

OIT User Conference Server Team

November 2014

Welcome and Introductions

What will we be covering today?

- Introductions
- How monitoring works for the service team
- How monitoring works for the agency team
- How to access the agency monitoring portal
- Demo



Our Journey...So Far

- Our alignment with IT Optimization
- How we are growing our service
- How we are maturing our service
- How we are delivering our service
- Where our service is going



<https://serverteam.das.ohio.gov>

Monitoring Capabilities

Service Team

- ITM, vCOPs, TAD4D, Tivoli SRM, Netcool
- Internal Monthly Review
- Service Now Auto Ticketing



Agency Team

- vCOPs
- Quarterly Service Review
- Customizable View

Why Create the Dashboard?

- **Response** – Allows both agency and service team to view the same data when incidents happen
- **Knowledge Sharing** – Transforming tribal knowledge into Enterprise knowledge
- **Collaboration** – Bring together agency team and the service support team

Agency Dashboard – Application View

APPLICATION HEALTH

91
FIM

92
OBG_Prod_App

92
OWA

95
eLicense

98
Active Directory

97
Sharepoint

95
Exchange

92
OMJ

97

Airwatch

HEALTH STATUS

MHSOCC17 Last 6 Hours	NOW 100
OBMUDSAPPR0D01 Last 6 Hours	NOW 100
ODHCAS02.odhauth.odh.ohio.gov Last 6 Hours	NOW 99
dasfit-p-web1 Last 6 Hours	NOW 97
essingprod01 Last 6 Hours	NOW 81
essprdsp10app2 Last 6 Hours	NOW 99
essprdsp10web1 Last 6 Hours	NOW 99
essprdsp10web3 Last 6 Hours	NOW 100
esssp10webt02 Last 6 Hours	NOW 100
nrpq1 Last 6 Hours	NOW 75
obgprodapp01 Last 6 Hours	NOW 100

ALERTS

Sub-Type	Resource Name	Resource Kind	Start Time	Duration
	socinc2vmh-svcgen-4	Datastore	10/12/14 3:55 AM	12d:09h:08m:34s
	socdmzcf1vmh-svccap-8	Datastore	10/13/14 1:45 AM	11d:11h:18m:27s
	essingprod01	Virtual Machine	10/18/14 9:51 AM	6d:03h:12m:52s
	essingprod01	Virtual Machine	10/18/14 9:51 AM	6d:03h:12m:52s

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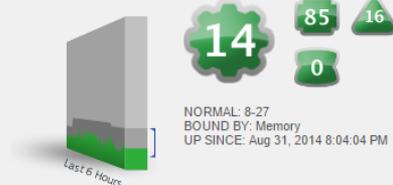
METRIC GRAPH

1 - 15 of 40

Agency Dashboard – Drill Down View

RESOURCE DETAIL

Workload (VM : prodhost06 : Running)



Workload	
CPU	5%
MEM	14%
DISK I/O	1%
NET I/O	1%

KEY METRICS **Default** CPU MEM NET I/O DISK I/O All Metrics

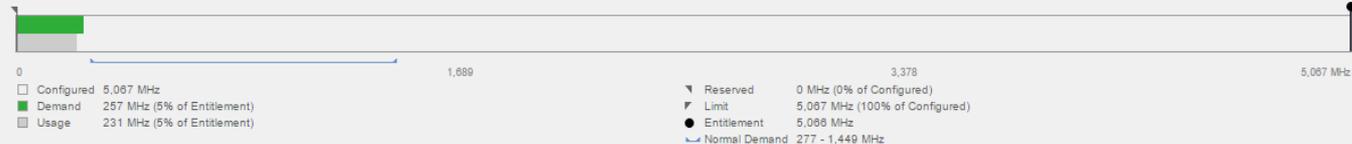
Guest File System :E:\ Guest File System (%)	76
Datastore:9215 Not Shared (GB)	29
Datastore:9215 Used Space (GB)	29
Datastore:Aggregate of all instances Not Shared (GB)	29

VM RESOURCES

No of CPU(s):	2
CPU Capacity:	5 GHz
Memory Capacity:	6 GB
CPU Shares:	2,000
Mem Shares:	60,800
Memory Limit:	Unlimited
Memory Reservation:	0 KB
CPU Limit:	Unlimited
CPU Reservation:	0 MHz
IP Address:	10.254.20.9

