

IT Infrastructure Performance Monitoring



Agenda

- Business Objectives
- Scope of Work
- Typical Solution
- Key Benefits
- Sample Screenshot

- Centralized application to monitor system and network performance on near real-time basis with intent to
 - Raise alerts to provide system failure information
 - Raise warnings to inform about potential causes for failure
 - Raise informational updates with periodic system health check findings
- Identify opportunity areas by historical data analysis that could cause a potential increase in performance of the system operations
- Reduce maintenance overheads by proactive maintenance

➤ Raising alerts, warnings and informational updates related to the following :

- **Availability**

- ✓ Monitoring all critical physical/virtual servers are alive and are on the network, if any of them go down it becomes an alert for that system. It also becomes an alert for all the connected systems depending upon the criticality of the server for any other system to work.
- ✓ In case of HA(High Availability) deployment architecture, a server going down will cause a warning but if the failover server doesn't come alive then it causes an alert
- ✓ The services inside each server should be up and running if any of the service goes down it causes an alert in the system

- **Health**

- ✓ At Physical/Virtual Server Level the following are monitored
 - a. CPU
 - b. Network
 - c. HDD
 - d. RAM
- ✓ At Service level, the following are monitored with definition of Alert and Warning levels are(like if CPU usage is 100% for more than 2 minutes, it's an alert, if the CPU usage is 100% for 1 min it's a warning)
 - a. CPU Usage by Service,
 - b. RAM utilization
 - c. Network utilization

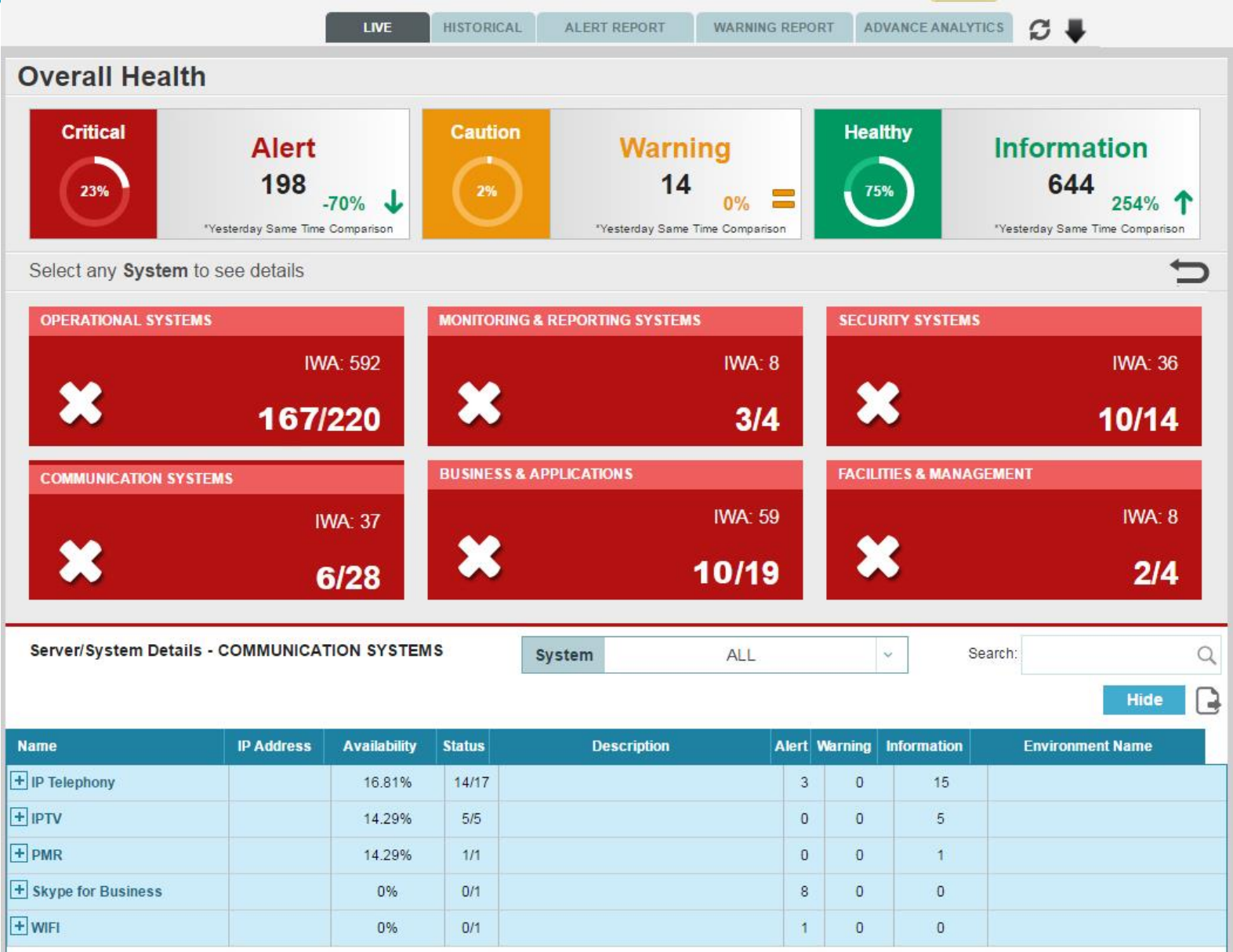
- **Interconnectivity**

- ✓ Systems that need connectivity to other system for its normal operations, things that will be monitored in this case will be
 - a. Connection active or not
 - b. Connection parameters are efficient or not

➤ Analytical module to enable users to analyze the historical data captured in order to identify opportunity areas for improvement

- IP Based monitoring system integrating enterprise wide systems
- Centralized application to monitor all systems and alert based on analysis of real-time and historical data
- Drill down root cause analysis as part of solution leading to proactive prevention of errors & bottlenecks
- KPI driven dashboards, reports as well as ad-hoc analysis options

- Enhanced operations by tracking systems in real-time
- Single point of control for all systems and interfaces in scope
- Capability to pinpoint root cause of failure and address corresponding agencies for the same
- Capability to proactively improve system performance by working on areas of improvement identified through analysis of historical data
- Provision self-service analysis capability to business users



Thank You

