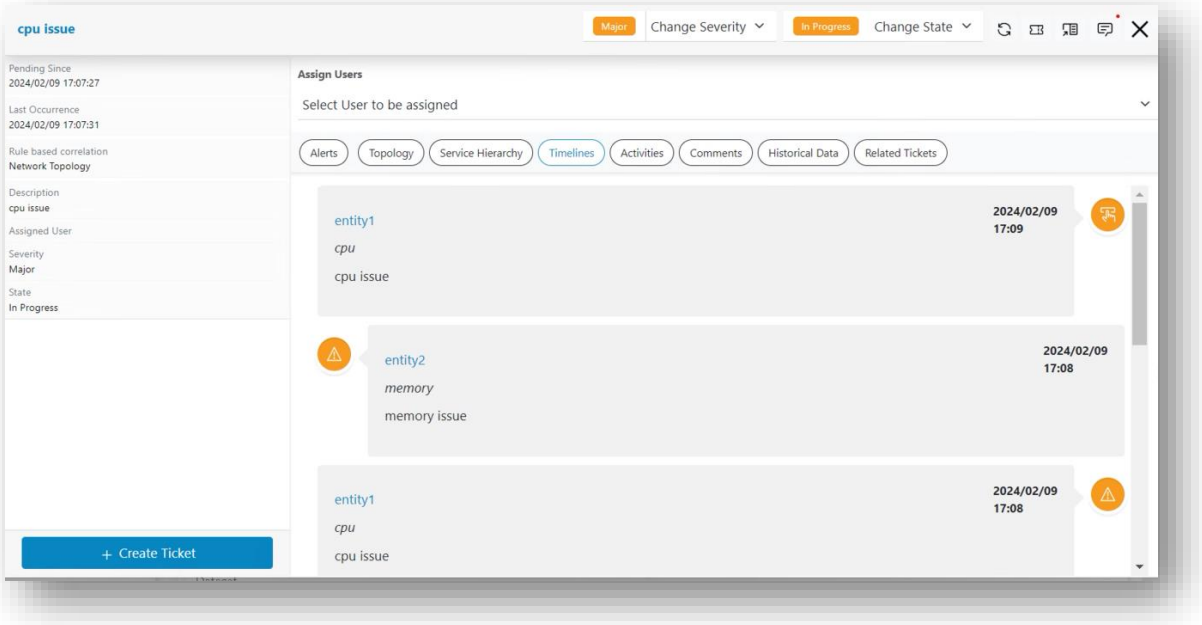


Figure 41 - Timelines

3.2.4.10 Change Severity

Operators can modify the severity of Actionable based on their understanding. Please follow the steps below to change the severity of actionable.

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on the severity Clear/Indeterminate/Warning/Minor/Major/Critical as shown.
3. A dialog box would appear for confirmation.

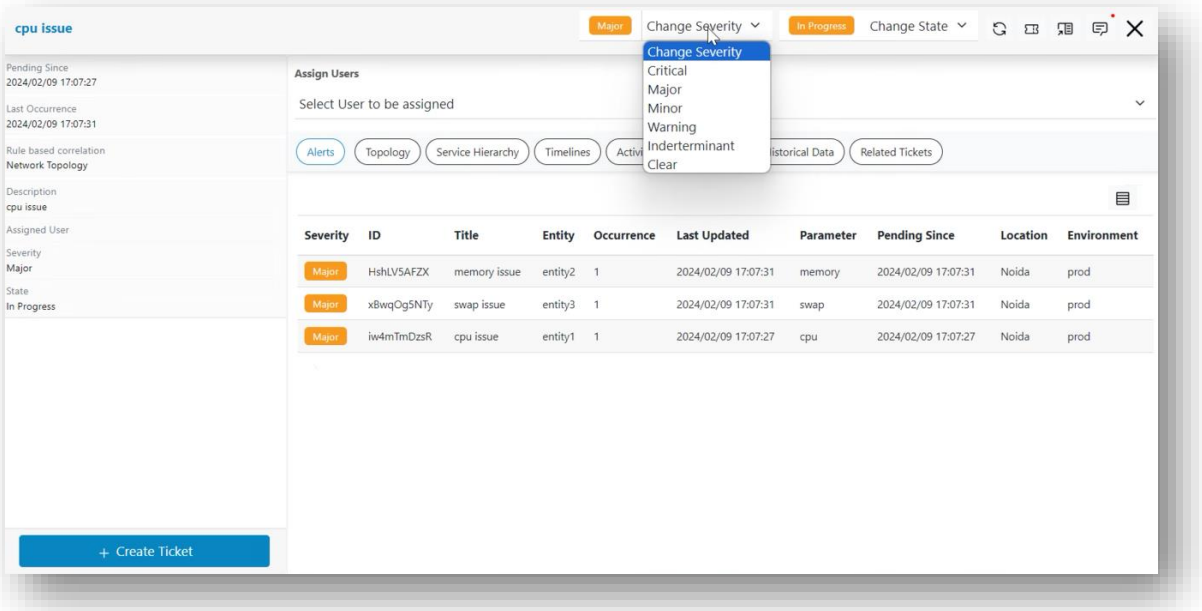


Figure 42 - To Change Severity of Actionable

3.2.4.11 Change State

Operators can modify or change the status of Actionable based on the current state of work. Please follow the steps below to change the status of an actionable.

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on the status Open/Assigned/In Progress/Resolved.
3. A dialog box would appear for confirmation.

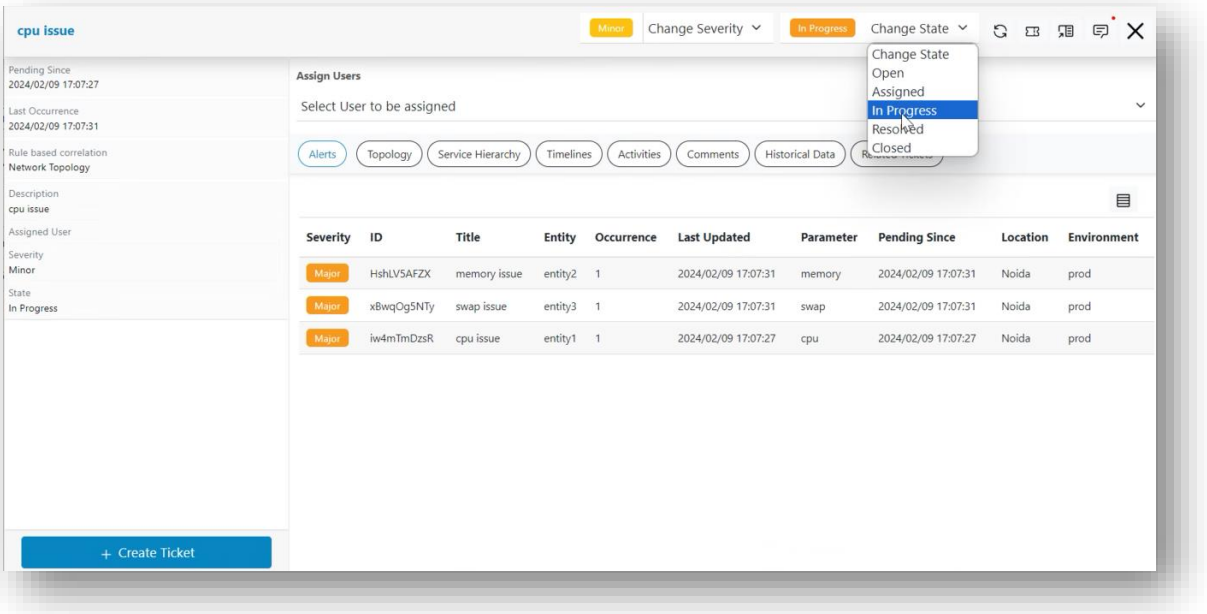


Figure 43 - To Change Status for Actionable

3.2.4.12 Assign Actionable to Another User

Users with tenant admin role can assign Actionable to their team members based on their availability. Please follow the steps below to assign actionable to user.

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on Assign to header present in the actionable popup. The dropdown list of users configured in the environment will be displayed.
3. Click on the user assigned for that actionable as shown.
4. Notification will be sent to the user after the Actionable is assigned.
5. Notification will be sent to the user even when the assigned actionable will be released from the user.

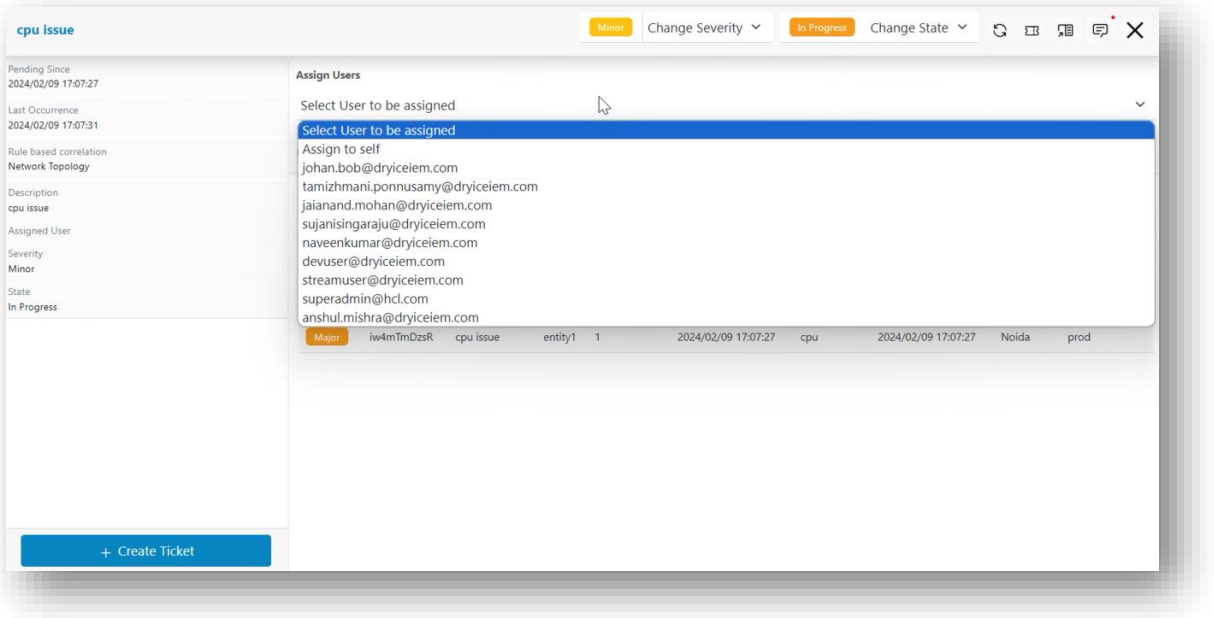


Figure 44 - Assign Actionable to Another User

3.2.4.13 Save Actionable

The steps explain how to save actionable data.

1. In the top navigation bar, click on Data View and click on Actionable.
2. Click on Save icon to save Actionable.

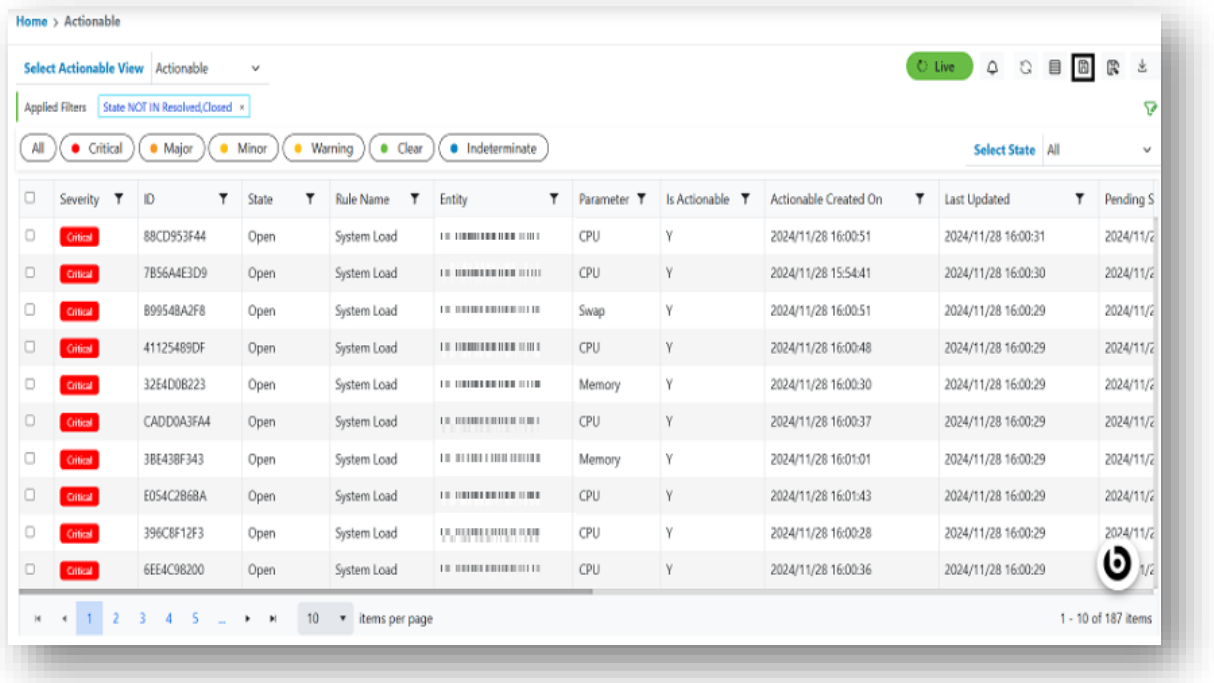


Figure 45 – Save Actionable

3. The confirmation message popup appears on the screen.
4. Click Confirm. A successful pop will appear, and the grid will be updated accordingly, and the saved Actionable data starts appearing in the grid.

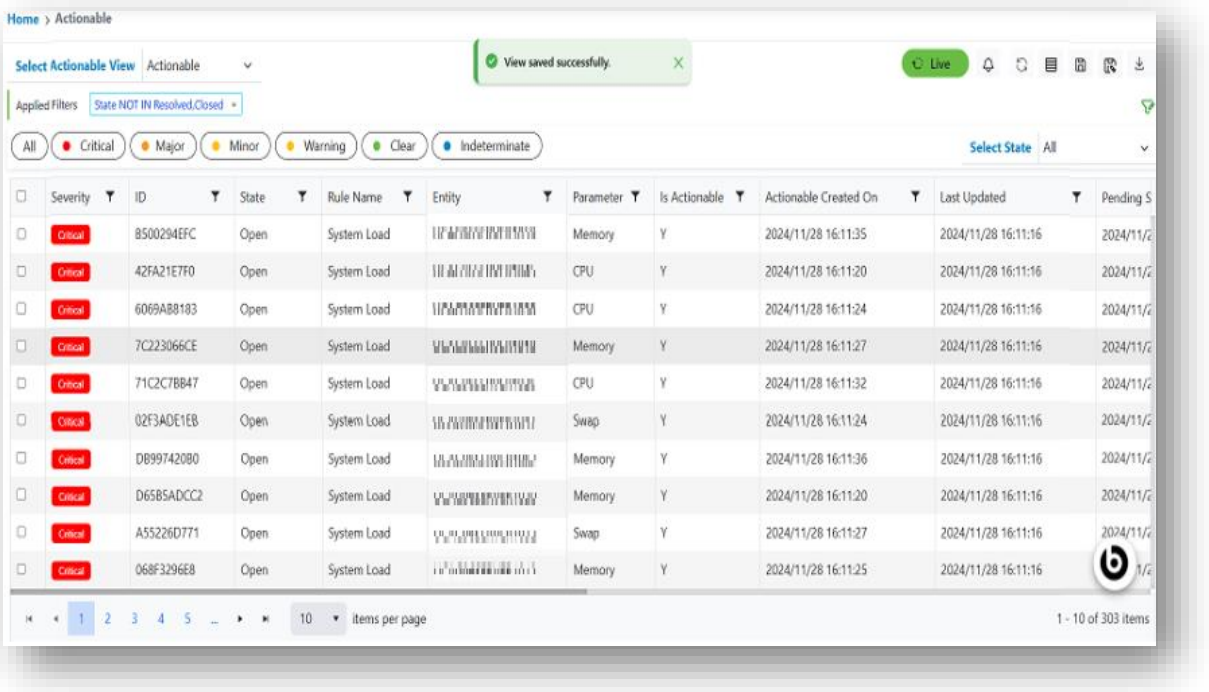


Figure 46 – Save Actionable

3.2.4.14 Save As Actionable

This option will enable users to save currently opened view with columns populated in data grid so that same view can be shown to any other user in an organization. It is very helpful for admins to configure this kind of view for other users in an organization by creating a different view other than the current view. For example, the view to list actionable with critical severity only. Please follow the steps below to save as actionable:

1. In the top navigation bar, click on Data View and click on actionable.
2. Once the user can click the save as button, a pop-up will open to provide the following information:
   - **View Name**: name of view like critical actionable
   - **Description**: description of view like list all critical actionable
   - **Show to**: Either it will be visible to user who is saving it or to other users.
3. View with name "Critical Actionable" is created.

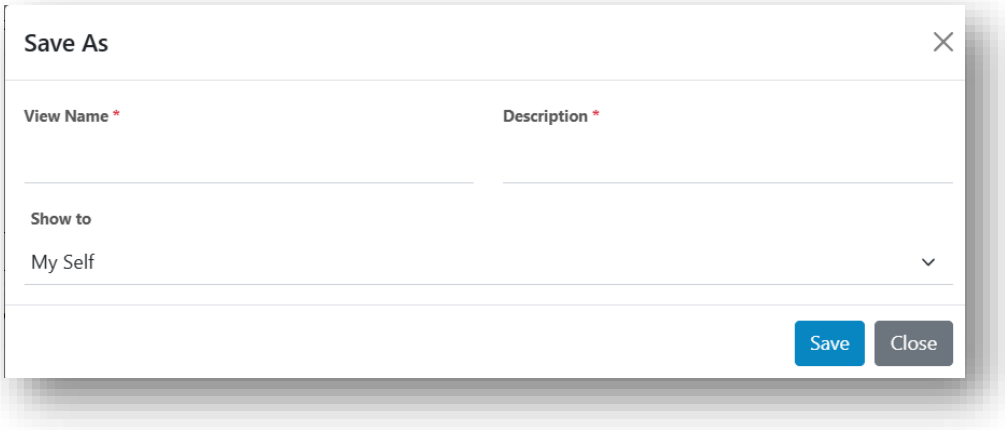


Figure 47 - Save As Actionable

3.2.4.15 Refresh Actionable

This option will enable user to refresh data grid to populate latest actionable data over screen.

Please follow the steps below to refresh the alerts grid:

1. In the top navigation bar, click on Data View and click on alerts.
2. Once the user clicks on Refresh button, confirmation pop up message will appear.

