

SERVICE PACKAGE: SL0024

MONITORING AND ALERTING

Consulting Cloud Preview

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Note: The audience for this IT Service Product is the CUSTOMER executive who hold the budget and makes purchasing decisions (the IT Service Product buyer).

1.0 IT SERVICE PRODUCT OVERVIEW		
1.1	Reference #	SL0024
1.2	Name	Monitoring and Alerting
1.3	Description	<p>Monitoring and Alerting of Infrastructure ensures that the asset in question is operational, is performing within accepted parameters, and is secure. This service looks at four aspects of infrastructure operation:</p> <ol style="list-style-type: none"> 1) Availability. This confirms whether the infrastructure is contactable 2) Performance. This confirms whether the rate at which the infrastructure is processing instructions is acceptable. E.g. a firewall may be required to process 1000 transactions per second 3) Capacity. This confirms whether there is enough storage space on the infrastructure. For example, a database server whose disk capacity is 90% full may need attention 4) Security. This confirms whether there has been inappropriate access to a system, or if there are inappropriate or abnormal behaviors of a system e.g. virus outbreak <p>This service will also assess the potential impact that in-flight projects will have once deployed, and recommend actions to avoid problems.</p>
1.4	Inclusions	<ul style="list-style-type: none"> ◆ Monitor whether the Network is available and performing at the appropriate level (WAN and core LAN). ◆ Monitor performance level versus capacity. ◆ Monitor utilization of resources / bandwidth. ◆ Notify when capacity exceeds warning levels, and initiate actions to resolve. ◆ Monitor whether infrastructure hardware is contactable. ◆ Monitor whether the Operating System is responding. ◆ Monitor whether the Database is responding. ◆ Monitor whether any Platform software (if applicable) is responding. ◆ Monitor whether hosted applications are responding.