## Creighton University

**ARGENT**

**Requirements Document**

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Change Description</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/18/2007</td>
<td>1.0</td>
<td>Draft</td>
<td>Don O.</td>
</tr>
<tr>
<td>07/10/2007</td>
<td>2.0</td>
<td>Draft</td>
<td>Don O.</td>
</tr>
</tbody>
</table>
1.0 Introduction

1.1 Scope

The scope of this document is to gather requirements for the implementation of Argent Software. This document will identify monitoring needs by department, identify what Argent is currently monitoring for the particular department, department shortfalls and recommendations for adding additional Argent licenses at this time.

1.2 Operating Environment

The Argent Guardian application software is currently installed on the AEO server. Its reports can be viewed from either a Windows GUI or a web browser (http://aeo/argent_business_manager).

1.3 Software Environment

The Argent XT software package purchased came in a suite of products. Included in the software bundle was:
- Predictor
- Guardian
- Data consolidator
- SNMP Monitor for TCP/IP devices
- Exchange Monitor
- Monitor for Oracle
- Sentry Internet objects
- Argent Console.

The Argent software licenses purchased initially include:

- 30 licenses for Windows (all 30 used)
- 20 Unix/Linux (combined HP, Sun, Linux; 17 used)
- 10 URL licenses (8 used)
- 10 Exchange licenses (all 10 used)
- 5 SQL licenses (5 used)
- Argent Monitor for Oracle: 9 licenses (9 used)

2.0 Interface Features

The Argent XT purchased by Creighton came with the Argent Console. All alerts and alarms from customer applications and third-party products can be consolidated using Argent's powerful ActiveX and XML interfaces. Any number of third party packages can send alerts directly to the Argent Console as well.
3.0 Backend Processing

The most basic of Argent Guardian monitoring is the TCP/IP check. Since this monitoring is unlimited, we can set it up for any server or device. If we want a server or device to report anything other than responsiveness to "ping", we'll need to know license coverage.

4.0 Overall list of Current Licenses & Needs

4.0.1 List of Argent licenses used on UNIX servers

<table>
<thead>
<tr>
<th>Unix Servers</th>
<th>Application Description</th>
<th>Escalation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue jay</td>
<td>Sendmail, qpopper, usv-imapd, Mailman, majordomo, Majorcool, HTTP, FTP, /jaynet, DNS (secondary)</td>
<td>Winsys &amp;Web Team</td>
</tr>
<tr>
<td>Dove</td>
<td>New net backup server</td>
<td>Winsys team (Brian Horn)</td>
</tr>
<tr>
<td>Eagle (soon to be used on another server)</td>
<td>Production Oracle/Banner, Fixed Assets, Advance, SmartCall, Discoverer, AMI data base; also Sched25; Former production Exeter</td>
<td>Integrated Campus Sol team - Oracle</td>
</tr>
<tr>
<td>Eagle2 (will be used on another Server)</td>
<td>Former Production Oracle/U.R.</td>
<td>Integrated Campus Sol team - Oracle</td>
</tr>
<tr>
<td>CU-ONE-1</td>
<td>DHCP, DNS, HTTP (CU-ONE), Postfix (outbound mail)</td>
<td>Winsys team – (Joe. Ducharme, Sean K. Brian Horn)</td>
</tr>
<tr>
<td>CU-ONE-2</td>
<td>DHCP, DNS, HTTP (CU-ONE), Postfix (outbound mail) and Subversion</td>
<td>Winsys team – (Joe. Ducharme, Sean K. Brian Horn)</td>
</tr>
<tr>
<td>Magpie</td>
<td>Production Oracle/Discoverer middle tier</td>
<td>Integrated Campus Sol team - Oracle</td>
</tr>
<tr>
<td>People</td>
<td>Personal and non-offical web pages</td>
<td>Web Team (Joel)</td>
</tr>
<tr>
<td>Stclamp</td>
<td>DoIT web applications</td>
<td>Web Team (Joel)</td>
</tr>
<tr>
<td>Swift</td>
<td>Creighton www</td>
<td>Winsys – (Joe. Ducharme, Brian Horn)</td>
</tr>
<tr>
<td>www-1</td>
<td>Creighton www</td>
<td>Web Team (Joel)</td>
</tr>
<tr>
<td>www-2</td>
<td>Creighton www</td>
<td>Web Team (Joel)</td>
</tr>
<tr>
<td>www-dev</td>
<td>Creighton development www, typo3</td>
<td>Web Team (Joel)</td>
</tr>
<tr>
<td>Datastore</td>
<td>Blue authentication, TYPO3 content editing</td>
<td>Web Team (Joel)</td>
</tr>
<tr>
<td>Hawk-Gold</td>
<td>Oracle Banner application server</td>
<td>Integrated Campus Sol team - Oracle</td>
</tr>
<tr>
<td>ProddB1-Prod</td>
<td>Banner Finance &amp; Student database server</td>
<td>Integrated Campus Sol team - Oracle</td>
</tr>
</tbody>
</table>
4.0.2 List of Argent licenses needed on UNIX servers for mission critical Applications