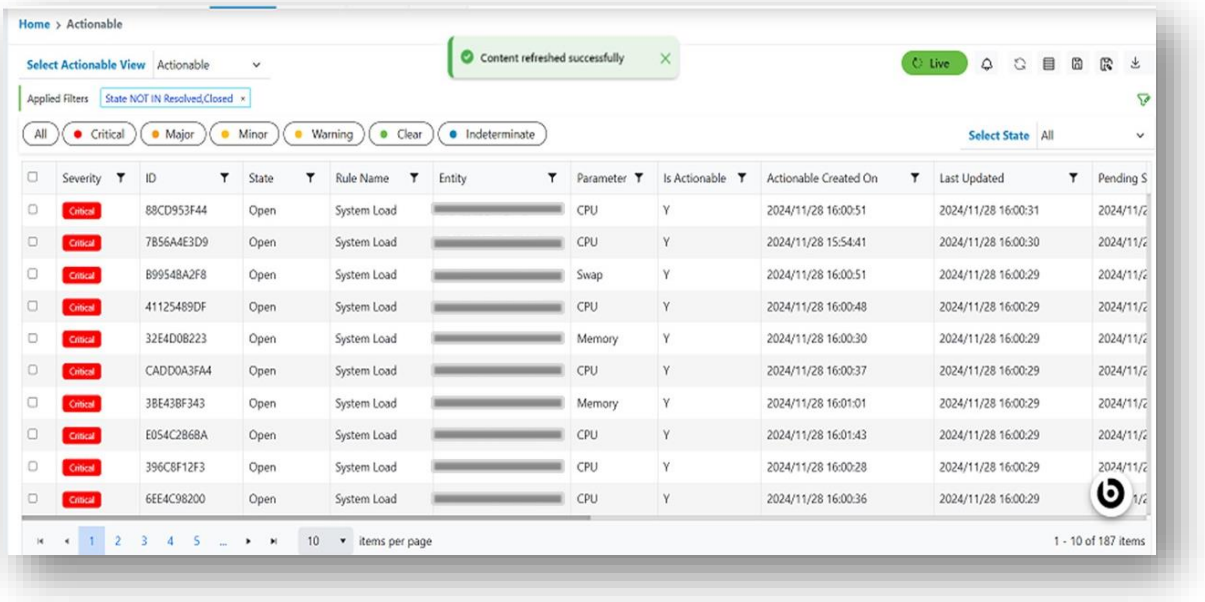


Figure 48 - Refresh time for Actionable

3.2.4.16 Live Actionable Data

This option will enable users to stop/start live update of data being shown in grid. Please follow the steps below to enable/disable Live actionable.

1. In the top navigation bar, click on Data View and click on actionable.
2. Users can see the Live Actionable Data, and this will be updated regularly.
3. To stop live data update, please click on Live button, it stops updating the live actionable data, a confirmation message will appear, stating that "Auto – refresh has been disabled."

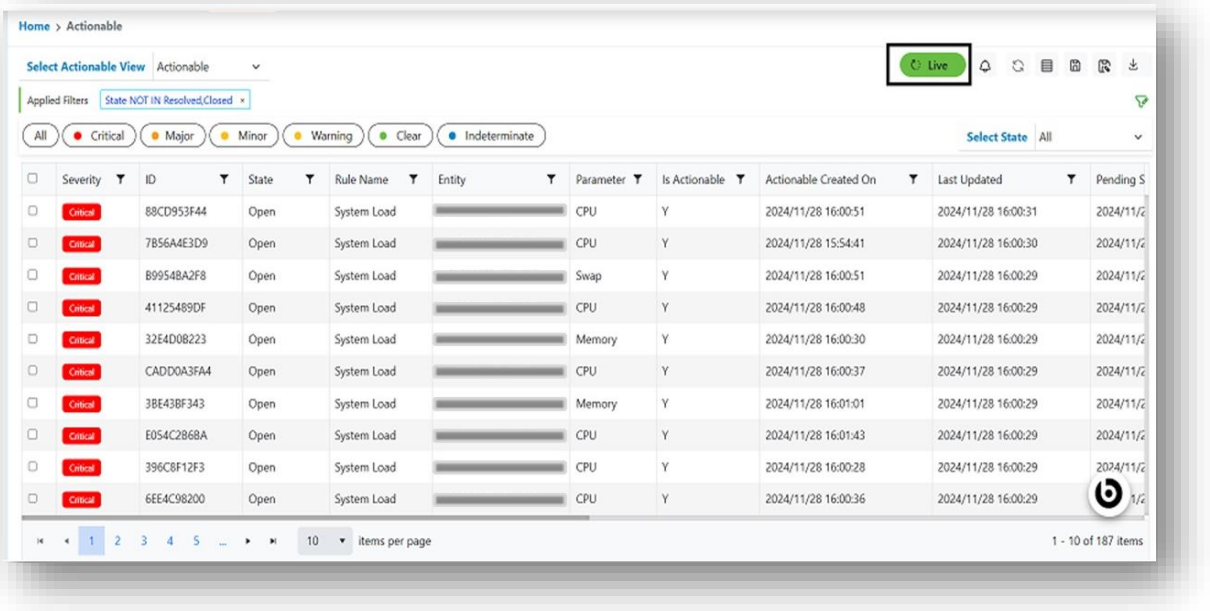


Figure 49 - Live Actionable Data

3.2.4.17 Related Alerts

This option will enable user to see related alerts for selected actionable to see what all alerts have been combined to create an actionable.

1. In the top navigation bar, click on Data View and click on actionable.
2. Click on a particular actionable on Data View-Alert screen, then it will populate list of related alerts as shown below in figure.

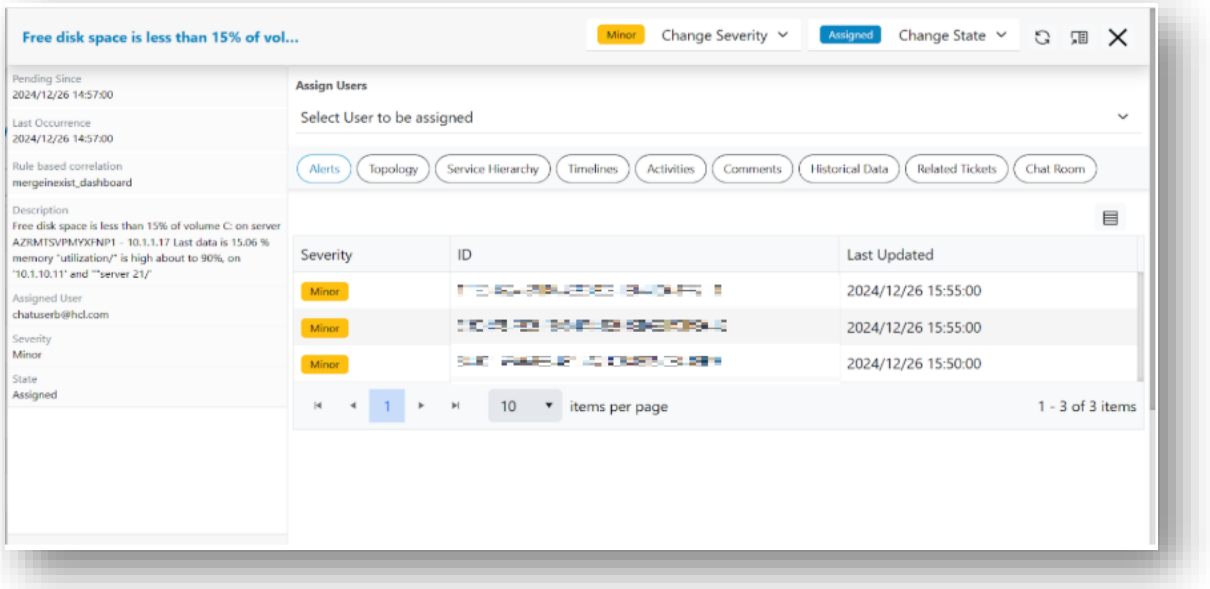


Figure 50 - Actionable Related Alerts

3.2.4.18 Topology

HCL IEM provides topology hierarchy view for entity corresponding to which actionable got created. This enables operators to understand what other entities can be impacted on due to this. Please follow the steps below to access the topology tab:

1. Click on a particular actionable on Data View-Actionable screen, a pop-up window will open that will show all information like related alerts, related changes, related problems, timeline view, topology view, service topology view etc.
2. Click on the topology tab present in the actionable popup.
3. Topology provides visualization of entities relationships along with their impact based on current events in system.
4. Impacted entities can be highlighted as per configured color codes based on level of impact on Impacted entities.

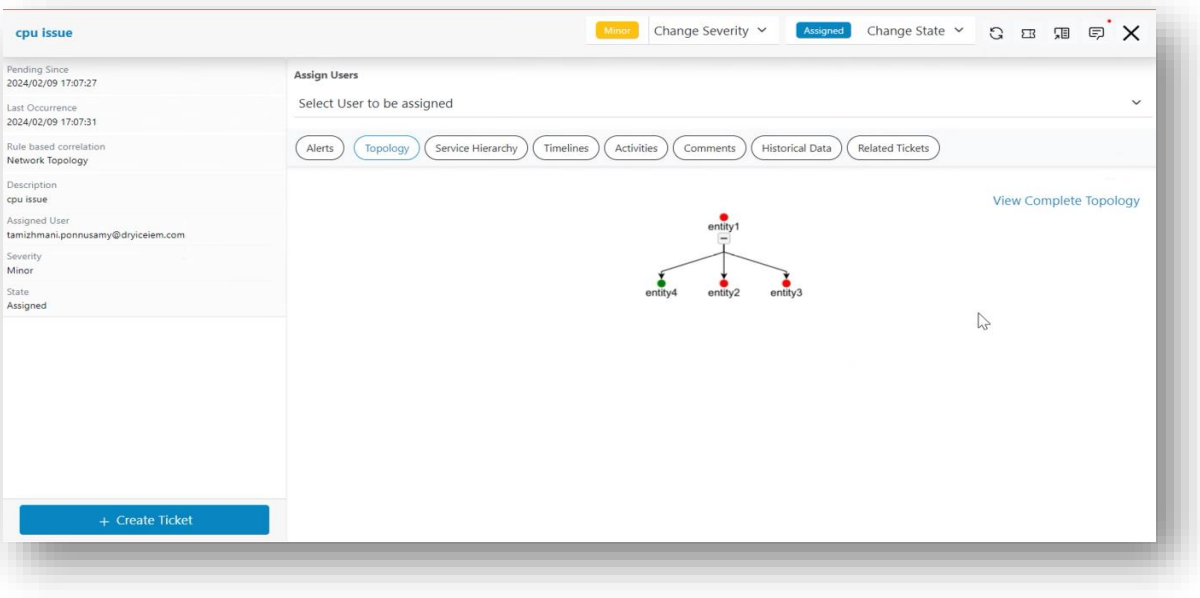


Figure 51 - Topology

3.2.4.19 Update Ticket

The steps explain how to update tickets for actionable data.

1. Click on an actionable on data view-actionable screen, then go to pop up open for the actionable.
2. Click on the update ticket icon present in the actionable popup.

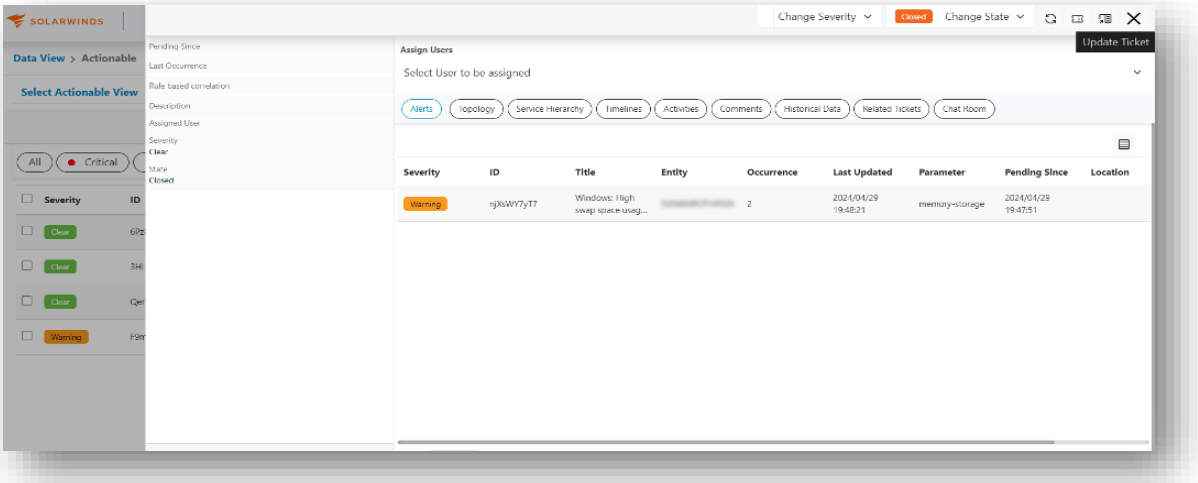


Figure 52 – Update Ticket

3. On clicking the update ticket icon, a confirmation message pops-up appears on the screen.

4. Click on the Confirm button. A success message pops up as shown in the following figure:

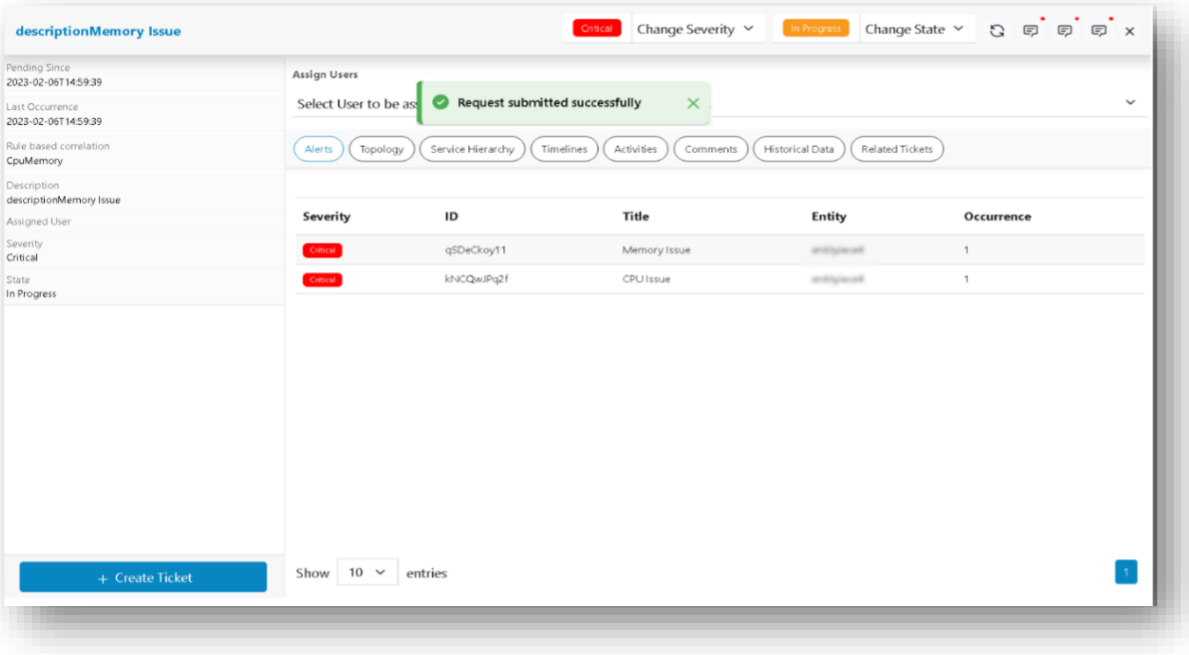


Figure 53 – Alert Message of Update Ticket

3.2.4.20 Update Work Notes

The steps Explain how to view Update Work Notes for actionable data

1. Click on an actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on the Update Work Notes icon present in the actionable popup.

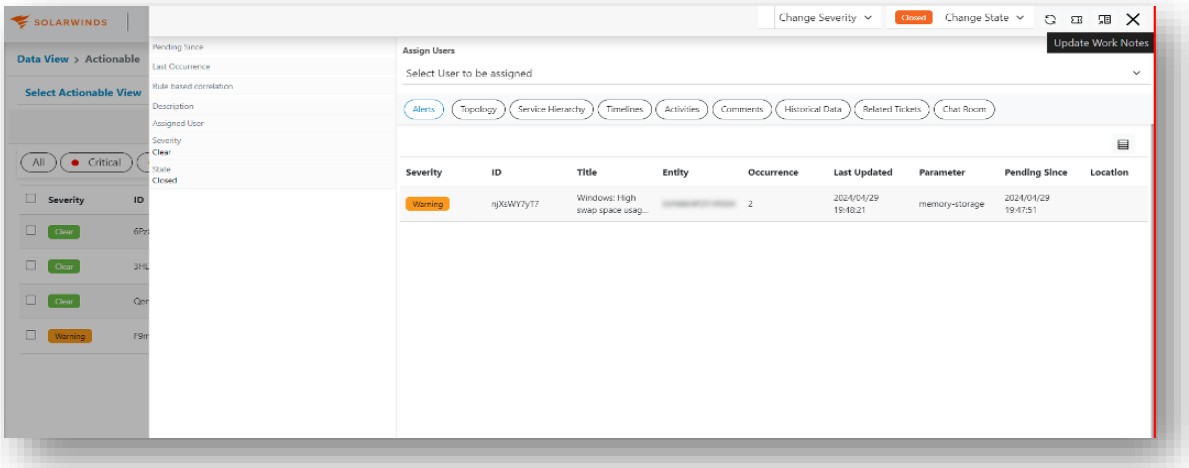


Figure 54 – Update Work Notes

3. Click the Update Work Notes icon, a confirmation pop-up message appears on the screen.
4. Click on the Confirm button.

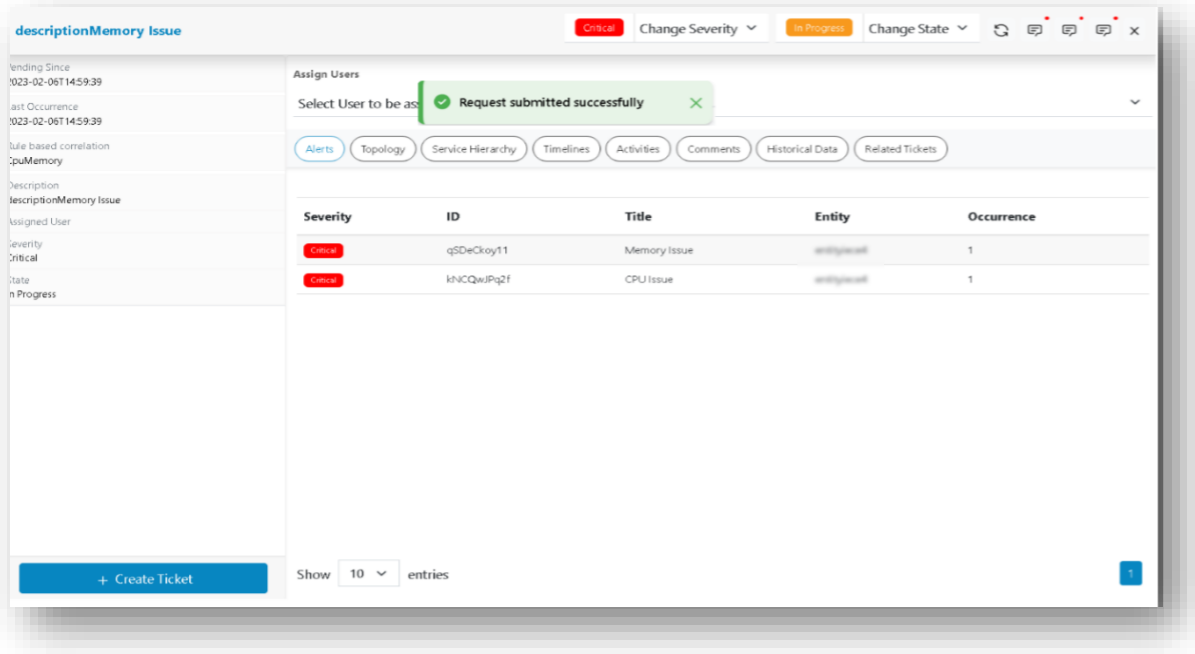


Figure 55 – Alert Message of Update work Notes

3.2.4.21 Create Ticket

HCL IEM enables operators to create tickets if not created automatically as part of configured correlation rule. Please take steps to create a ticket for an actionable in HCL IEM.

