

MANAGE Services

MANAGE services from CDI are designed to provide complete monitoring and management services that increase availability, reduce IT costs, and reduce downtime for IT infrastructure. MANAGE services deliver 24x7 monitoring, alert & error triaging and ticketing with standard operating procedures (SOPs) to immediately attack problems affecting IT infrastructure performance and reliability. In addition, if SOPs don't resolve the problem then CDI NOC personnel proceed to remediate the problem, and upon resolution of the problem also work to provide root cause analysis to help prevent a repeat of the issue again. All MANAGE services error & alert categorization, escalation processes, and SOPs are co-developed with clients to provide a strong upfront effort in rectifying problems and reducing impact on IT infrastructure as well as IT personnel.

MANAGE 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. CDI services are guided by ITIL v3 best practices to deliver the best possible services using industry leading security technology.

Our MANAGE service capabilities include:

ENTERPRISE MANAGE SERVICE CAPABILITIES	MANAGE
24x7 monitoring of critical IT infrastructure processes and parameters	✓
Eliminate server failures with SOPs that are co-designed with client. 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	✓
Full problem resolution, problem management and root cause analysis by CDI personnel	✓
Reports on alerts, trouble tickets, service requests, and patching readily available from secure web portal	✓
All services performed on servers are recorded and attached to trouble tickets for full accountability or for training	✓

Flexible Monitoring and Ticketing

MANAGE services are enabled by a data collection appliance which collects monitoring data via the network, securely manages access and records all activity for compliance purposes. 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 sites. 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.

Complete Management and Reporting

To reduce risk of failure for servers, MANAGE services include the management of both anti-virus updates as well as operating systems and applications patching. By proactively checking for patch updates and applying them per client approval, MANAGE services work to maintain operating system and application stability to help drive performance and reliability. As part of MANAGE services there are monthly and weekly reports covering overall health of supported technology as well as tickets and service requests. Reports are provided to designated IT personnel to provide a complete picture on services and overall health of IT infrastructure under contract. Review of reports and services are done every month via conference call between CDI and IT personnel to make sure the IT infrastructure is operating to the best industry standards.

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