A Central Government *Ministry*

Establishment of a coherent monitoring system
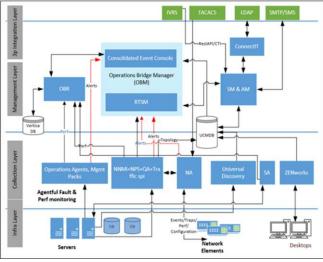
ProcessIT Global

Overview

For a government department of colossal importance (responsible for regulating the functions of corporate entities) it was essential to detect and scrutinize all the configurable items (CIs) within a specific geographical boundary. Such a coherent and dependable monitoring mechanism, once established, was required to generate relevant alerts & notifications, resulting in significant reduction of any downtime of the overall IT system.

Challenge

The problem was more complex than initially perceived, as the likelihood of inadvertently overlooking precise critical information by human operators, made it more challenging in ensuring proactive monitoring and control within the given environment.

Also, with no vigilance in place, a high degree of vulnerability was existing in the system, spawning the following potential threats:

• CIs remains unmonitored
• Business execution might come to a dead stop leading to decrease in productivity
• Deficiency in data trust
• Lack of Lean Data Measurement & Analytics
• No proactiveness in detecting & preventing system failures, No controlling over the technology

Solution

The solution (depicted in the diagram below) is an example of an orchestration of diverse tools used to convert all transactions, from being unmonitored with lack of vigilance, towards being consistently monitored and reported.

Our solution captured the incidents and incorporated them in a dashboard reflecting key performance statistics, allowing the business decision makers to monitor transactions real time, take corrective actions and prevent major incident faults.

In case of any such incident, tickets are raised immediately, and throughout the incident management life cycle, the activities are automatically monitored and logged for audit purpose, to be used for business-impact-analysis/assessment.

Result

This project was a major success, resulting in a win-win for both the client and ProcessIT Global. Some of the tangible benefits from the project were as follows:

• Preventing incidents and faults, thereby increasing the time saved for controlling the complex infrastructure
• Real time analysis (via visual data and graphic display) enabling performance monitoring and ensuring process governance through continual improvement
• Future-proof CMDB, SecOps and AIOps enabled solution
• Proper interpretation of alerts through elimination of "false positive" and "false negative" alerts
• Assurance of zero downtime
• Protection of diverse IT and non-IT business assets