1. Click on a particular actionable on Data View-Actionable screen, then go to pop up open for the actionable.
2. Click on the + create ticket icon present in the actionable popup.

Only operators with relevant roles would be able to create tickets in SNOW.

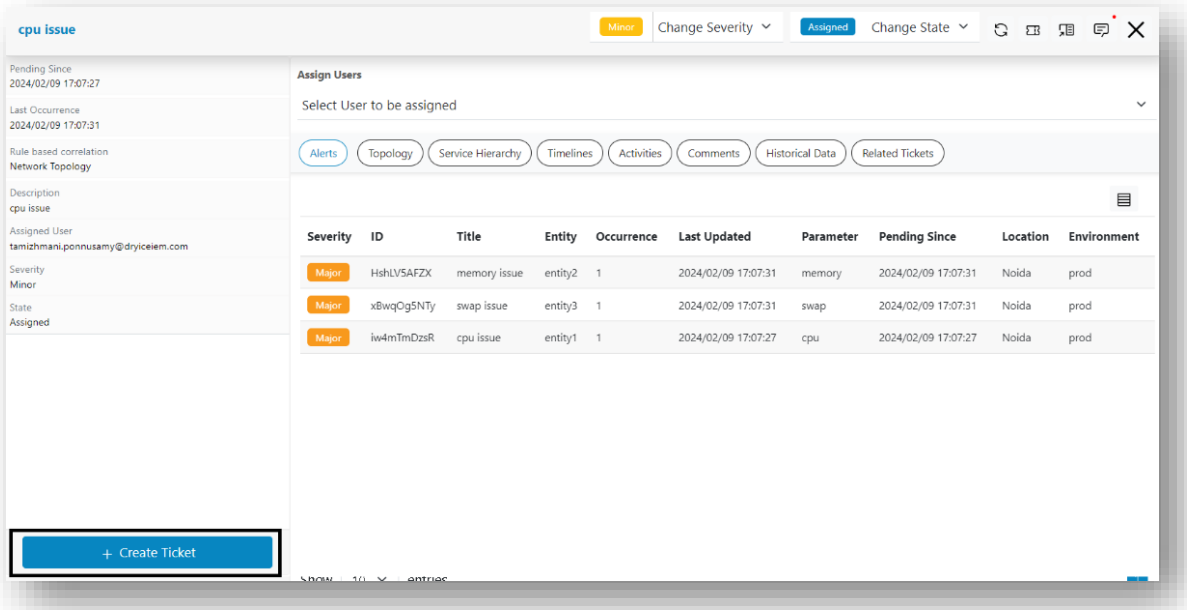


Figure 56 - Create Ticket

3. A confirmation pop up message appears on the screen.

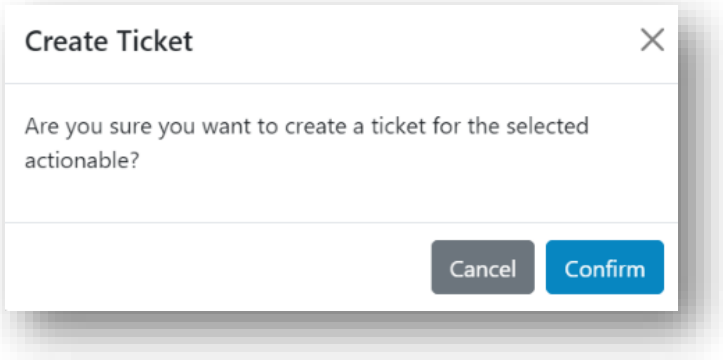


Figure 57 - Create Ticket Confirmation

4. Users can Create Ticket to an actionable by clicking on the confirm button.

3.2.4.22 Download CSV

This section provides users with downloading CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with a maximum of 1000 records.

1. In the top navigation bar, click on Data View and click on Alerts.
2. Apply the filters as per the requirement.
3. Click on the download csv action button.
4. Check the downloads in the system, the CSV files downloaded.

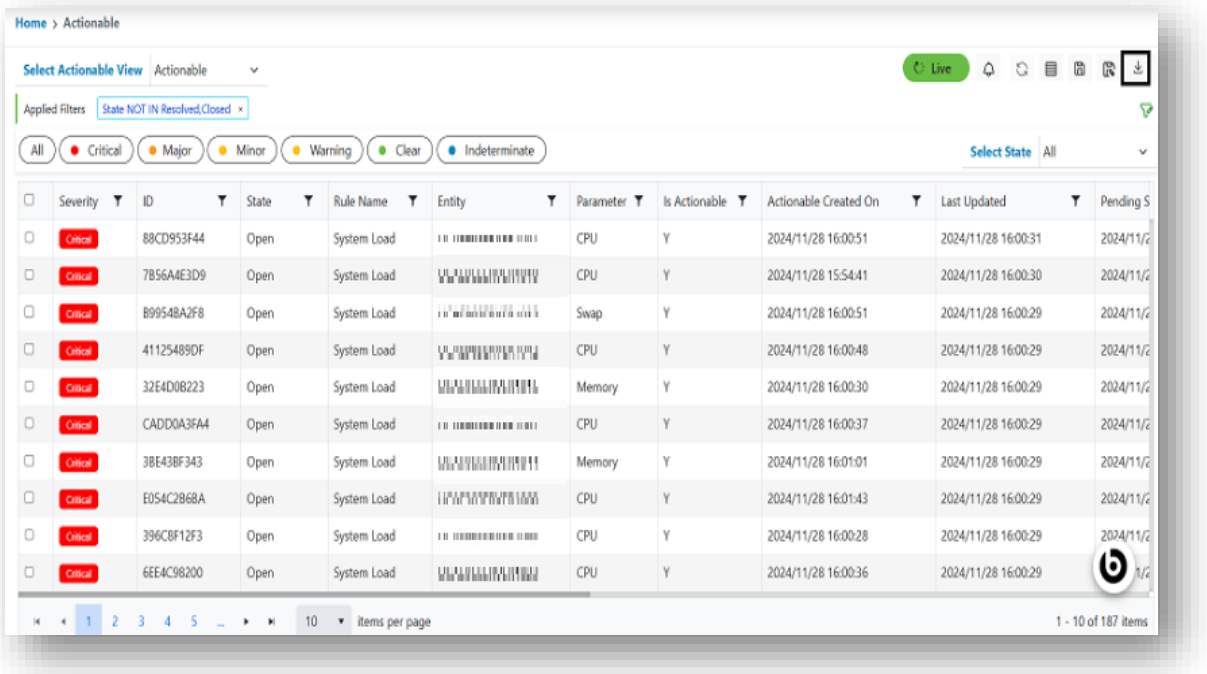


Figure 58 – Download CSV for Actionable

3.2.4.23 Apply Filters

This option will enable users to apply filters over the currently opened view to see data of specific values. For example, to see lists of critical actionable, users can set filters over severity columns of Actionable data. Please follow the steps below to apply filters:

1. In the top navigation bar, click on Data View and click on actionable.

2. Click on the filter option as shown in figure.

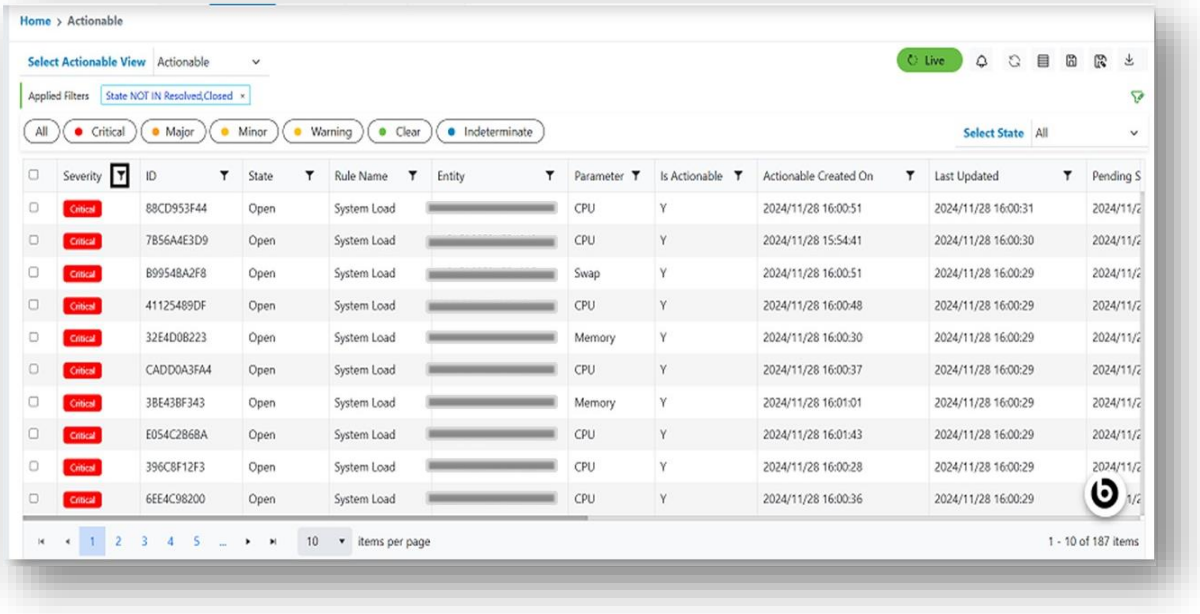


Figure 59 –Filter Operation

3. A filter screen will come up which enables users to select field and corresponding operator along with value to filter data as shown in figure.

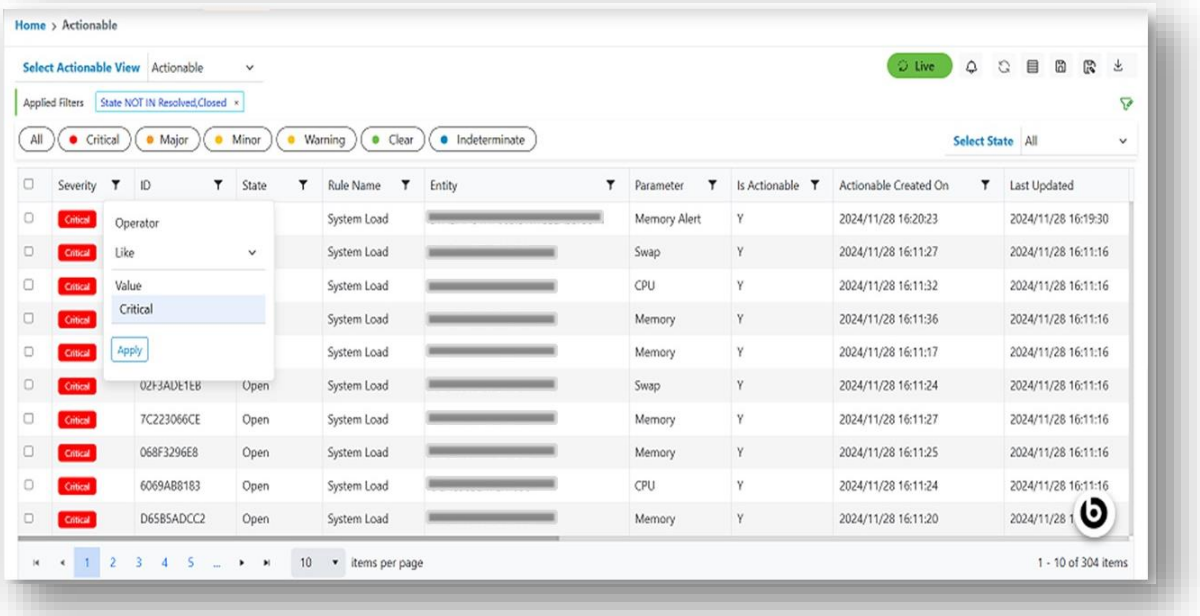


Figure 60 – More Filter Operation

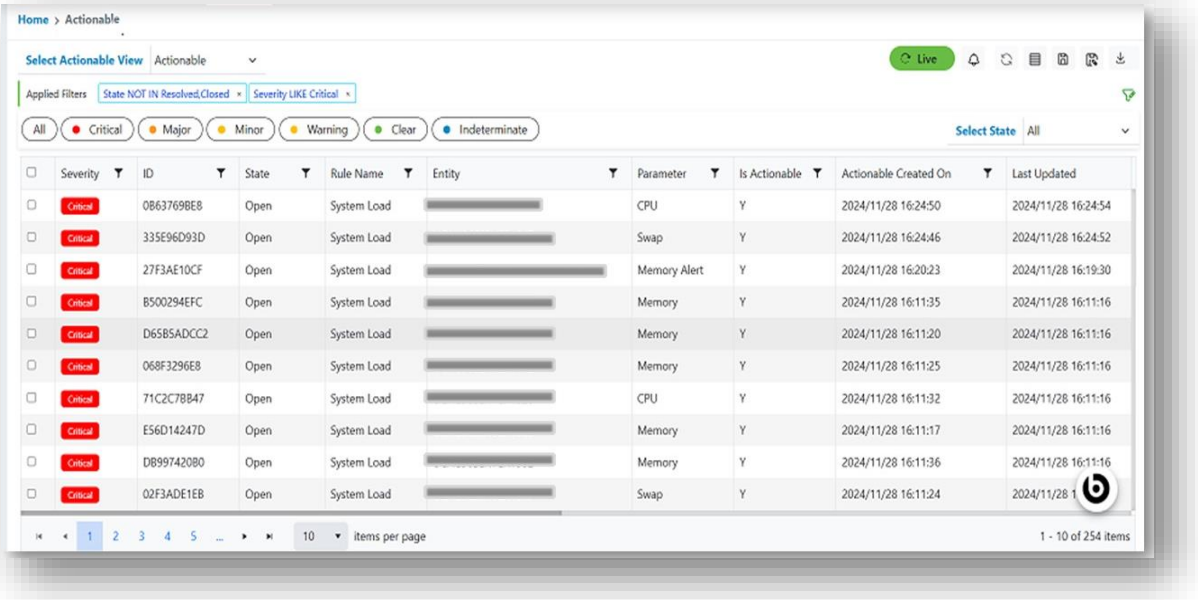


Figure 61 – More Filter Operation

4. Users can see the result of applied filter.

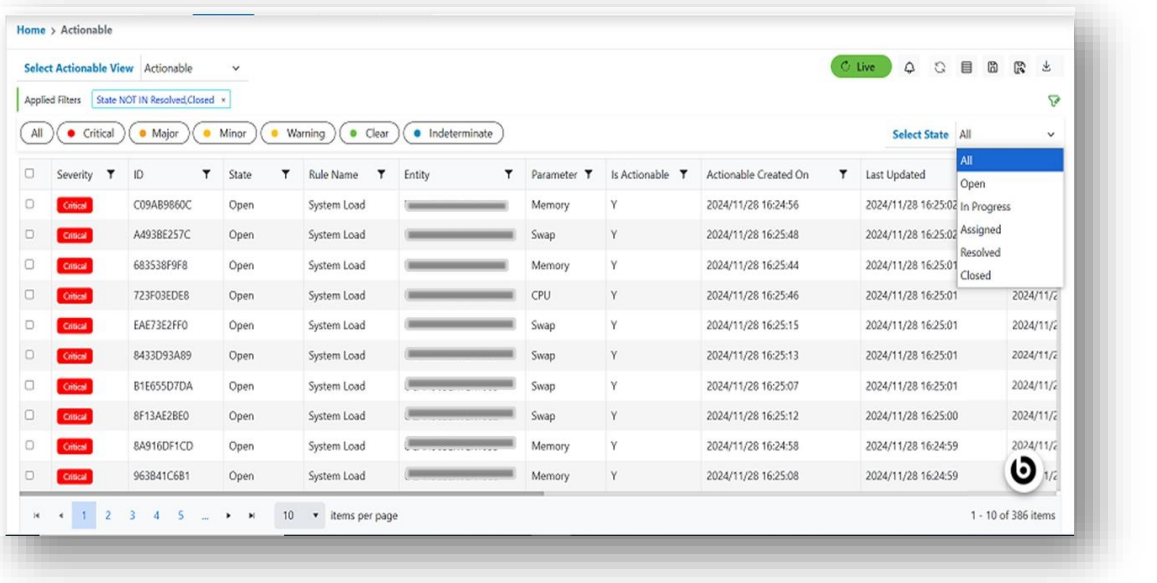


Figure 45 – Select State Operation

3.2.5 All Events View

All Events View includes a grid which contains all events data that is coming to the system. It includes noise events as well as non-noise events.

Please follow below steps to view All Events data:

1. In the top navigation bar, click on Data View and click on All Events.
2. All Events data will be displayed for the customer to which user is part of.

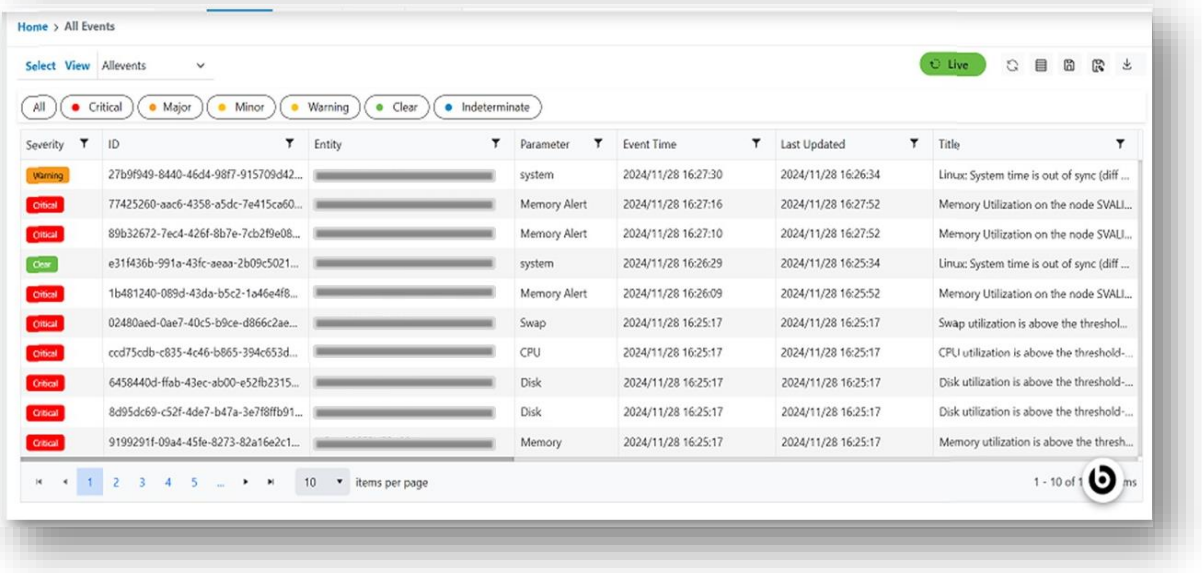


Figure – All Events View

3.2.5.1 Add Column

This option will enable users to add more columns in the data grid to analyze it deeply. Please follow the steps below to add columns to data view.

