

Monitoring Services

The table below defines our four levels of monitoring services.

REACTIVE	PROACTIVE	ADAPTIVE	RESOLUTION
<p>Monitors Current System State</p> <p>Description: Alerts are based on thresholds applied against the current state of the application server, environment, and database.</p> <p>Most monitoring products are at this phase today.</p>	<p>Monitors Future System State</p> <p>Description: Smart Rules Based Engine. Analyzes a historical data set to generate a trend and a prediction into the future.</p> <p>Alerts will be generated based on thresholds applied against the predicted future system state.</p>	<p>Monitors Future System State</p> <p>Description: An evolutionary monitoring system. As a proactive or reactive monitoring system is used, new parameters and thresholds are learned and applied to the proactive or reactive monitoring system in close time proximity to when they were learned.</p> <p>Thus, the monitoring system continuously evolves providing you with a smarter monitoring solution.</p>	<p>Monitors Future System State and Fixes</p> <p>Description: Alerts from a proactive or reactive monitoring system are passed to an expert system capable of resolving the predicted or detected error condition.</p> <p>The resolution is applied and the state of the system is rechecked to verify the correctness of the resolution.</p> <p><i>The future of Monitoring.</i></p>

SCENARIO: It's 10:00 p.m., the /var file system on your production database server is 80% full. At 10:05 p.m. that same file system is 85% full.

REACTIVE:	The alert threshold is set at 93% which means that no alerts are sent.
PROACTIVE:	The alert threshold is set at 93% but trend data for 15 minutes into the future indicates that the system will have exceeded that threshold by 7 percent. A proactive alert is sent to either the Absolute Performance Virtual DBA/SA team responsible for this system or to your in house administration staff
ADAPTIVE:	A new rule set resulting from this situation is added to the installation routine. The version of syslog will be checked for the ability to exploit it remotely. Recommend installing s-syslog.
RESOLUTION:	The proactive/adaptive monitoring system detects the problem at 10:05 pm. An alert is sent to the Virtual DBA/SA staff indicating that a problem has been found and the root cause appears to be syslog accepting messages from a remote system. A temporary fix is: tail -100 /var/log/syslog > /var/log/syslog.tmp; cat /var/log/syslog.tmp > /var/log/syslog; rm /var/log/syslog.tmp. Continuously alert Virtual DBA/SA staff that a possible security breach is in progress.

Services Provided:

- 24 X 7 operating system, database, and application
- monitoring and notification
- Periodic summary reports
- Frequently updated system status Web page
- Trend analysis

A system assessment, configuration of the database monitors, OS monitors, and application monitors, definition of procedures, and logical and physical architecture planning are included in the setup.

Monitors:

- Query response time
- Transaction logs
- Table and table space utilization
- Database memory utilization
- Data caching response time

We also provide a customized level of service based on an assessment study. This service will be tailored to customer-specific requirements.

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