AID services from CDI are designed to provide monitoring and first level incident support services to clients that increase availability, reduce IT costs, and reduce downtime for their IT infrastructure. AID services deliver 24x7 monitoring, alert & error triaging and ticketing with standard operating procedures (SOPs) to immediately attack problems affecting IT infrastructure performance and reliability. AID services' error & alert categorization, escalation processes, and SOPs provide a strong upfront effort in rectifying problems and reducing impact on IT infrastructure as well as IT personnel.

AID services utilize both industry monitoring interfaces (e.g. SNMP, WMI) and continual review of event and system logs to capture a full picture of overall health of servers, network and storage infrastructure and applications. Guided by ITIL v3 best practices, CDI personnel review the incoming errors, alerts and log files to quickly pinpoint the cause and immediately proceed with previous agreed upon SOPs to remediate the problem. If the SOPs do not resolve the problem, then the ticket is updated with the results of the SOPs and immediately escalated to the designated IT personnel for further remediation efforts.

Our AID service capabilities include:

ENTERPRISE AID SERVICE CAPABILITIES	AID
24x7 monitoring of critical IT infrastructure processes and parameters	✓
Eliminate numerous server failures with SOPs and runbooks	✓
Quick escalations that provide appropriate information for fast problem resolution	✓
All prioritizations and escalations are co-designed with clients for optimal fit with client IT operations	✓
All services performed on servers are recorded and attached to trouble tickets for full accountability or for training	✓

Flexible Monitoring and Ticketing

AID services are enabled by a data collection appliance which collects monitoring data via the network. If third-party monitoring solutions are already in place for servers, network infrastructure, or applications, CDI supports integrating with them to provide a complete view of the environment. CDI also supports integrating with third-party ticketing system already in place at client sit. As part of the on-boarding process, CDI will work with IT personnel to understand current internal ticketing processes, categorization, and escalation processes for full integration with IT operations.

Patch Management and Weekly Reporting

To reduce risk of failure, AID services include the management of patches for operating systems and applications. By proactively checking for patch updates and applying them per client approval, AID services work to maintain operating system and application stability to help drive performance and reliability. As part of the AID service, weekly reports covering tickets and service requests are provided to designated IT personnel to provide a complete picture on services and overall health of IT infrastructure under contract.

IT INFRASTRUCTURE	SAMPLE SUPPORTED TECHNOLOGY
Servers	Windows, Linux and UNIX (OpenSolaris, HP-UX); Cloud
Network	Aruba, Brocade, Cisco, Citrix, F5 HP/3Com and Juniper
Applications	Database (SQL Server, Oracle, MySQL), File management (SharePoint) Email (Exchange), Web (IIS, Apache) and Unified Communication (VoIP – Cisco, Microsoft, Nortel, Shoretel)
Storage Arrays	EMC, HDS, HP, IBM and NetApp
Storage Area Networks	Brocade, Cisco and Qlogic