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.

<table>
<thead>
<tr>
<th>Alert Type</th>
<th>UPS Alert</th>
<th>$$ Alert</th>
<th>Non-$$ Alert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major</td>
<td>Priority of 2</td>
<td>Priority 2</td>
<td>Priority 2</td>
</tr>
<tr>
<td>Critical</td>
<td>Priority of 2</td>
<td>Priority 2</td>
<td>Priority 2</td>
</tr>
</tbody>
</table>

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
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