

Appendix R- Example Alert Monitoring Support Notes

Example of the monitoring activities are described in the Support Notes below.

1.1 TIP - TIVOLI INTEGRATED PORTAL (OMNIBUS) MONITORING SUPPORT NOTES

Configuration Item: By Server name

Procedure

1. An alert appears on the Tivoli console. The following type of things may happen when you are watching alerts and may require special attention.
 - Auto Acknowledge: Sometimes an alert will get automatically acknowledged by the system when you are in the middle of creating a ticket.
 - If the ticket has been referred to a resolver, then continue with the ticket creation process.
 - If the ticket has not been referred to a resolver, then do not create a ticket.
 - Health Check: Tivoli Integrated Portal (Omnibus) sends out health checks every 20 minutes, so you can verify that monitoring tool is functioning properly.
 - If the health check alerts are being sent, then do not create a ticket.
 - If the health check alerts are not being sent, then follow the procedure for a TIP - Tivoli Integrated Portal (Omnibus) application issue.

2. Check to see if this alert is due to scheduled maintenance

If the alert is part of scheduled maintenance, then do not create a ticket.

- If the alert is not part scheduled maintenance, then create a ticket.

Select the "Information" option and the "Server Demographics" option.

- Short Description: TEC ALERT
 - Server Name: (Found using: Server Demographics option or Information option > Fields Tab > Node)
 - TEC Alert: (Found using: Information option > Fields Tab > Summary)
 - Time Alert Acknowledged: (Found using: Information option > Journal Tab)
 - Additional Comments:
 - Agencies Affected:
3. Determine the priority of the ticket by following the alert type matrix.

Alert Type	UPS Alert	\$\$ Alert	Non-\$\$ Alert
Major	Priority of 2	Priority 2	Priority 2
Critical	Priority of 2	Priority 2	Priority 2

SCOM MONITORING SUPPORT NOTES

This is the procedure for monitoring, ticket creation and reaction to this system which monitors windows servers at CNSE

*Note: Wait 10 minutes after the alarm is generated to open the ticket, some alarms will clear in that time.

1. Ticket information
 - Short description –(Insert Server name) down in SCOM

- Discovered by monitoring
- 2. Action taken based on time of day and contract:
 - Silver Support Acknowledge Alert No ticket needed
 - Determine if it is gold or platinum service, depending on service plan you create ticket and assign appropriate Severity level and place call to appropriate resolvers groups.
 - During normal business
 - Contract = Gold
 - Priority = 2
 - Place call = Yes