1. In the top navigation bar, click on Data View and click on All Events.
2. Click on the Add Column action button present at right side of Live button.
3. A pop-up will open which enables user to select from list of available columns to add it in the grid as shown in figure. Then, click on save button to add selected columns in view.

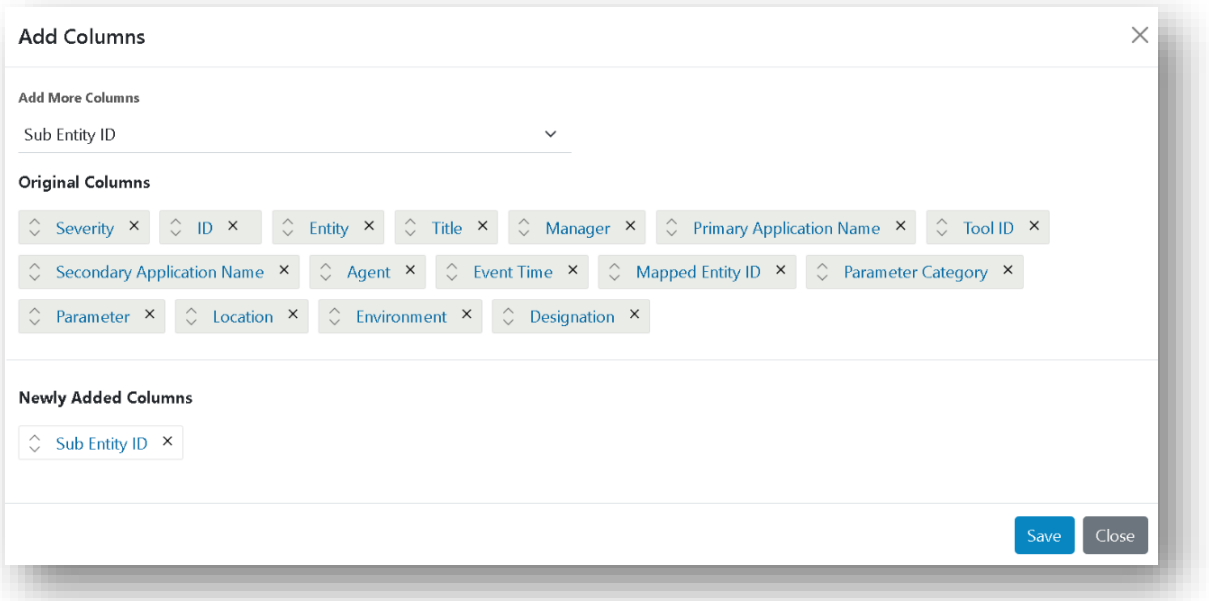


Figure 62 – Add Column

3.2.5.2 Save All Events

The steps provide information on how to save all events data.

1. In the top navigation bar, click on Data View and click on All Events.

2. User can click the save button.

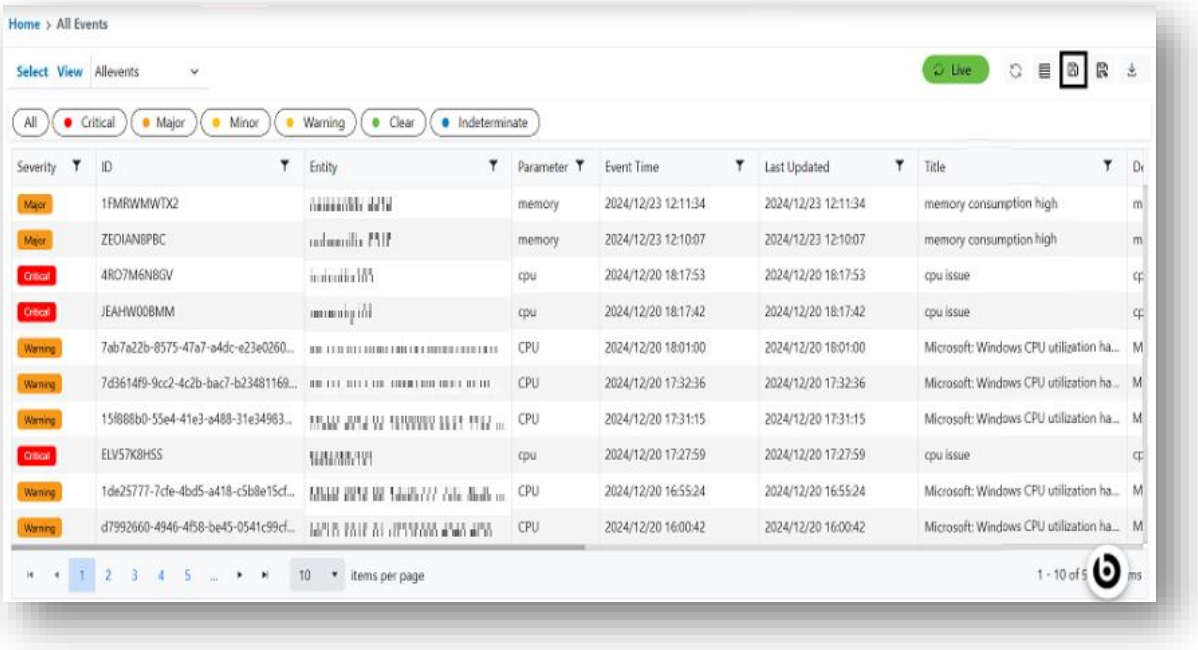


Figure 63 – Save All Events

3. After saving, the all-event data appears in the grid and a success popup appears on the screen.
4. On clicking the Confirm button, a success message appears on the screen.

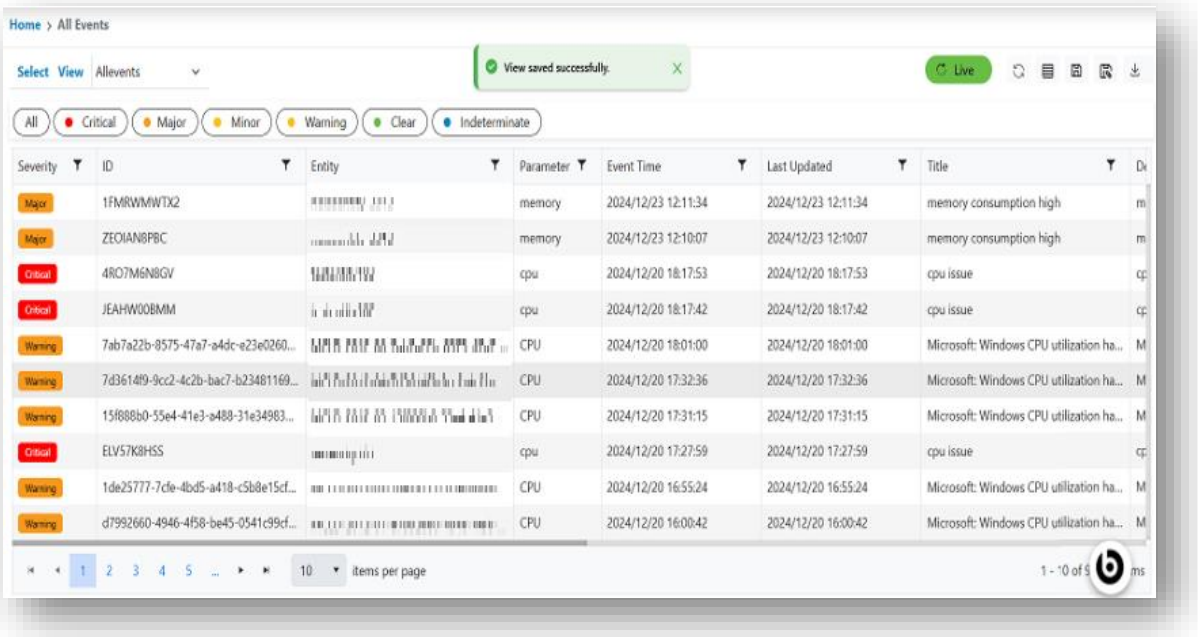


Figure 64 – All Events Message

3.2.5.3 Save As All Events

This option will enable users to save currently opened view with columns populated in data grid so that same view can be shown to any other user in an organization. It is very helpful for admins to configure this kind of view for other users in an organization by creating a different view other than the current view. For example, view to list out all events with critical severity only. Please follow the steps below to save as events:

1. In the top navigation bar, click on Data View and click on All Events.
2. Once the user can click the save as button, a pop-up will open to provide the following information:
   - **View Name**: name of view like critical events
   - **Description**: description of view like list all critical events
   - **Show to**: Either it will be visible to user who is saving it or to other users.

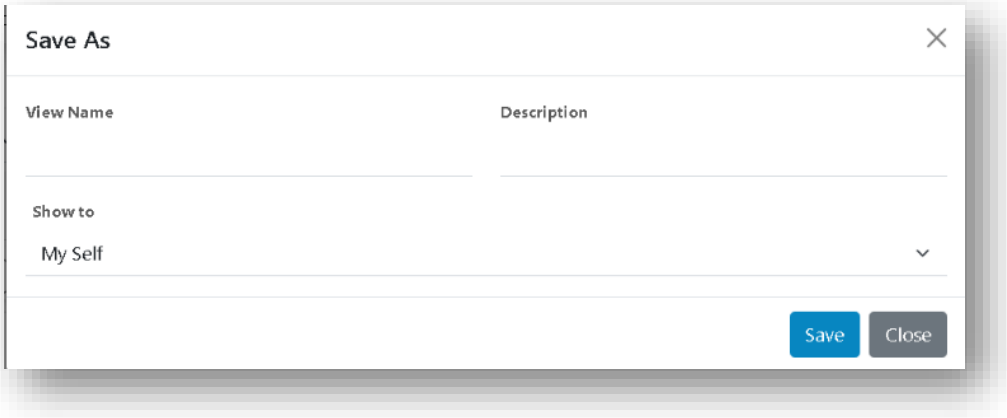


Figure 65 – Save as Events

3. Next, click on the save button to save view and this view will be available on a list for users.

3.2.5.4 Refresh All Events

This option will enable users to refresh data grid to populate latest data over screen.

Please follow the steps below to refresh events grid:

1. In the top navigation bar, click on Data View and click on All Events.
2. Once the user can click the Refresh button, confirmation pop up message will appear.

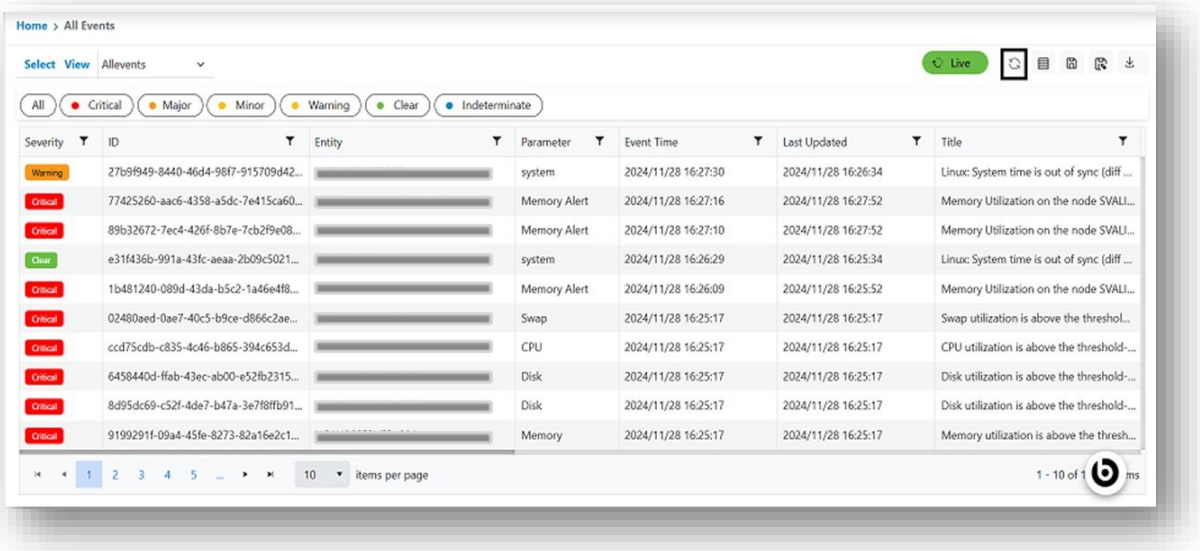


Figure 66 – Refresh All Events

3.2.5.5 Live All Events Data

This option will enable users to stop/start live update of data being shown in grid. Please follow the steps below to enable/disable live events.

1. In the top navigation bar, click on Data View and click on All Events.
2. Users can see the Live All Events Data, and this will be updated regularly, and automatically refresh the grid.

3.2.5.6 Apply Filters

This option will enable users to apply filters over the currently opened view to see data of specific values. For example, to see lists of critical events, users can set filters over severity columns of all events 'data. Please follow the steps below to apply filters:

1. In the top navigation bar, click on Data View and click on All Events.
2. Click on the filter option present at right side of Live button as shown in figure.

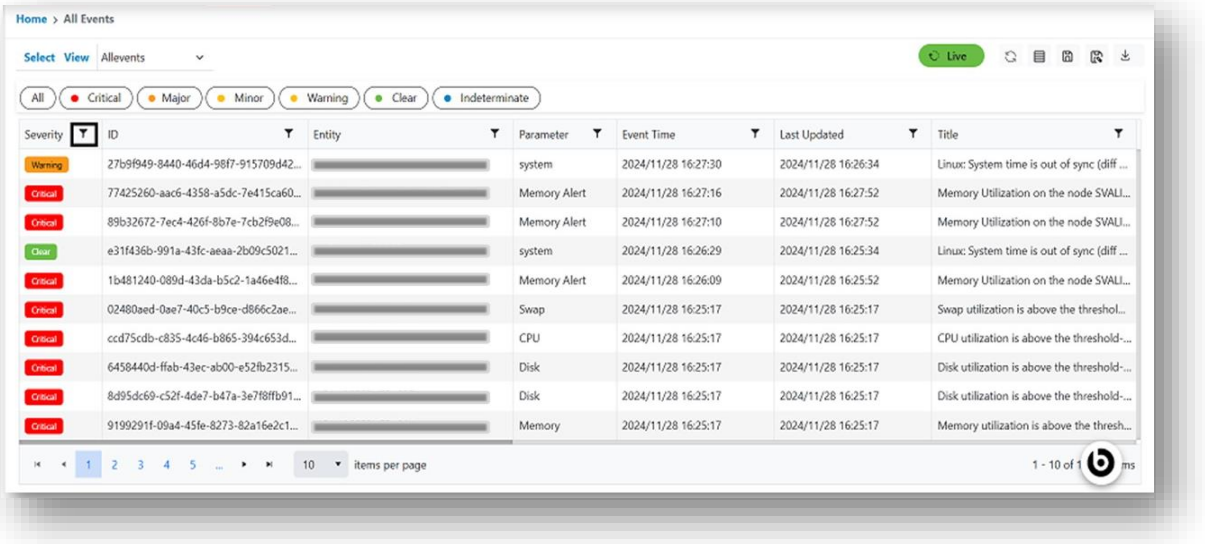


Figure 67 – Filter Operation

3. A filter screen will come up which enables user to select field and corresponding operator along with value to filter data.

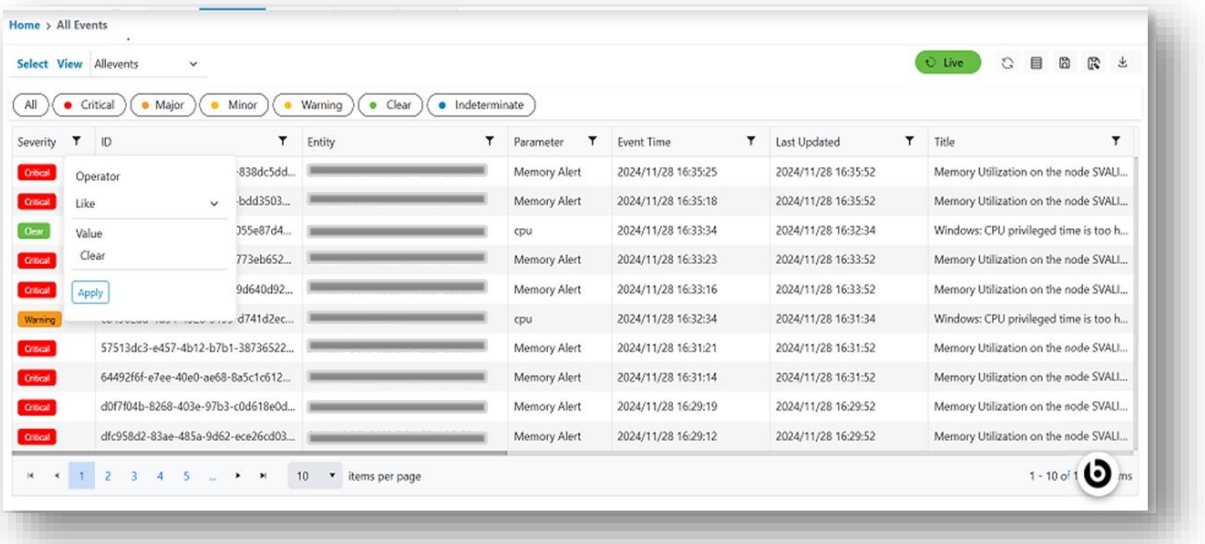


Figure 68 – Filter Operation

4. Users can see the result of applied filter.

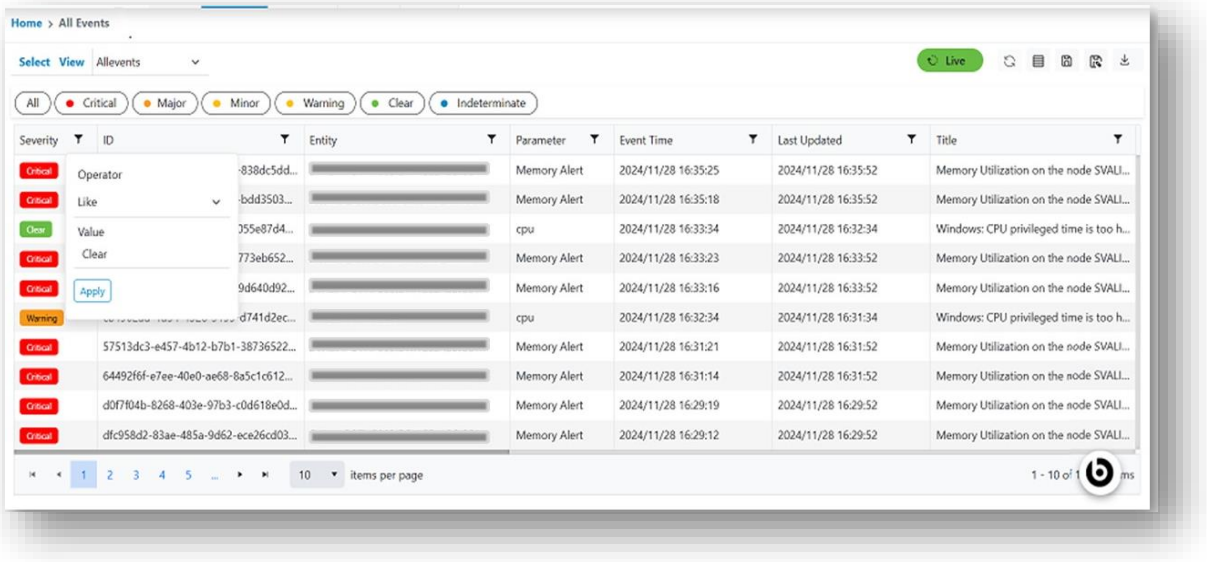


Figure 69 – Filter Operation

3.2.5.7 Download CSV

This section provides users with downloading CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with a maximum of 1000 records.

