



INSTITUTE OF INFORMATION TECHNOLOGY
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7SENG013C Software Development Project 2021/22

**“ELog Job Manager”
An Event Log Management Application with Programmed Incident
Management**

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ABSTRACT

Event log management and Incident handling are critical operational and compliance requirements in today's IT Infrastructure. ELog Job Manager focuses on log message collection and incident ticket handling, streamlining event log and incident ticket management. Many applications are available to collect and analyze event logs, each with its own solutions. However, using multiple applications incurs operational overhead and costs. Most applications lack facilities to create job tickets and automatically assign incidents to support partners. Software solutions with such features are often unfeasible for small and medium enterprises. ELog Job Manager addresses these issues by automating incident identification and assigning them with Job Numbers to support partners. Customer evaluations and usability studies confirm its success. Future developments will enhance incident identification by collecting various types of input traffic.

Keywords: Event, Incident, Job Number.