SCOM Proof of Concept

TECHNICAL INTERVIEW RESULTS

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Disclaimer

Project Overview

This project is to assist Company Name by demonstrating the Proof of Concept (POC) for System Center Operations Manager 2012. Part of this process was to interview each team that is evaluating the product. The goal is to determine the best approach to demonstrate the product as it relates to each team's responsibilities. LDLNET LLC will demonstrate the product based on the responses given in the following document.

Scope of Interviews

Process Overview

The interviews were broken down into three main questions. Those questions were:

1. What is to be monitored
2. Who should be alerted
3. How should they be alerted

From there, the discussion was more focused on picking a scenario to use to demonstrate the POC for SCOM when the product is scheduled to be configured and demonstrated.

First Group

UNIX/LINUX

Contact: Manager Name

What needs to be monitored?

Production Applications
Up/Down Status
File System Thresholds
CPU Utilization

Who should be alerted?

UNIX/LINUX Group for some issues, Helpdesk for some issues, Network Team for some issues.

How should they be alerted?

Mainly E-Mail. If possible to integrate with current support system, then that as well.

Top Scenario

Make sure that an alert that might be constant only fire one notification in a period of time so as not to generate un-necessary alerts. Want a configured alert that has a threshold over a period of time before alerting and will not continue to alert unless absolutely necessary.

Second Group

Active Directory/VMWare/Server Infrastructure

Contact: Manager Name

What needs to be monitored?

Server Uptime/Downtime
Disk Utilization
CPU Utilization
Memory Utilization
VMWare Physical Server Clusters
Server Cluster Services
Site Replication within Active Directory
DNS Zone Replication and Data Transfer

Who Should Be Alerted?

Different Levels of groups based on Severity of the Issue. Some need to go to helpdesk, some need to go to other groups based on criteria. (i.e. SQL Group for SQL Monitoring)

How Should They Be Alerted?

Mainly E-Mail. If possible to integrate with current support system, then that as well.

Top Scenario

They want to be alerted when AD sites are not functioning or replicating properly. This particular alert would not need to go to the helpdesk, but would need to alert the server team immediately.

Third Group

NetApp/SAN

Contact: Manager Name

What Needs To Be Monitored?

Fibre Channel
Fibre Switch
Data Fabric Manager Application
Ping Test
Windows Processes with Fibre Channel Services
NetApp SAN
NetApp Services
Scripts that check file history. How long has a file been in a folder? Alert if too long.

Who Needs To Be Alerted?

SAN Group/Server Group

How Should They Be Alerted?

Mainly E-Mail. If possible to integrate with current support system, then that as well.

Top Scenario

They would like to have an End-To-End monitoring solution for the fibre channel network, bring down a fibre card, and be alerted of the change in topology.

Fourth Group

AS/400

Contact: Manager Name

What Needs To Be Monitored?

NIC Interfaces
IP Connectivity – Ping Test
Subsystems Monitoring
Server Message Queue (i.e. Event Viewer for AS/400)
Queue Capacity
Severity of Events
Message Types (Critical, Warning, Informational)

Who Needs To Be Alerted?

Jim Fowler Directly. Possibly the Server or Network Team if related.

How Should They Be Alerted?

Mainly E-Mail. If possible to integrate with current support system, then that as well. If a Dashboard interface is available, that would be a great addition.

Top Scenario

Would like to have an alert when the message queue has critical events or the queue itself has reached nearly the maximum size available on disk. Possibly have SCOM execute a script to purge the messages in the queue.

Fifth Group

Networking

Contact: Manager Name

What needs to be monitored?

QoS – Needs Dynamic Response
Network Traffic Flow
WAN Pipes
DHCP Tags
Switch VLANs
SNMP Traps
Network Hardware UP/DOWN time
Router Configuration Auditing
Hardware Issues
Router Configuration Backup Jobs, monitor to see if completed.
MPLS to Backup VPN failover
Load Balancer Monitoring

Who Needs To Be Alearted?

Networking Team, Server Team and other teams if necessary. Some alerts go to helpdesk.

How Should They Be Alerted?

Mainly E-Mail. If possible to integrate with current support system, then that as well.

Top Scenario

They would like a dashboard with a network map showing real-time links if available. Also they would like to be able to report for Capacity Planning using data captured over time. They would also like to be able to archive that data after 13 months. (i.e. "Prune the database")

Sixth Group

Application Group

Contact: Manager Name

What Should Be Monitored?

Oracle Databases – Logon Scripts
Web Applications – Linux / Windows
Java – Plugins
MS Dynamics AX Services
Program Access
Program Latency (i.e. Time Elapsed for a Query from the Application)
If there was an outage, determine the cause from multiple monitoring points. (i.e. Network, SQL, Application, etc…)

Who Should Be Alerted?

Application Team, Helpdesk, and other teams as required.

How Should They Be Alerted?

Mainly E-Mail. If possible to integrate with current support system, then that as well.

Top Scenario

They would like to be able to monitor Latency of applications and proactively see the root cause before large numbers of users contact the helpdesk. Especially if Query and reports from those applications are taking too long to process. They would like to have some reporting capabilities as well, based on different server metrics.

Seventh Group

SQL/Informix

Contact: Manager Name

What needs to be monitored?

Replication – Code, Table Data
Server Uptime/Downtime
Cluster Replication
Database Replication
Backup Job Process Completion
RPC Traffic to databases
Transaction Log Processing
Event Monitoring
Performance Counter Monitoring

Who Needs To Be Alerted?

SQL Team and any other relevant teams who applications these servers affect?

How Should They Be Alerted?

Mainly Dashboard or E-Mail. If possible to integrate with current support system, then that as well.

Top Scenario

They would like to have their alerting displayed in Dashboard format where servers are monitored real time and reports can be run with ease and displayed in the dashboard if possible.

Conclusion

The preceding document outlined the notes gathered from the informational interviews and discussions between LDLNET LLC and Company Name. These notes are only a guideline as to what Company Name wants to attain from the POC demonstration.