1. In the top navigation bar, click on Data View and click on Alerts.
2. Apply the filters as per the requirement.
3. Click on the download csv action button.
4. Check the downloads in the system, the CSV files downloaded.

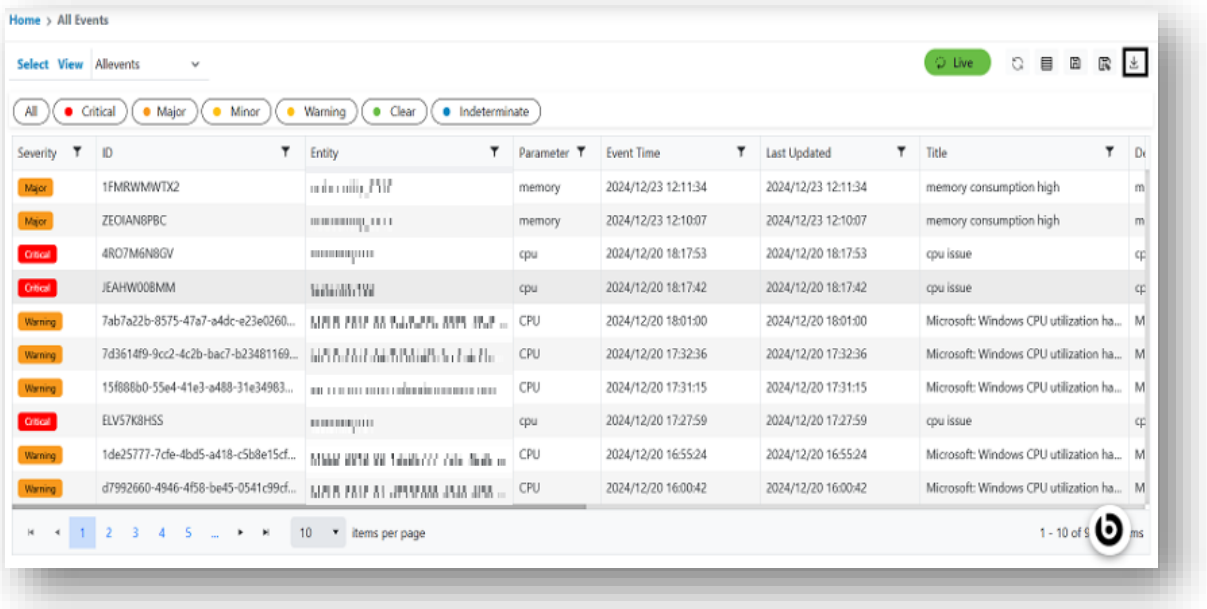


Figure 70 – Download CSV foe All Events

3.2.6 Noise Events View

Noise Events View includes a grid which contains all the noise events in a single grid.

Please follow the steps below to view Noise Events data:

1. In the top navigation bar, click on Data View and click on Noise Events.
2. Noise Events data will be displayed for the customer to which user is part of.

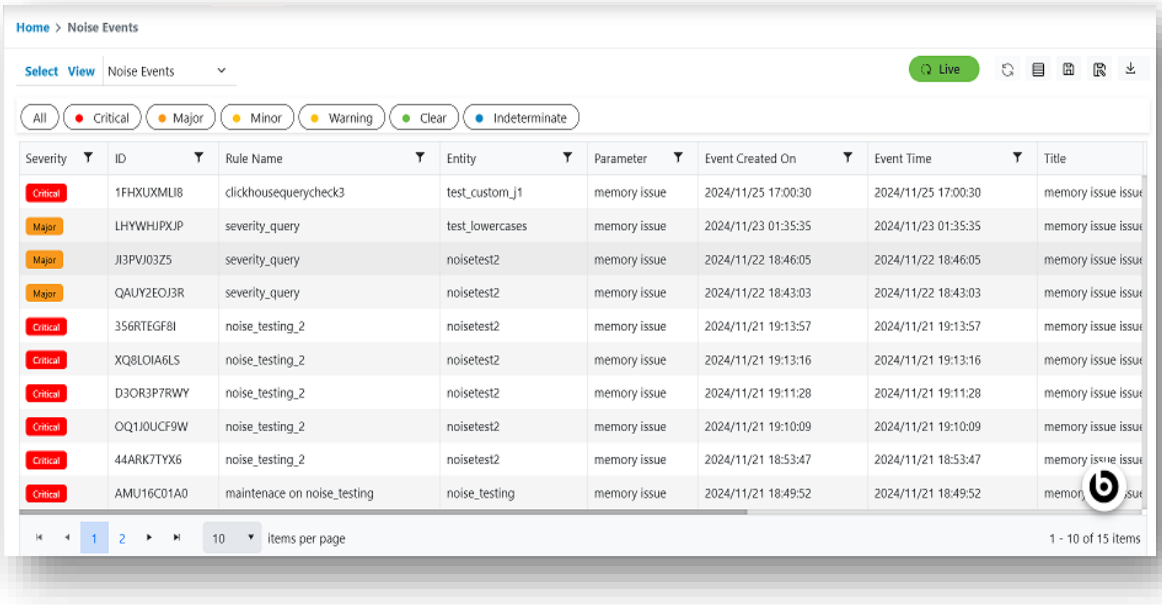


Figure 71 – Noise Events View

3.2.6.1 Add Column

This option will enable users to add more columns in the data grid to analyze it deeply. Please follow the steps below to add columns to data view.

1. In the top navigation bar, click on Data View and click on Noise Events.
2. Click on the Add Column action button present at right side of Live button.
3. A pop-up will open which enables user to select from list of available columns to add it in the grid as shown in figure. Then, click on save button to add selected columns in view.

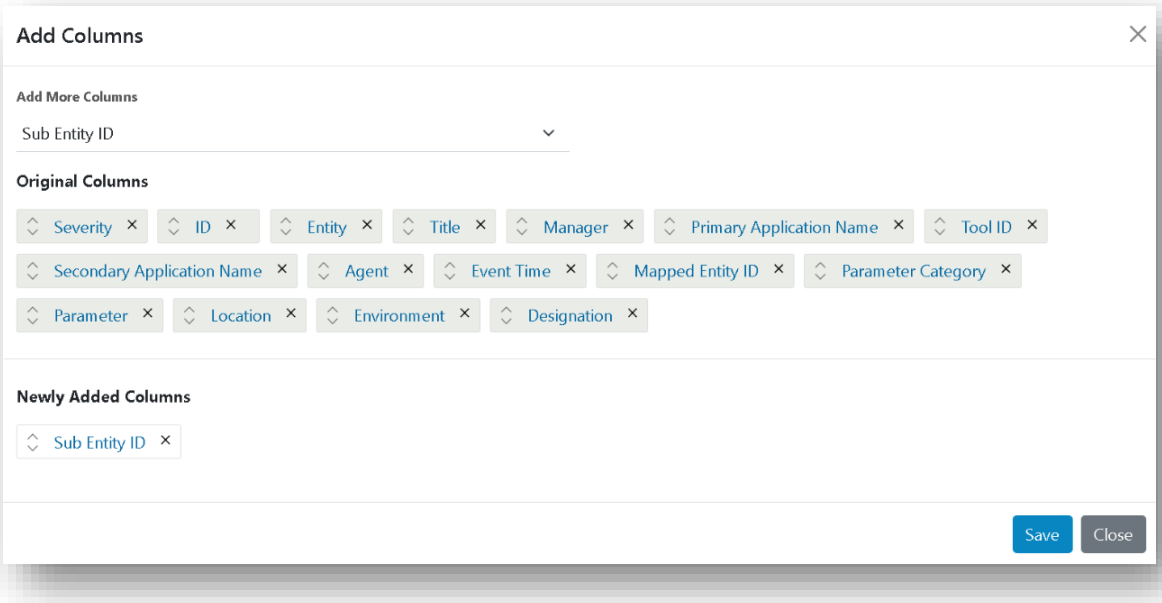


Figure 72 – Add Column

3.2.6.2 Save Noise Events

The steps provide information on how to save Noise Events data.

1. In the top navigation bar, click on Data View and click on Noise Events.
2. User can click the save button.

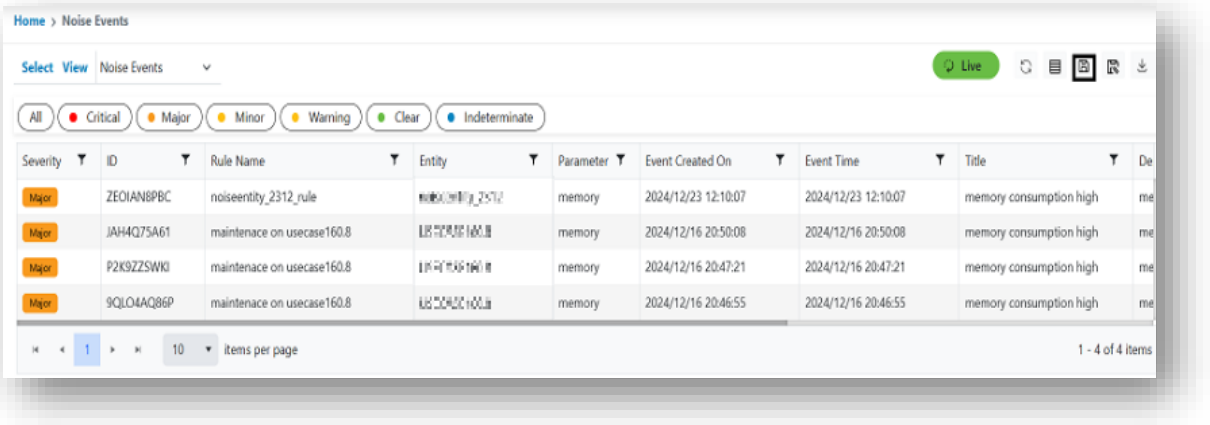


Figure 73 – Save Noise Events

3. After saving, the event data appears in the grid and a successful message appears on the screen.
4. On clicking the Confirm button, a success message will appear on the screen.

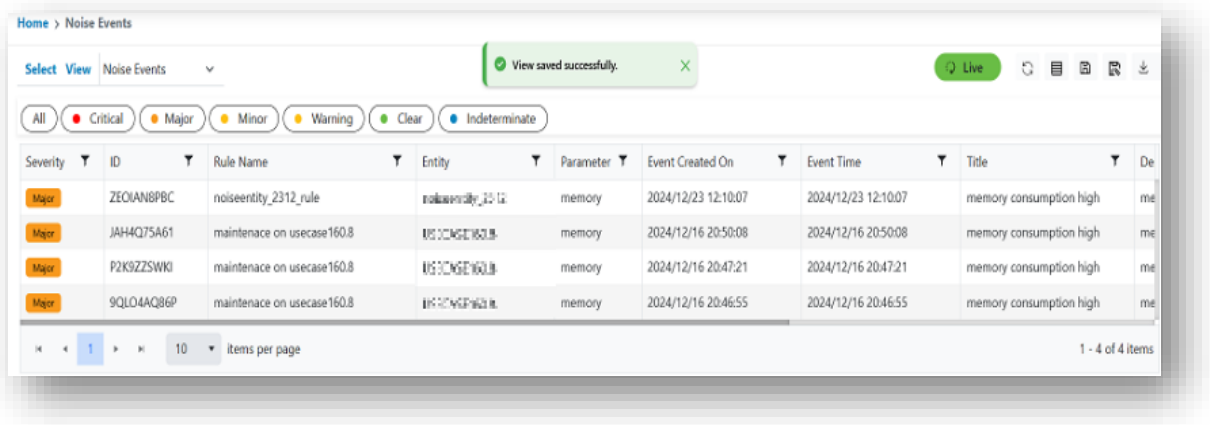


Figure 74 – Save Noise Events

3.2.6.3 Save As Noise Events

This option will enable users to save currently opened view with columns populated in data grid so that same view can be shown to any other user in an organization. It is very helpful for admins to configure this kind of view for other users in an organization by creating a different view other than the current view. For example, a view to list out noise events with critical severity only. Please follow the steps below to save as events:

1. In the top navigation bar, click on Data View and click on Noise Events.
2. Once the user can click the save as button, a pop-up will open to provide the following information:
   - **View Name**: name of view like critical noise events
   - **Description**: description of view like list all critical noise events
   - **Show to**: Either it will be visible to user who is saving it or to other users.

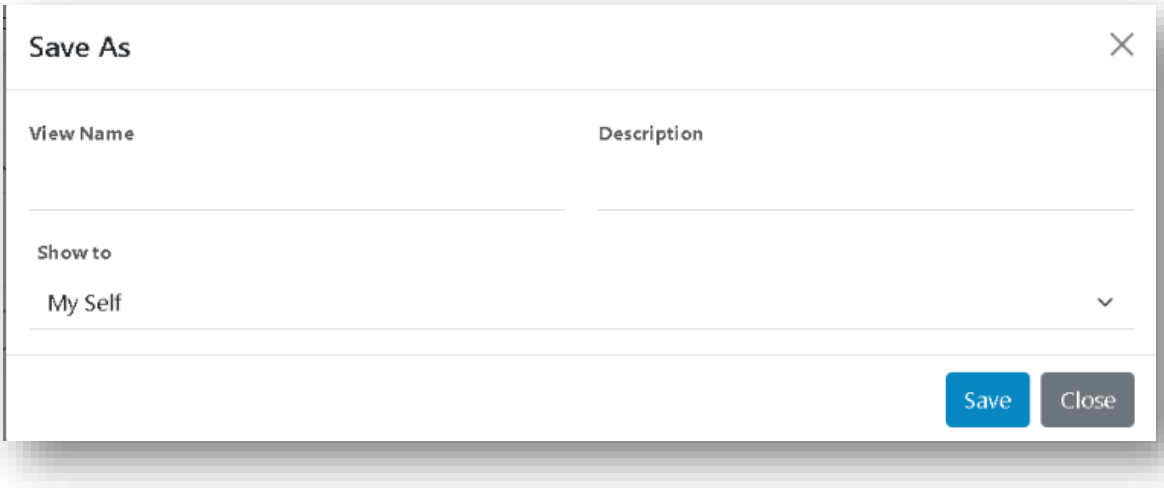


Figure 75 – Save as Events

3. Next, click on the save button to save view and this view will be available on a list for users.

3.2.6.4 Refresh Noise Events

This option will enable users to refresh data grid to populate latest data over screen.

Please follow the steps below to refresh noise events grid:

1. In the top navigation bar, click on Data View and click on Noise Events.
2. Once the user can click the Refresh button, confirmation pop up message will appear.

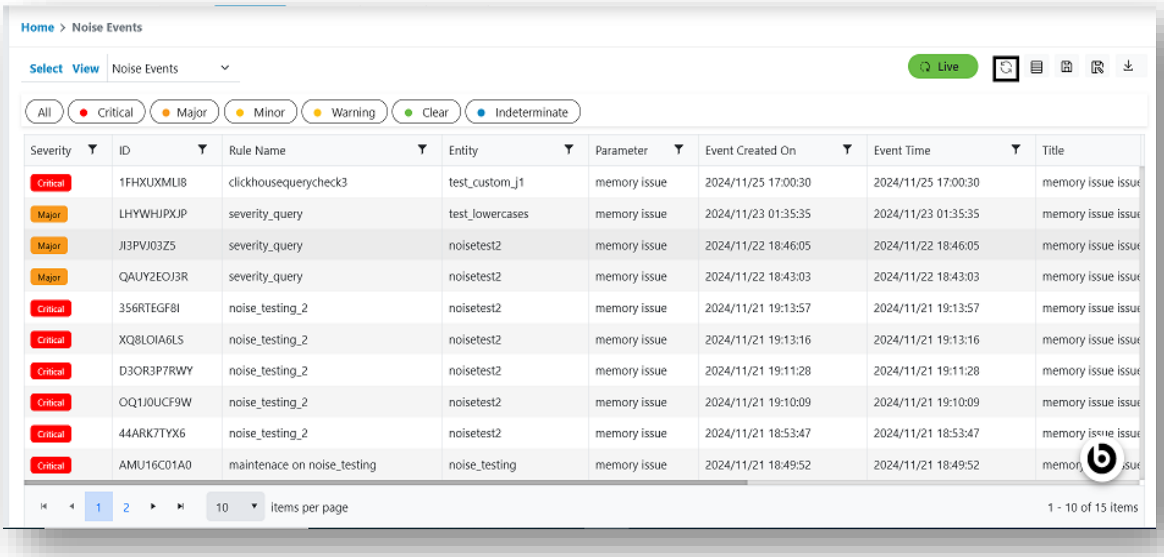


Figure 76 – Refresh Noise Events

3.2.6.5 Live Noise Events Data

This option will enable users to stop/start live update of data being shown in grid. Please follow the steps below to enable/disable live noise events.

1. In the top navigation bar, click on Data View and click on Noise Events.
2. Users can see the Live Noise Events Data, and this will be updated regularly, and automatically refresh the grid.

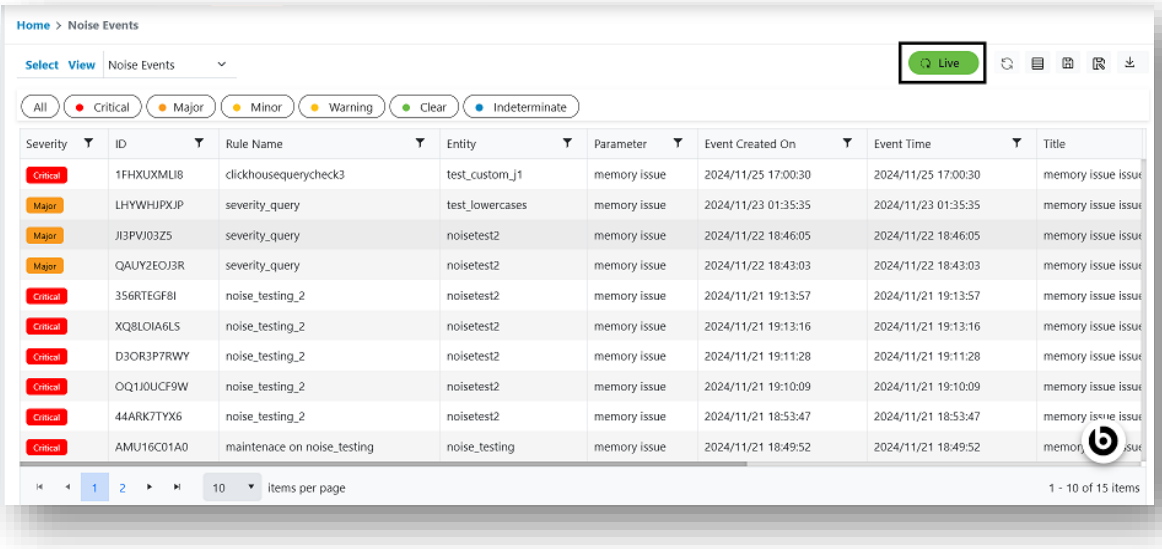


Figure 77 – Live Events Data

3. To stop live data update, please click on Live button, it stops updating the live noise event data, a confirmation message will appear, stating that "Auto – refresh has been disabled."

