

# “Smart vs. Dumb” IT Monitoring: 5 Easy Steps

Many companies are still mired in reactive mode when it comes to IT monitoring. However, most of these companies recognize the need to progress to the desired stage of proactive outage avoidance. In this stage, IT can regularly boast its value to the company as more gets done with less money and resources. Here are 5 steps you can follow to get your IT to this stage.

## 1 Monitor Everything... All the Time



- Server monitoring across all platforms including virtual.
- Network monitoring across all devices.
- Application monitoring.
- IT services monitoring.
- SLA monitoring and management.

## 2 Automate Recovery, Self-Healing and Capacity Provisioning

- The goal is to be less reactive and more proactive.
- Automate everything.
- Automatic server recovery.
- Automatic application & service restarts.
- Automatic spin-up of additional resources when capacity thresholds come within 80-90% of being exceeded.
  - » CPU, Memory, I/O, Network Bandwidth.
- The technology is available, easy to deploy and affordable.
- You can have results or excuses... but not both.



### 3 Implement an Intelligent Alerting and Escalation Process

- Implement notification and escalation based on how **YOU** operate.
  - » Ensure your toolset allows you to define multi-level auto-escalation that is time based, response based, by role, regional and other custom groupings.
- Notify the right people at the right time.
  - » Eliminate the infamous “Sea of Red” alert storms.
- Test & Validate your notification process once a quarter.
  - » Emails and mobile numbers change.
- Produce reports and save historical data.
  - » On events that were handled thru auto-recovering & provisioning.
  - » On events that required manual action.
  - » On your Mean-Time-to-Repair (MTTR).



### 4 Report Business Service Metrics to your Customers



#### Why?

- » Career Longevity.
- » Show them how good you really are!
- » Help your customers and business will flourish.

#### What?

- » Critical Application/Services Availability.
- » Focus on what brings \$\$\$ to your business.
- » Infrastructure, Services, End-User Experience.

#### Where?

- » Self-Service Portal available 7x24.
- » Review Monthly, Quarterly, Annual with Customers.

### 5 Monitor your Total Cost of Monitoring (TCM) and Manage ROI

- Eliminate Tool Soup... Stop the insanity!
  - » You're wasting time and resources.
- Using a Big 4 framework for monitoring?
  - » You're wasting money (400-500%... not a typo).
- Track your TCM Quarterly, Annually and over 3-Years.
  - » Which way is it trending? Does the trend make sense?
- Define and continually measure your ROI.
- What is your TCM?
  - » **TCM = SW License Fees + Annual Support + Professional Services (Setup, Customizations, Tuning) + Training + Internal Cost to Manage (HW/OS/DB, Staff Hours)**