14 Workload
Memory Demand is the most constrained resource

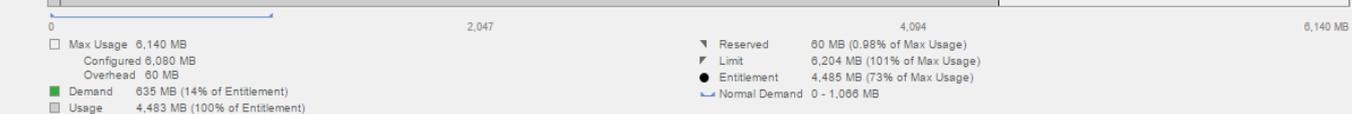
CPU



Memory



Phys



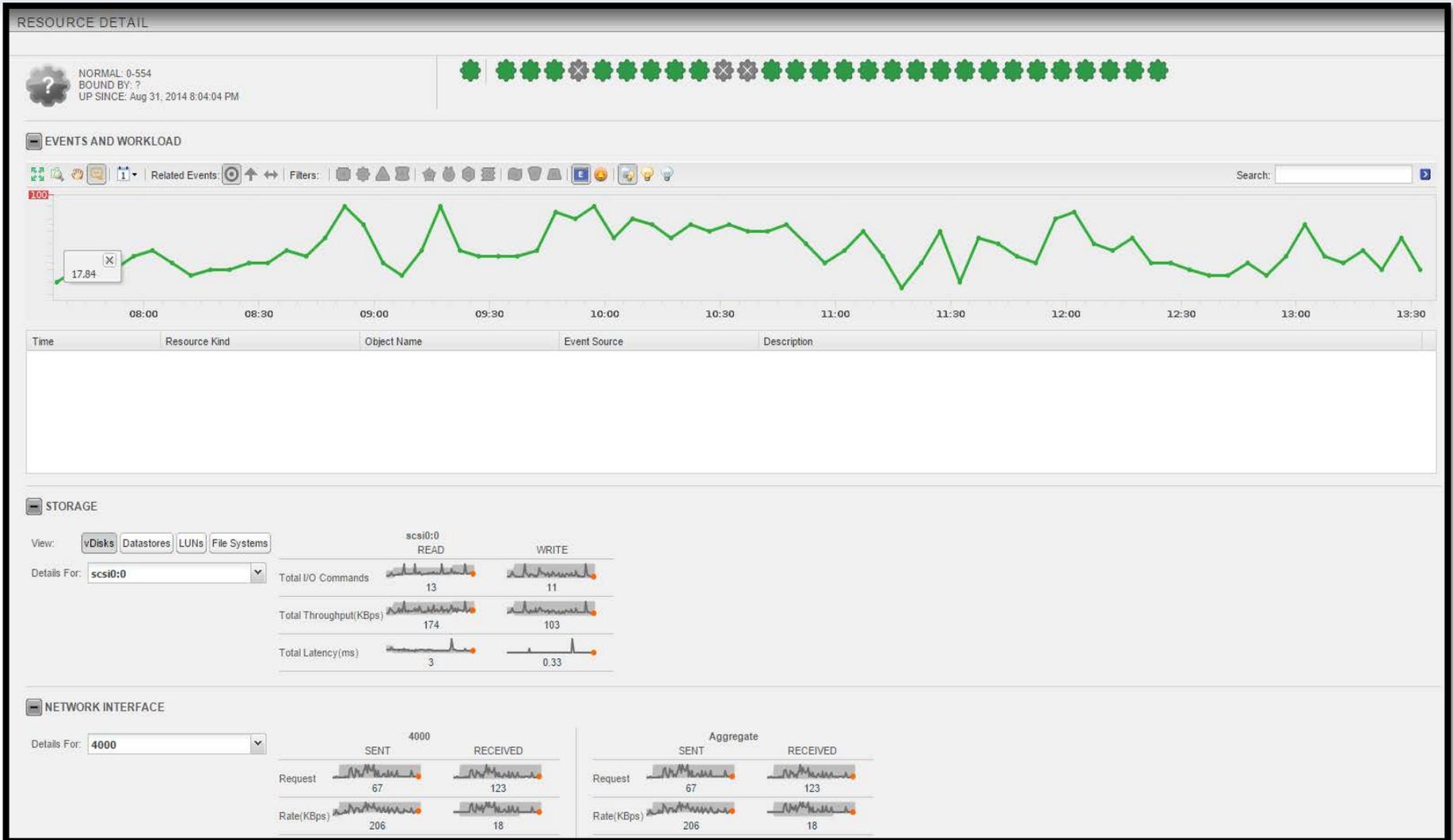
Disk I/O



Network I/O



Agency Dashboard – Trended View



Demo

How Do I...



How Do I request an application dashboard for my agency?



Submit a service request via the CSC at CSC@ohio.gov or 614.644.6860. The request will be routed to the server team.





How do I request help if my dashboard does not operate as expected?



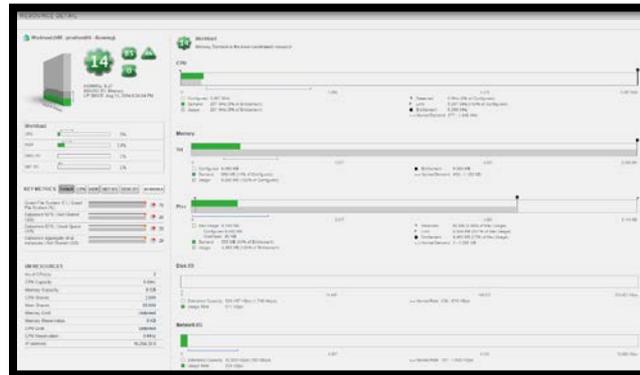
Submit an incident via the CSC at CSC@ohio.gov or 614.644.6860. The incident will be routed to the server team.



How do I provide positive and/or negative feedback on my agency's application dashboard?



Provide feedback either during the quarterly service review or by contacting anyone on the server management team.





How do I request new features for the service?



Discuss during the quarterly service review, by contacting the server management team, and/or with your CIO to present through the Lines of Business during the private cloud assessment.

Questions or Suggestions?