3.2.6.6 Apply Filters

This option will enable users to apply filters over the currently opened view to see data of specific values. For example, to see lists of critical noise events, user can set filters over severity columns of noise events data. Please follow the steps below to apply filters:

1. In the top navigation bar, click on Data View and click on Noise Events.
2. Click on the filter option present at right side of Live button as shown in figure.

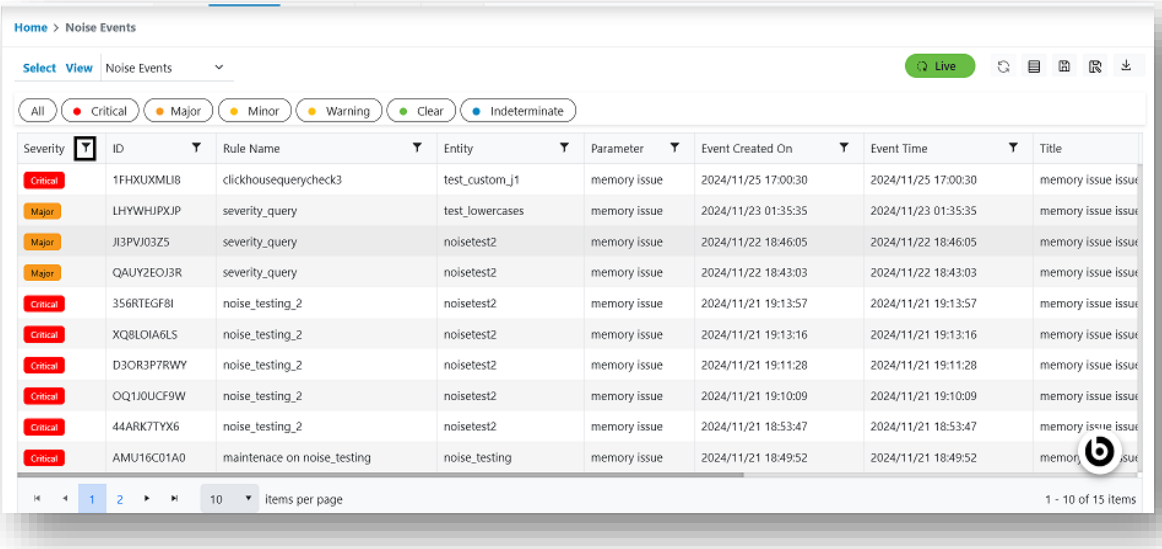


Figure 78 – Filter Operation

3. A filter screen will come up which enables user to select field and corresponding operator along with value to filter data.

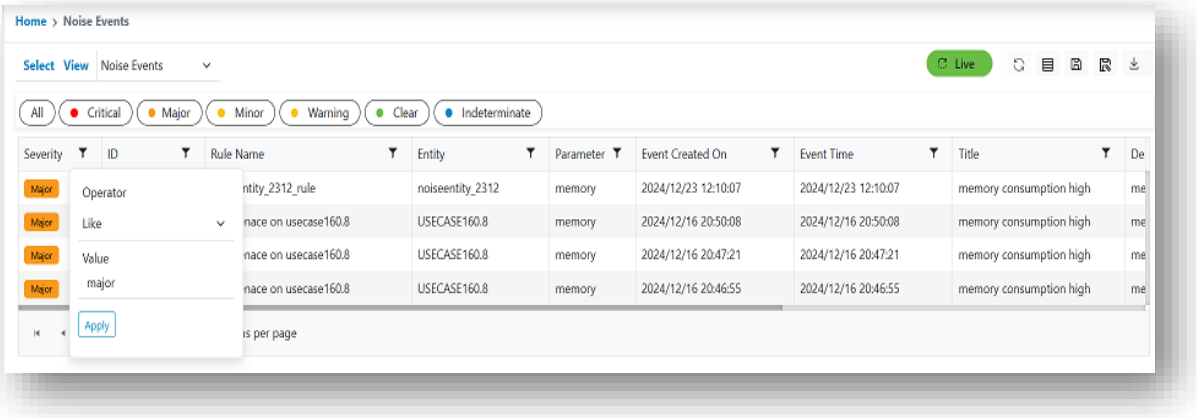


Figure 79 – Filter Operation

4. Users can see the result of applied filter.

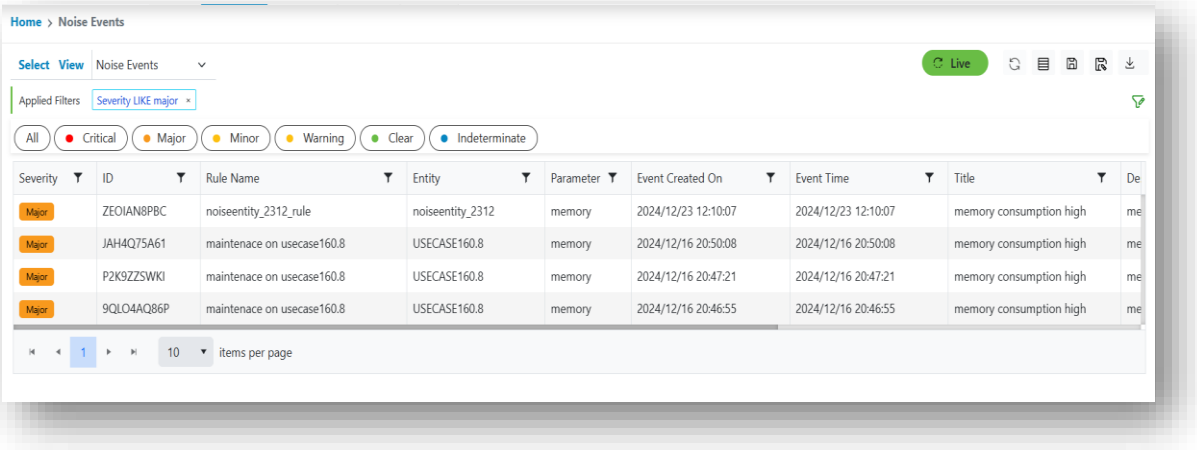


Figure 80 – Filter Operations (Cont.)

3.2.6.7 Download CSV

This section provides users with downloading CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with a maximum of 1000 records.

1. In the top navigation bar, click on Data View and click on Alerts.
2. Apply the filters as per the requirement.
3. Click on the download csv action button.
4. Check the downloads in the system, the CSV files downloaded.

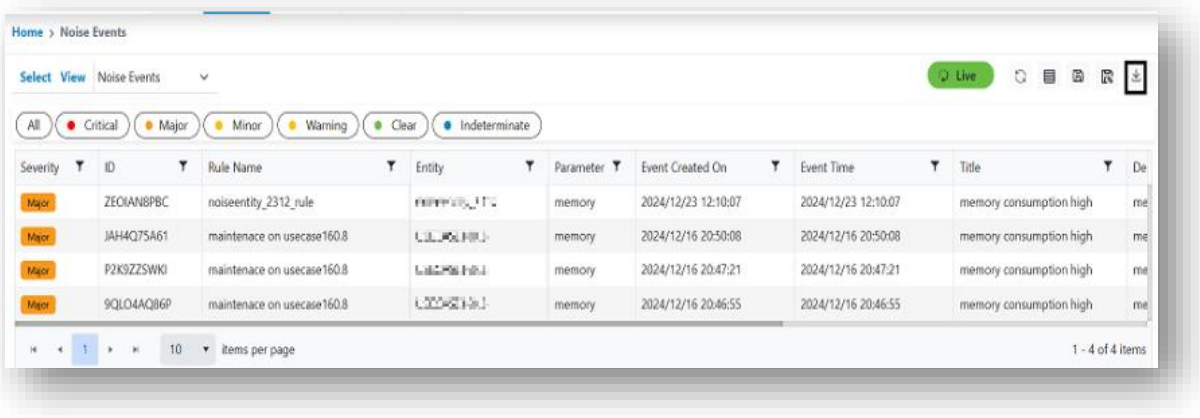


Figure 81 – Download CSV Noise Events

3.2.7 Metrices

Metrics includes a grid which contains all metrics data that is coming to the system. It includes the metrics data which has specific metric value and from which the anomaly metric data, All Metric data will be displayed under Metric view only. But Anomaly metric data will be displayed under All events, events, alerts and Anomaly metric view. If any correlation rule exists and it's satisfying the anomaly data, then it will create Actionable for the anomaly data.

Please follow the steps below to view Metrics data:

1. In the top navigation bar, click on Data View and click on Metrics.
2. Metrics data will be displayed for the customer to which the user is part of.

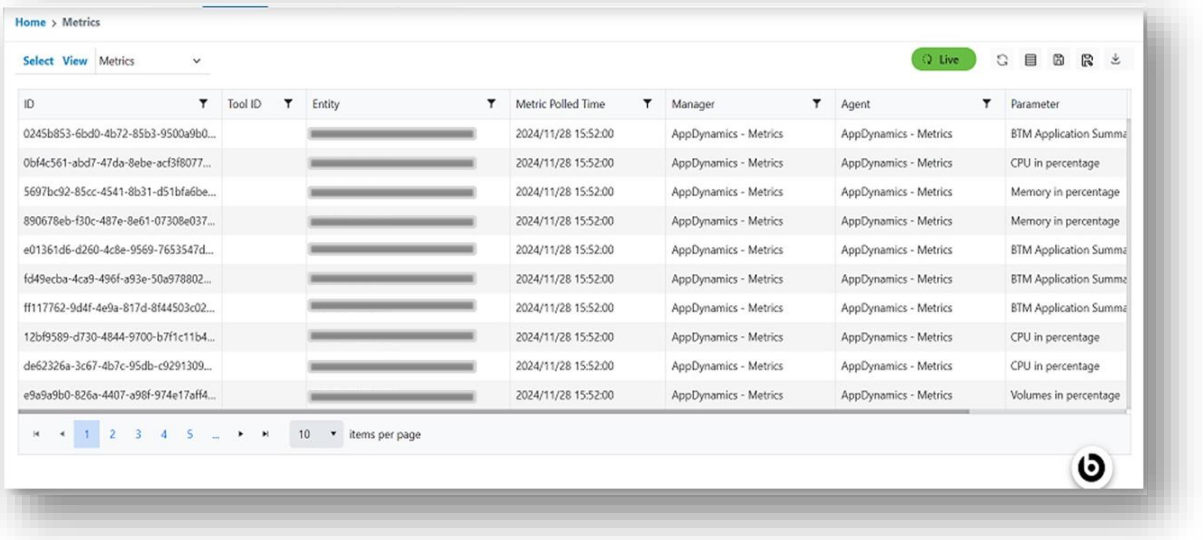
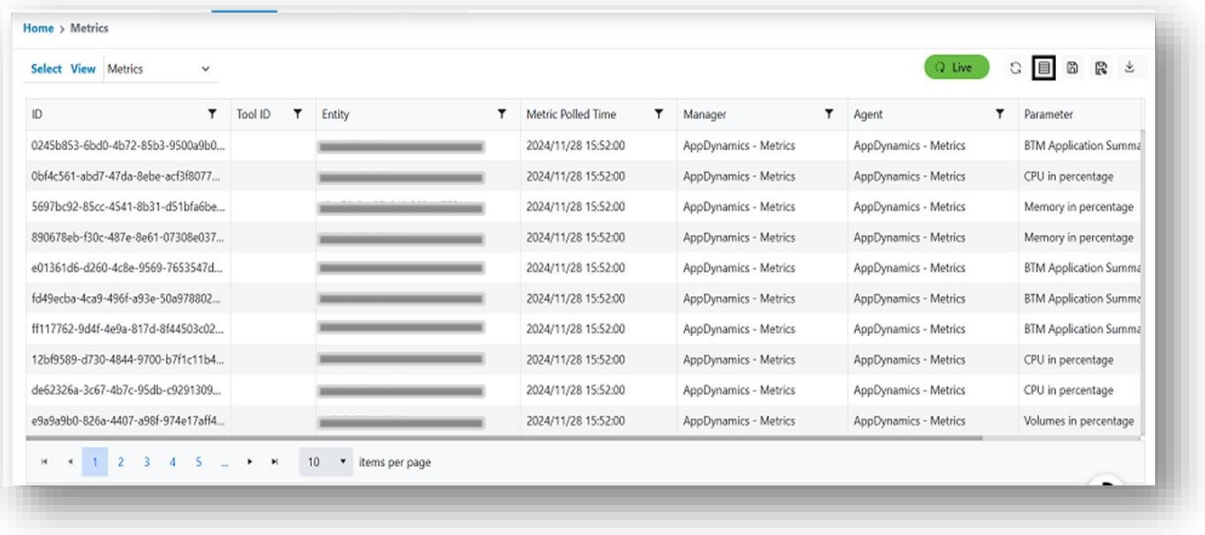


Figure 82 – Metrices

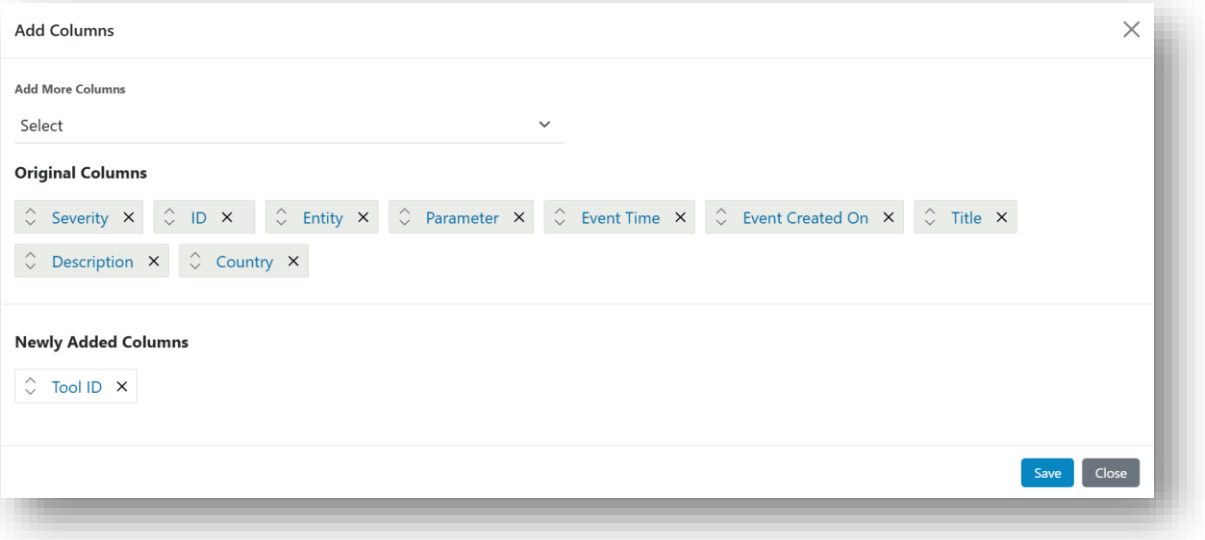
3.2.7.1 Add Column

This option will enable users to add more columns in the data grid to analyze it deeply. Please follow the steps below to add columns to data view.

1. In the top navigation bar, click on Data View and click on Metrics.



2. Click on the Add Column action button present at right side of Live button.
3. A pop-up will open which enables user to select from list of available columns to add it in the grid as shown in figure. Then, click on save button to add selected columns in view.



3.2.7.2 Save Metric

The steps provide information on how to save data on metrics.

1. In the top navigation bar, click on Data View and click on Metrics.
2. User can click the save button.

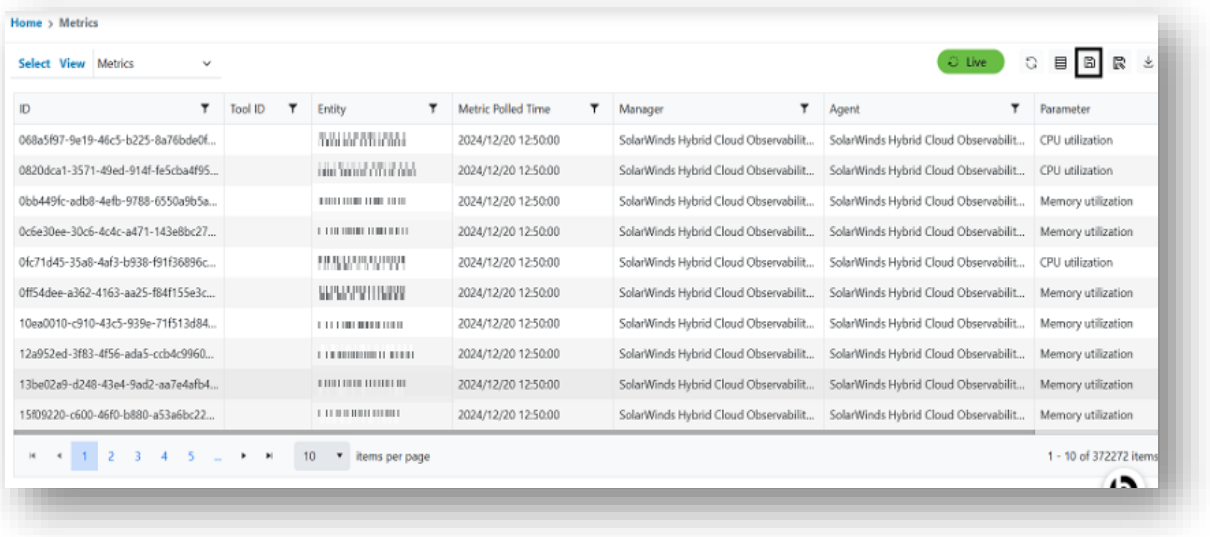


Figure 83 – Save Metrices

3. After saving, the event data appears in the grid and a successful popup appears on the screen
4. On clicking the Confirm button, success will appear on the screen.

