



System Center Operations Manager as a Service

Deliverables

Executive Summary

- ◆ Complete monitor platform
- ◆ No knowledge necessary about SCOM
- ◆ Your organization owns the solution

Platform

- ◆ Detailed technical documentation of the platform
- ◆ Configured according to recommendations and guidelines
- ◆ Setup and maintenance by Advania experts
- ◆ Monitoring of most common scenarios
- ◆ Flexible platform that may be extended and developed
- ◆ Regular upgrades and updates
- ◆ Continuous improvements and reviews

Overview

Keeping your infrastructure, applications and systems running and healthy is vital to many organizations and therefore it is important to have a working stable monitor solution. This helps organizations being proactive and minimize the cost when something critical is about to happen or happens in the environment. This offering provides your organization with a working monitoring platform which Advania maintains and develops according to Microsofts and Advanias recommendations and guidelines. The platform can easily be extended to meet your organizations needs and you will keep being the owner and in control of the platform.

Key Features

The System Center Operations Manager (SCOM) as a Service offering has been developed to help organizations quickly set up a flexible platform that may be extended to meet your future needs. Advania will setup, maintain and keep the platform updated while your organization focuses on handling critical or preventive alerts from the system. Going forward the platform may be further extended to meet your future needs.

Agenda

This is an engagement which runs over a specific period of time. The exact period is set when the contract is signed. Advania will either setup a new SCOM environment in your organization or there will be an option where Advania takes over the maintenance of an existing SCOM environment. Each scenario will have different requirements which will need to be met before the engagement can start. After the initial setup alerts subscriptions to send all alerts will be set up together with your organization. Advania will continuously make sure that the system is updated, configured according to recommendations, update included Management Packs, report monthly on system health and provide recommendations for further development.

Delivery Details

Value proposition

Organizational & Technical benefits

- ◆ Do it right – save money
- ◆ Fixed cost each month
- ◆ Solution Ownership remains in the organization
- ◆ Explanation of findings
- ◆ Discussion about the risks
- ◆ Continuous improvements and reviews
- ◆ Knowledge transfer on a regular basis
- ◆ Free up time to work with improvements

In-Scope

This platform is built on System Center Operations Manager and specific Management Packs. All monitored servers will have a SCOM Agent installed.

Included in the solution:

- Installation and configuration of SCOM server/servers and SQL server for SCOM
- Installation of Management Packs and configuration according to recommendations and guidelines
- Configuration of Alert subscriptions as needed by your organization
- Regular upgrades and updates
- Monthly report of the solution health with recommendations

Included Management Packs and example of monitor scenarios:

- Windows Operating System
- Active Directory
- SQL Server
- Internet Information Service
- CPU, Disk, Memory, and basic services
- AD Replication, AD Database, AD Services
- SQL Engine, SQL Databases, SQL Services
- Web Sites, Application Pools, IIS Services

Out-of-Scope

This engagement builds a basic Operations Manager monitor platform meaning that other products within your organization is not in-scope but may be added. Example of such add-on products could be Hyper-V, VMware, SharePoint, Network devices and specific customer applications. In the solution there are no licenses for SCOM included.

Requirements

Specific requirements for performing the delivery is set at a preparation call. The customer is responsible to provide all licenses, media for installation purposes, accounts, VPN connection, server hardware and basic windows server installation to Advania. Advania will provide a complete list of requirements at the preparation call.

