

# integrated



# minds



# solutions



## Remote Systems Monitoring (RSM)

- ▶ Provides monitoring of key system variables
- ▶ Detects potential problems in real-time, and helps improve system reliability and uptime
- ▶ Provides automated e-mail notification to make sure both club staff and Campana staff are aware of problems right away
- ▶ Automatic restart for some services ensures availability
- ▶ Detection of trends from the statistical log allows appropriate response to system issues
- ▶ Technical Services will identify and apply the required HP-UX patches, thereby providing a secure and up-to-date environment
- ▶ Annual summary report provides detailed recommendations, which can be incorporated into club budgets
- ▶ AXIS Support and Technical Services staff are available to help resolve problems and follow support calls through to completion in a timely manner

Remote Systems Monitoring (RSM) provides real-time systems and event monitoring designed to detect problems and send automatic notification so that problems can be resolved before they affect your productivity. When problems are detected, warnings and/or alarm conditions are generated alerting technical services and club staff of the condition(s).

Campana's Help-Desk, or Technical Services staff will review and if possible, rectify any problems before they impact users and/or the AXIS environment. For example, file systems that run out of space can "lock" current user processes and even prevent users from gaining access to the AXIS application server.

### RSM Details

RSM provides comprehensive system monitoring, 24 hours a day, 7 days a week. The following are provided as part of the annual subscription:

- RSM checks the availability, at regular intervals, of a system, or process; if unavailable, RSM generates an incident report and triggers an alert. Alerts are communicated via e-mail to predefined users, which include both Campana (systems@campana.com) and club staff.
- RSM monitors the overall health of your system. Health monitoring incorporates additional system parameters (for example, load average, file system usage, etc.). Various thresholds can be defined that will trigger alerts of varying degrees (for example, warning or critical). In some cases, RSM can automatically restart a service that has failed.
- Working proactively, RSM tracks various system metrics, allowing you to discover availability and health trends. You can review your club's monitoring statistics via a secure website (Login ID and password required).
- Campana's Technical Services department reviews your club's monitoring statistics on a weekly basis and alerts you of any potential problems and/or maintenance issues.

- RSM provides a monthly report of Critical, Important and Optional HP-UX patches. Technical Services will apply the required patches on an agreed upon schedule.
- The Technical Services department provides an annual report outlining overall availability and health, and also provides recommendations regarding the AXIS HP server. This includes identifying required changes and/or additions to the existing configuration (for example, addition of memory, disk, processor, or upgrades to HP-UX, or UniVerse). This is typically done for budget purposes.

## RSM Escalation

Once notified of the risk of a system going down, Campana takes a proactive approach in rectifying the problem - when the problem occurs during regular working office hours and the problem relates to the AXIS system, or one of its components. Otherwise, the end user is responsible for dealing with the alerts and can involve AXIS support, or After-Hours Support, as required.

## What gets monitored?

The RSM core package monitors the following equipment:

- AXIS HP server, or backup HP server
- PCA HP server
- ERS FAX server
- ERS Phone Ahead server
- Dispatcher Workbench PCs
- Database Marketing (DBM) server
- Enterprise Information System (EIS) server
- XGATE server for digital dispatch
- RAP PC from AAA National
- ClubAuto link

In addition, the following AXIS HP elements would be monitored:

- process status e.g. CDX, SWIPE, Digital Dispatch, POS Processor or RAP PC/ClubAuto
- Unix, UniVerse spooler status
- group and system locks status
- sizing of primary files e.g. MEMBERS, ROAD.SERVICE
- files approaching size limits
- "fatal" application errors
- hardware error messages
- backup status (for club's using Campana's backup script)
- number of UniVerse licenses in use vs. license limit.

## Customer Responsibilities

In order to accurately access and monitor your hardware and software, you need to provide Campana with the following:



- access to computer hardware that is to be monitored
- root access to your server, as required
- club alert e-mail addresses
- problem escalation e.g. calling AXIS Support, or After-Hours Support, if required
- identify the required HP-UX patches you want applied from the monthly report, and schedule your installation with Technical Services
- problem resolution on non-AXIS components
- notification of maintenance shutdowns.

## Optional Services

Campana can also provide the following services (not included in the core RSM package):

- monitoring of other non-AXIS servers, such as, Web, e-mail, or file servers, and other application servers, such as, Human Resources or Insurance
- monitoring of network services, including routers and switches
- notification to pagers
- installation of HP-UX and UniVerse, upgrades
- installation of HP-UX patches after hours
- performance review (including file sizing, disk balancing, or kernel configuration)
- hardware configurations and quotes for new servers or upgrades.