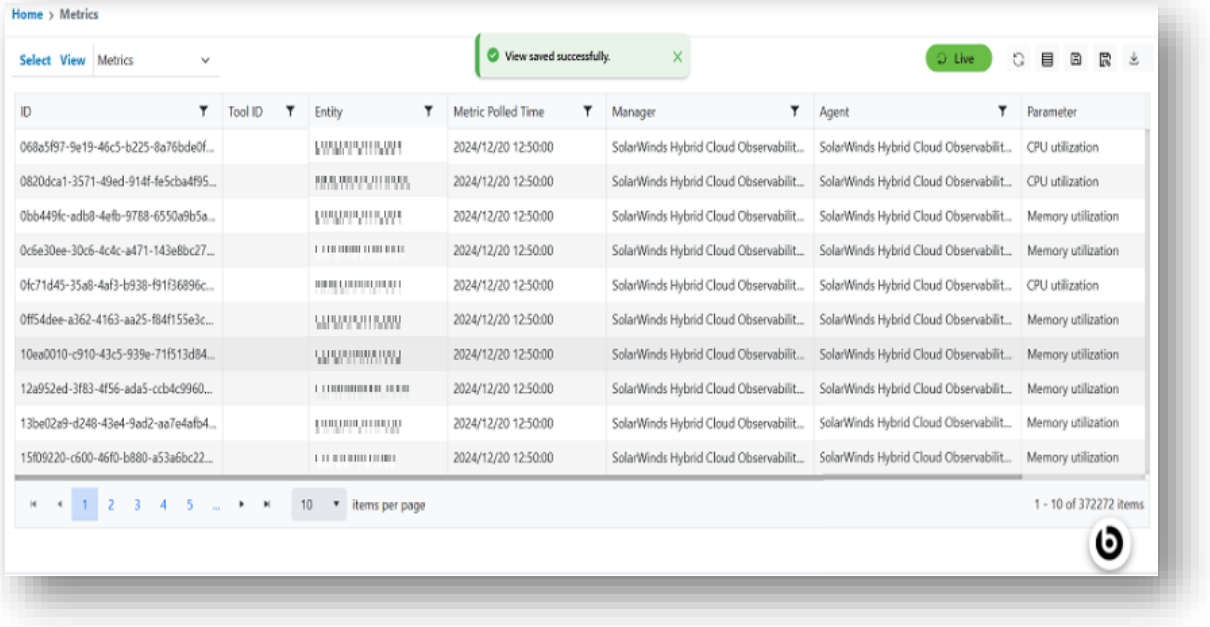


Figure 84 – Save Metrices Message

3.2.7.3 Save As Metric

This option will enable users to save currently opened view with columns populated in data grid so that same view can be shown to any other user in an organization. It is very helpful for admins to configure this kind of view for other users in an organization by creating a different view other than the current view. For example, view to list out all events with critical severity only. Please follow the steps below to save as events:

1. In the top navigation bar, click on Data View and click on Metrics.

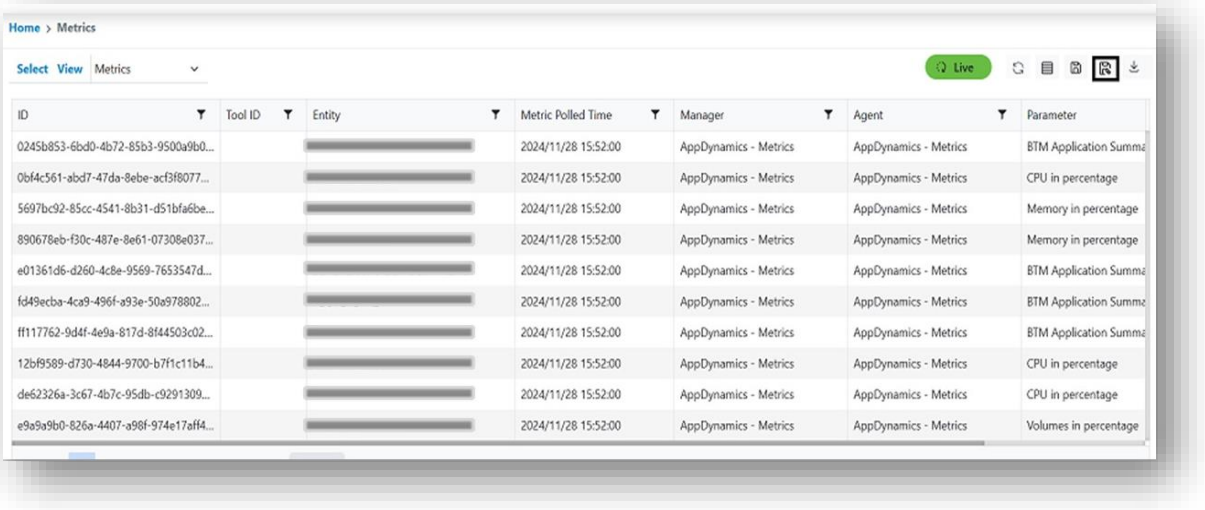


Figure 85 - Save as Metrices

2. Once the user can click the save as button, a pop-up will open to provide the following information:
   - View Name: name of view like critical events
   - Description: description of view like list all critical events
   - Show to: Either it will be visible to the user who is saving it or to other users.

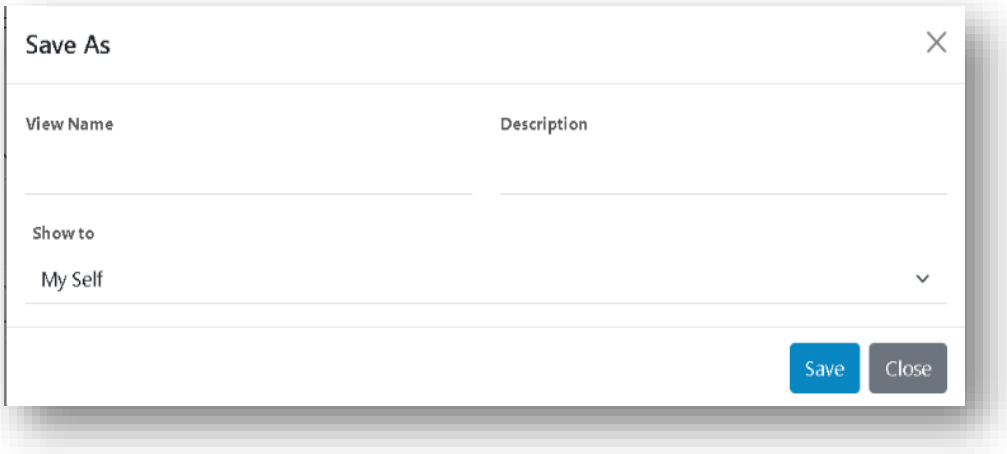


Figure 86 - Save as Metrices (Cont.)

3. Next, click on the save button to save view and this view will be available on a list for users.

3.2.7.4 Refresh Metric

This option will enable users to refresh data grid to populate latest data over screen.

Please follow the steps below to refresh the metrics grid:

1. In the top navigation bar, click on Data View and click on Metrics.
2. Once the user can click the Refresh button, confirmation pop up message will appear.

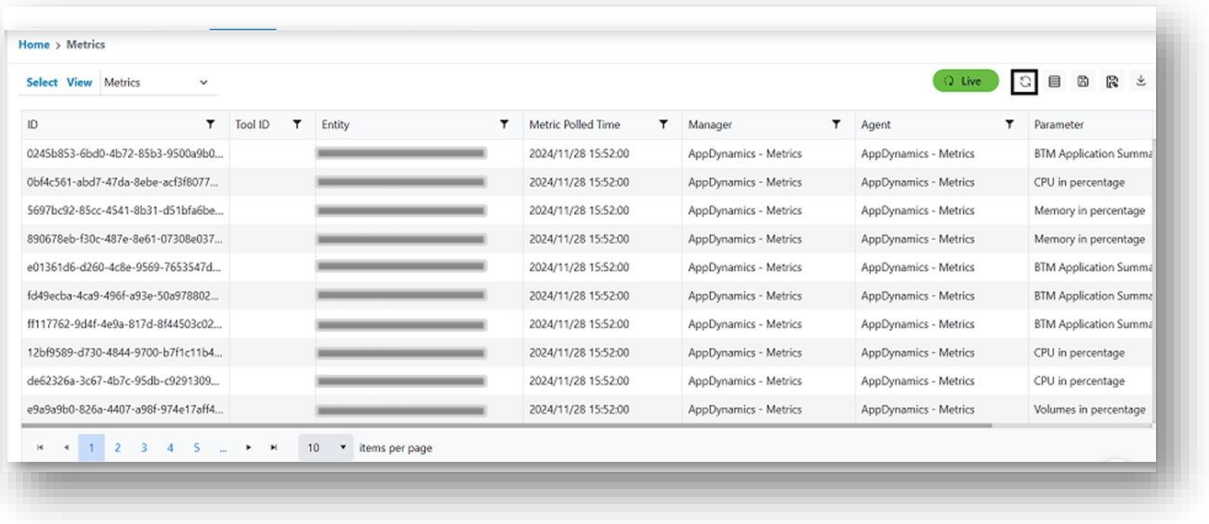


Figure 87 – Refresh Metrices

3.2.7.5 Live Metrics Data

This option will enable users to stop/start live update of data being shown in grid. Please follow the steps below to enable/disable live metrics.

1. In the top navigation bar, click on Data View and click on Metrics.
2. Users can see the Live Metrics Data, and this will be updated regularly, and automatically refreshes the grid.

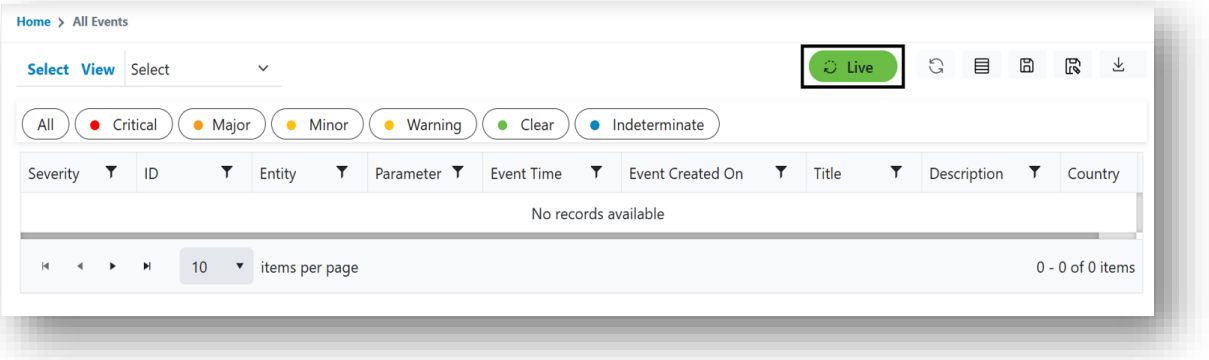


Figure 88 – Live Metrices Data

3. To stop live data update, please click on Live button, it stops updating the live noise event data, a confirmation message will appear, stating that "Auto – refresh has been disabled."

3.2.7.6 Apply Filters

This option will enable users to apply filters over the currently opened view to see data of specific values. For example, to see a list of critical events, users can set filters over severity columns of all metrics 'data. Please follow the steps below to apply filters:

In the top navigation bar, click on Data View and click on Metrics.

1. Click on the filter option present at each column as shown in figure.

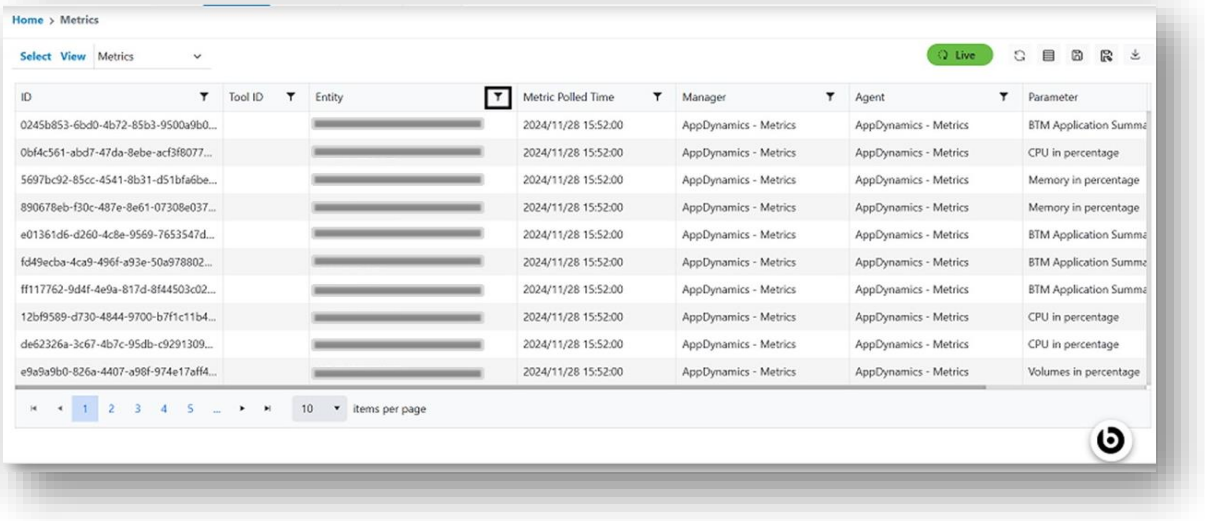


Figure 89 – Filter Operations

2. A filter screen will come up which enables user to select field and corresponding operator along with value to filter data.

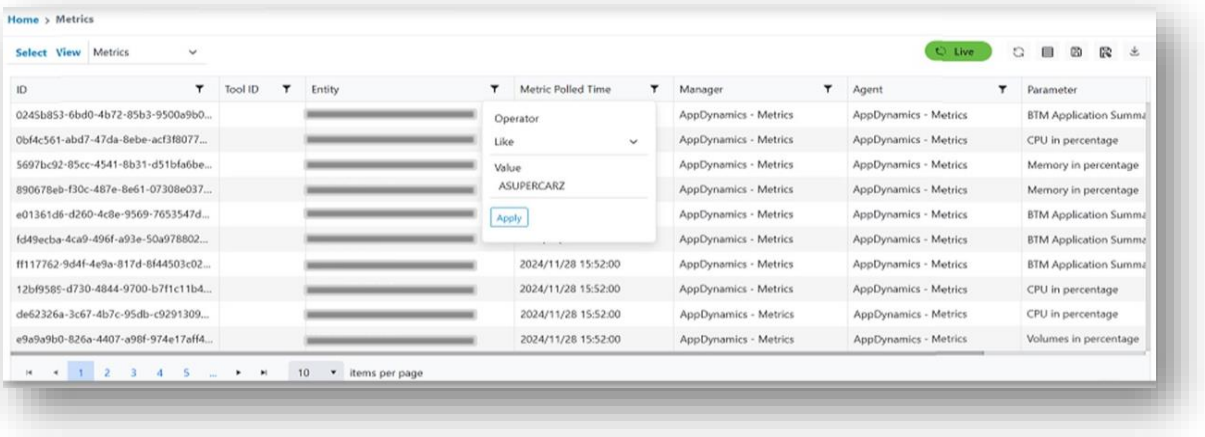


Figure 90 – Filter Operations (Cont.)

3. Users can see the result of applied filter.

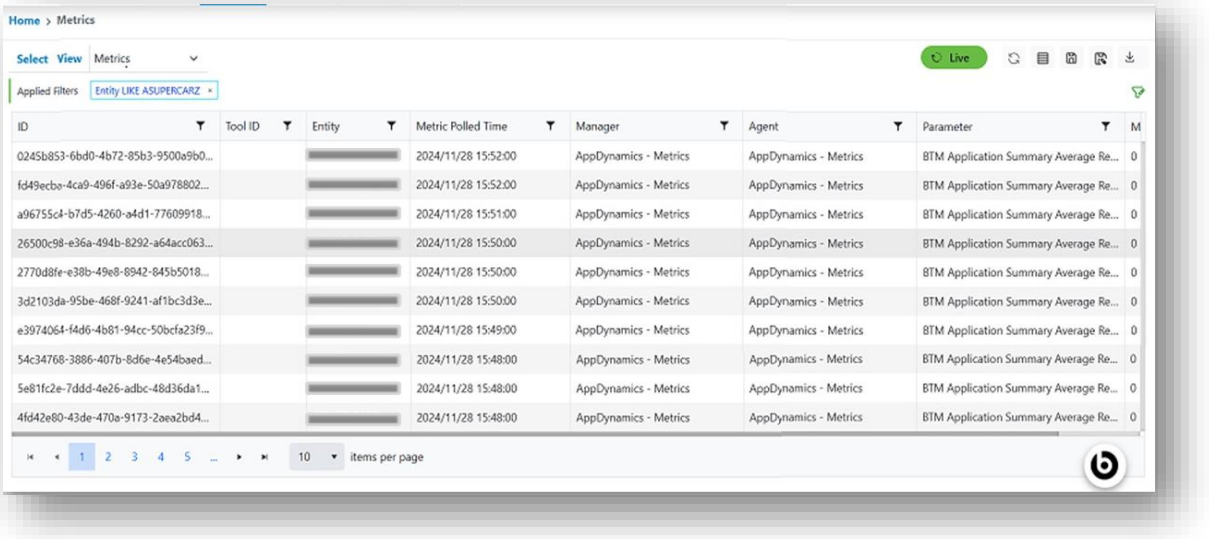


Figure 91 - Filter Operations (Cont.)

3.2.7.7 Download CSV

This section provides users with downloading CSV data of records based on the filter they apply to the records of the events screen. User can download the csv files with a maximum of 1000 records.

1. In the top navigation bar, click on Data View and click on Alerts.
2. Apply the filters as per the requirement.
3. Click on the download csv action button.
4. Check the downloads in the system, the CSV files downloaded.

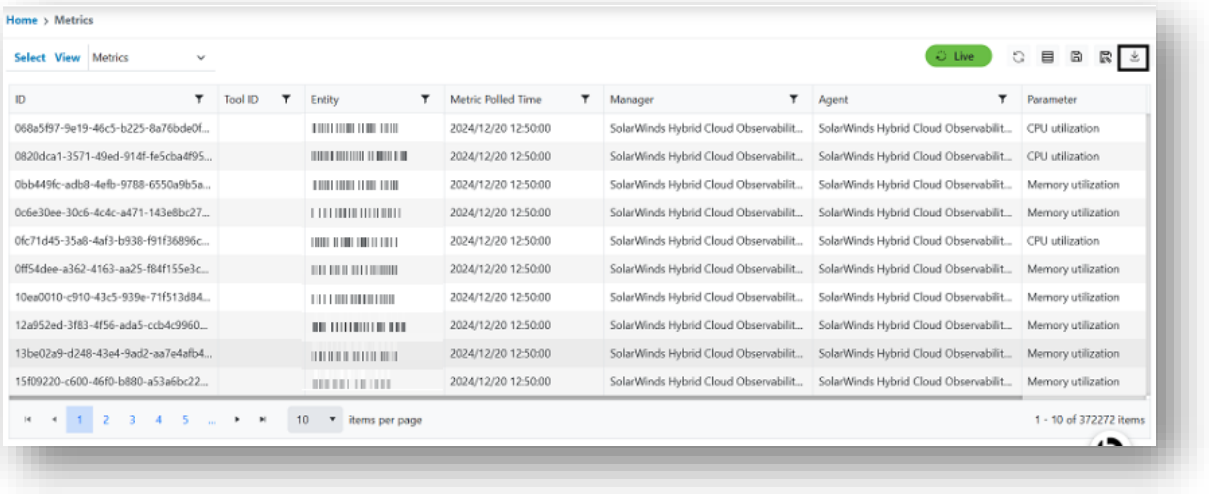


Figure 92 – Download CSV for Metrices Data

3.2.7.8 Anomaly Metrices

1. On selecting the anomaly metrics user can see the anomaly metrics data over the select view dropdown.
2. On selecting the anomaly metrics from the Select view dropdown, users can see the anomaly metrics data over the Metrics screen.

3.3 Customer

The goal of customer onboarding in Event Management AIOps is to facilitate efficient introduction to the platform, ensuring that customers can quickly and effectively utilize the features of the system for managing events with the support of AI-driven capabilities.

3.3.1 Edit Customer

HCL IEM allows the user to edit the customer details with this option. When the user clicks on Edit Customer, the navigation panel will show the options that can be accessed by the user.

It includes: -

- Customer Details
- Noise Maintenance

1. Click on the **edit icon** corresponding to the name of the customer whose details are to be updated. The following screen appears:

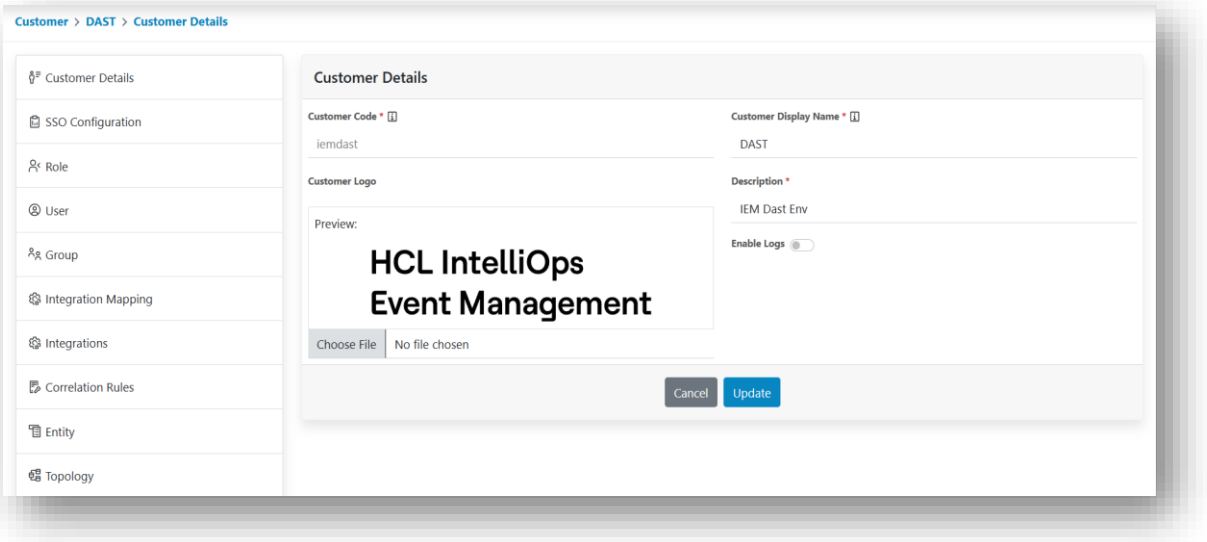


Figure 93 – Edit Customer

3.3.2 View Customer

To view the details of a customer, click on the view icon corresponding to the name of the customer whose details are to be viewed. Refer to the following image:

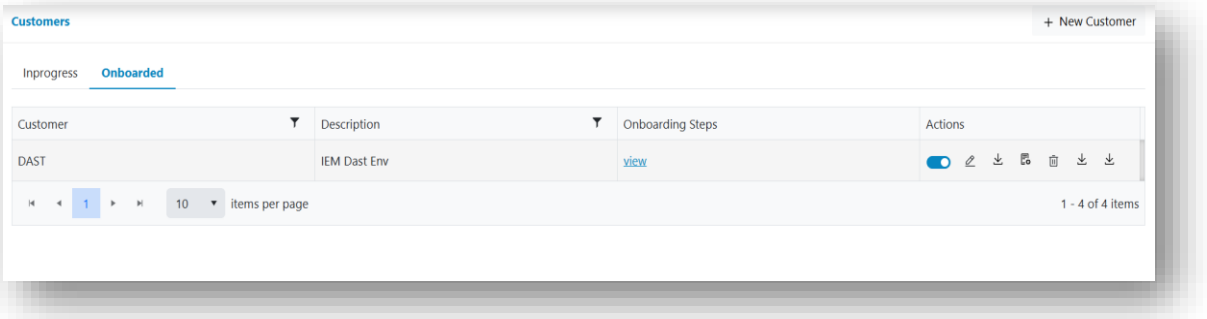


Figure 94 – View Customer

3.3.3 Noise Maintenance

Noise maintenance" refers to the ongoing process of managing and reducing the amount of irrelevant or non-actionable events, alerts, or data generated by monitoring and detection systems. Noise, in this context, represents information that does not contribute to meaningful insights or indicate significant issues. Reducing noise is crucial for optimizing the efficiency of actionable detection, analysis, and resolution.

- "Noise Maintenance Window" refers to a specific timeframe or scheduled period during which fine-tuning activities are performed to manage and reduce the noise generated by the monitoring and alerting systems.
- This window allows IT teams to proactively address the issues related to false positives, irrelevant alerts, or unnecessary noise in the event data.
- This section enables user to define rules for filtering out events data at the beginning of event data processing. User can perform actions based on their role.
- Admin can see all the previously created noise rules by clicking on customer edit action button → **Noise/Maintenance** Window.

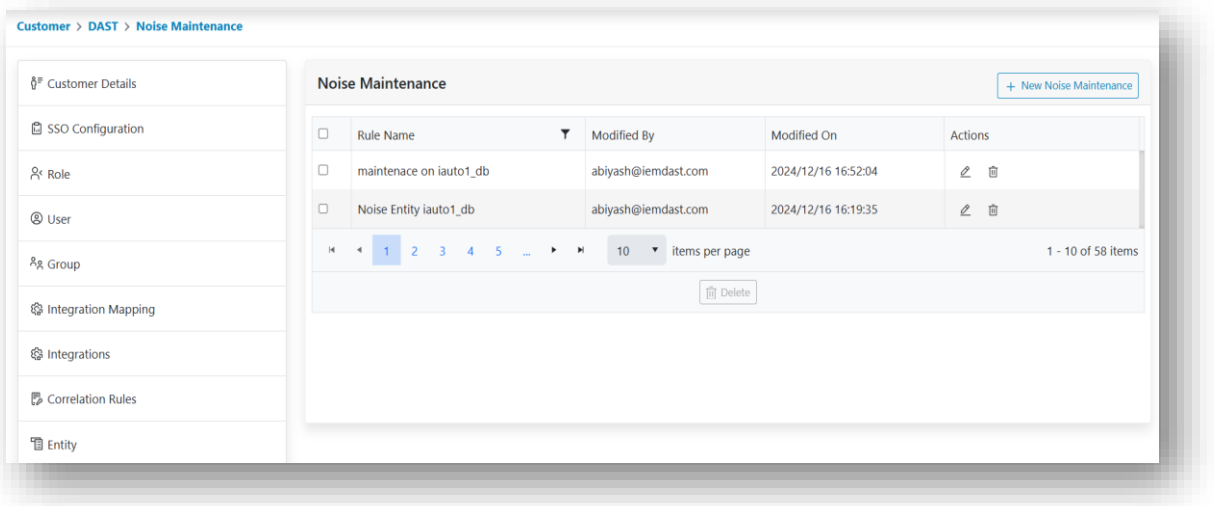


Figure 95 – Noise Maintenance

A user can perform the following actions:

- Add Noise
- Edit Noise
- Delete Noise
- Apply Filters

Rules can be created from the **Entity** screen. Please refer to the ***IEM Configuration Guide → Entity*** section. These rules are prefixed with the action i.e., whether it is a Noise, or a Maintenance configuration followed with the Entity name. From the screen the user can create a rule-based entity id only.

3.3.3.1 Add Noise

Noise rules can be configured as required, by following the steps given below:

1. Click on + New button at the top of the grid to create a new rule. The following screen appears:

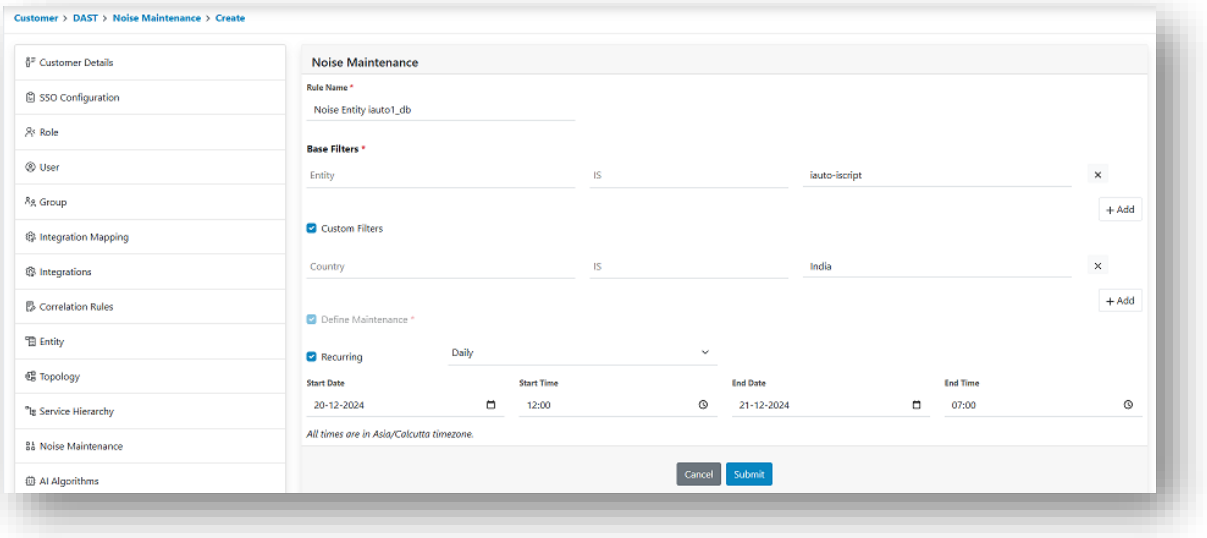


Figure 96 – Creating Noise Rule

2. Enter the Rule Name.
3. In the base filters field, select the Entity, then select operator then give value. Users can add many base filters by clicking on +Add button.
4. Users can define maintenance window and Recurring.
5. Add the required fields then click on the submit action button.

3.3.3.2 Edit Noise

Edit the rules based on requirement, base filters can be added, or maintenance window can be modified (change the time interval or dates interval etc.)

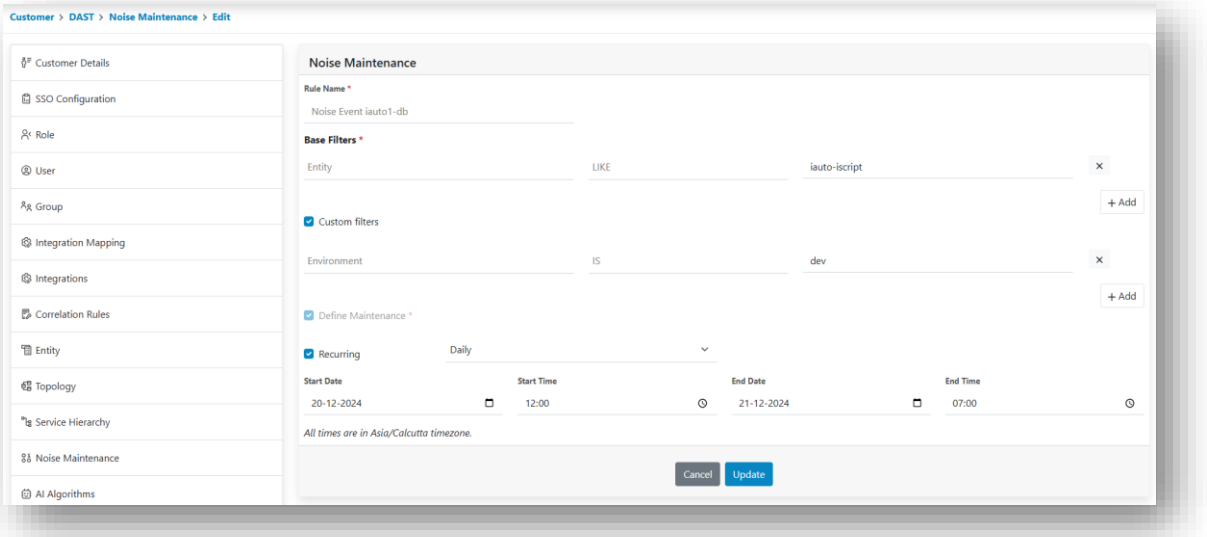


Figure 97 – Updating Noise Rule

Rule names cannot be edited.

3.3.3.3 Delete Noise

1. Users can delete noise rules using the deleted action button.

2. Select the rule(s) to be deleted by clicking on the corresponding checkbox.
3. Click on the **delete** action button (bulk/single selection).

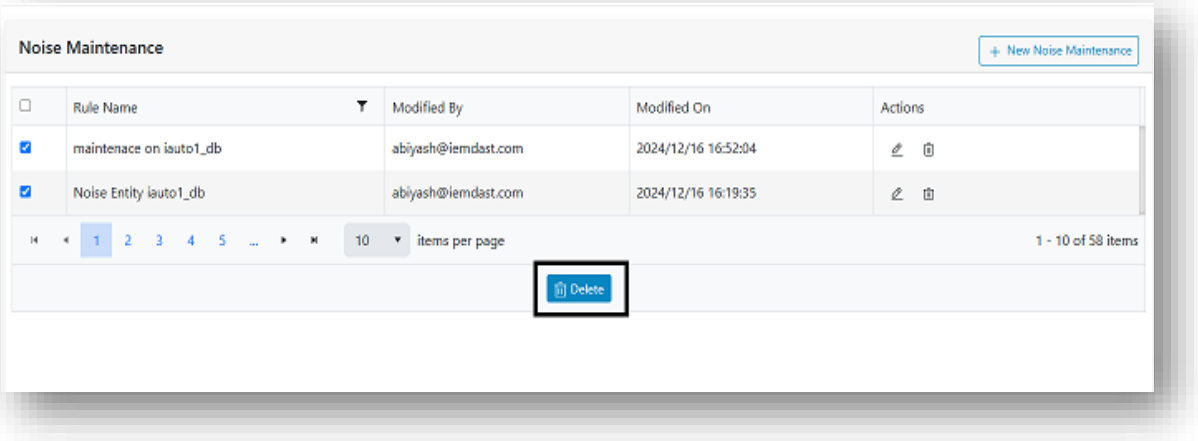


Figure 98 – Bulk Delete Noise Rule

4. The following popup will appear on the screen.
5. Click on Confirm. Noise rules will be deleted.

3.3.3.4 Apply Filter

1. Click on the Apply filter action button present at the header below the console.
2. The form will appear from where the user can select field and operator from the drop-down list and provide value. Then click on the apply button.

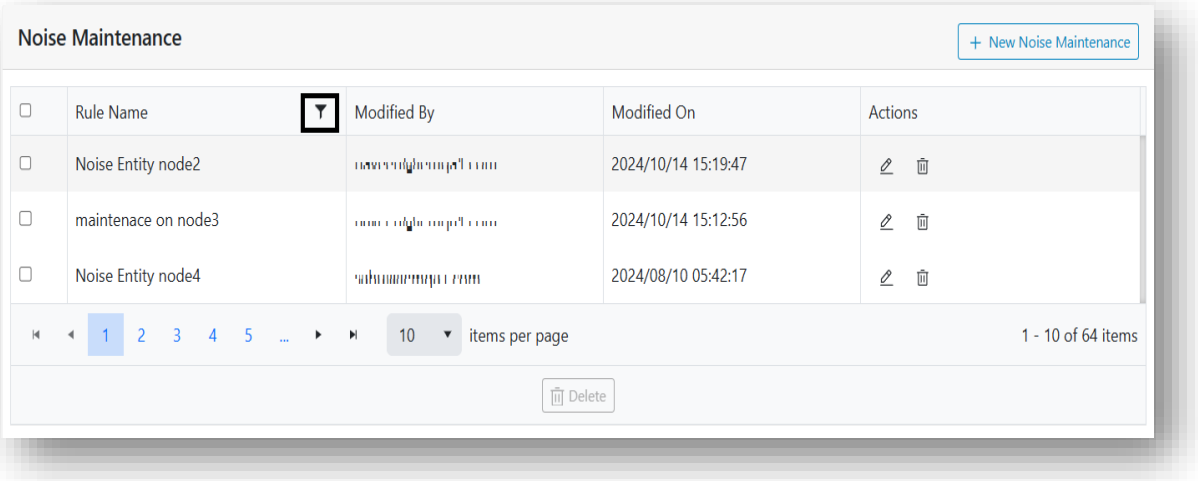


Figure 99 – Noise Maintenance – Apply Filter

3. The form will appear from where the user can select field and operator from the drop-down list and provide value.
4. Click on the Apply button.

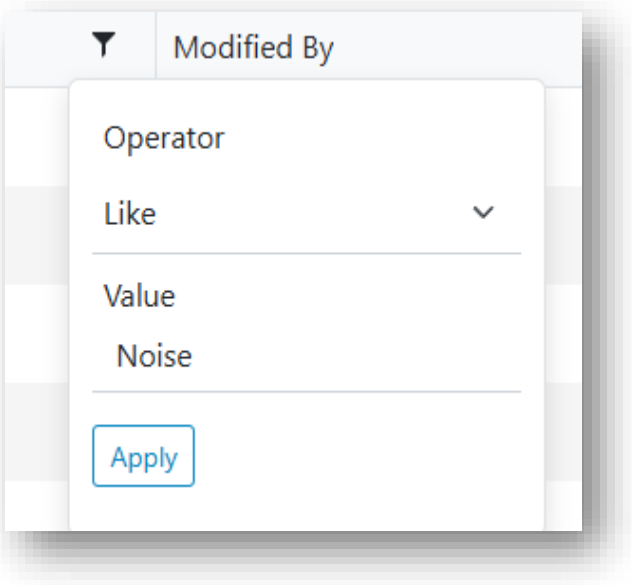


Figure 100 – Filter Operation

5. Users can see the result of applied filter

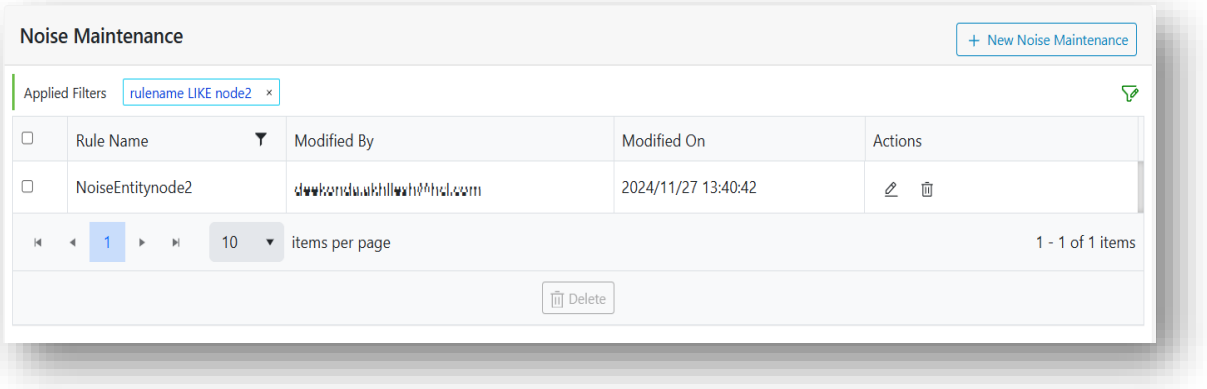


Figure 101 – Noise Maintenance Apply Filter

4 Support

To get support for this product, please drop an email to IMM-Product-Supp@hcl.com.

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