<table>
<thead>
<tr>
<th>Unix Servers</th>
<th>Department</th>
<th>Application Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WWW-3</td>
<td>Web Team</td>
<td>Web server</td>
</tr>
<tr>
<td>Opendirectory</td>
<td>Web Team</td>
<td>Web server</td>
</tr>
<tr>
<td>Centadmin</td>
<td>Web Team</td>
<td>Web server</td>
</tr>
<tr>
<td>TYPO3</td>
<td>Web Team</td>
<td>Web server</td>
</tr>
</tbody>
</table>

Total 4 UNIX licenses - No purchase necessary

4.1 List of Argent licenses used on Windows servers

<table>
<thead>
<tr>
<th>Windows Servers</th>
<th>Description</th>
<th>Escalation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albatross</td>
<td>Campus File Sharing</td>
<td>Winsys (B.Horn/G.Bauer)</td>
</tr>
<tr>
<td>Anubis</td>
<td>Depcon Print Server &amp; BIS server</td>
<td>Winsys (B.Horn/G.Bauer)</td>
</tr>
<tr>
<td>BBData</td>
<td>Blackboard server &amp; SQL database</td>
<td>Blackboard/Winsys</td>
</tr>
<tr>
<td>Condor</td>
<td>Netbackup server</td>
<td>Winsys (B.Horn/G.Bauer)</td>
</tr>
<tr>
<td>Courses</td>
<td>Blackboard 6.1 Web</td>
<td>Blackboard team</td>
</tr>
<tr>
<td>Exbe01</td>
<td>Exchange 2003</td>
<td>Bill Orr/ Greg Bauer</td>
</tr>
<tr>
<td>Exbe02</td>
<td>Exchange 2003</td>
<td></td>
</tr>
<tr>
<td>Exbe03</td>
<td>Exchange 2003</td>
<td></td>
</tr>
<tr>
<td>Exbe04</td>
<td>Exchange 2003</td>
<td></td>
</tr>
<tr>
<td>Exbe05</td>
<td>Exchange 2003</td>
<td></td>
</tr>
<tr>
<td>Exbe06</td>
<td>Exchange 2003</td>
<td></td>
</tr>
<tr>
<td>Exbe07</td>
<td>Exchange 2003</td>
<td></td>
</tr>
<tr>
<td>Exfe01</td>
<td>Exchange 2003</td>
<td></td>
</tr>
<tr>
<td>Exfe02</td>
<td>Exchange 2003</td>
<td></td>
</tr>
<tr>
<td>Exfe03</td>
<td>Exchange 2003</td>
<td></td>
</tr>
<tr>
<td>VESS Virtual Server</td>
<td>Virtual server</td>
<td>Winsys team</td>
</tr>
<tr>
<td>Kingbird1</td>
<td>DC for JAYS</td>
<td>Winsys team</td>
</tr>
<tr>
<td>Kingbird2</td>
<td>DC for JAYS</td>
<td>Winsys team</td>
</tr>
<tr>
<td>Kinglet1</td>
<td>DC for Blue</td>
<td>Winsys team</td>
</tr>
</tbody>
</table>
### 4.1.1 List of Argent licenses needed on Windows servers for mission critical Applications

<table>
<thead>
<tr>
<th>Windows Servers</th>
<th>Department</th>
<th>Application Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITSM-2</td>
<td>Service Desk</td>
<td>ITSM app</td>
</tr>
<tr>
<td>ITSM</td>
<td>Service Desk</td>
<td>ITSM app</td>
</tr>
<tr>
<td>LDMS</td>
<td>Service Desk</td>
<td>LANDesk</td>
</tr>
<tr>
<td>HARDCOPY</td>
<td>Service Desk</td>
<td>Printers for Pharos stations</td>
</tr>
<tr>
<td>LAWMGMT</td>
<td>Service Desk</td>
<td>Services Monitoring</td>
</tr>
<tr>
<td>Apollo</td>
<td>SPAHP</td>
<td>Services Monitoring</td>
</tr>
<tr>
<td>Athena</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>Hades</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>Qtest</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>SPAPH Fileshare1</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>SPAPH Fileshare2</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>SPAPH LAB216SRV</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>SPAPHOITLR</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>SPAPHPREINT</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>SPAPHQMNAS</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>SPAPHQM1</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>SPAPH- SharePoint</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>Spweb1</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>SPweb2</td>
<td>SPAHP</td>
<td></td>
</tr>
<tr>
<td>6 other windows</td>
<td>SPAHP Servers</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>25 Windows licenses</td>
<td></td>
</tr>
</tbody>
</table>
The School of Pharmacy and Health Professions Department (SPAHP) has requested 20 Argent Guardian licenses. These have been included in the list above. Full details for the School of Pharmacy and Health Profession’s team requirements can be found in the Appendix section.

5.0 DoIT Team Specific Needs
The current Argent UNIX license has a mix consisting of 12 Linux, 4 HP and 4 Sun. DoIT is currently utilizing 17 licenses within this mix (11 Linux, 4 HP, 2 Sun). With approval from Argent, DoIT change the mix to utilize the remaining licenses on the identified UNIX licensing needs above.

The current Argent Windows license of 30 are all being utilized at this time. There is an additional need for licenses for monitoring the ITSM product. Currently, no licenses are required for Argent to send communication messages via XML files to ITSM. A minimum of two Windows licenses will be necessary to monitor ITSM. These licenses can be purchased with the 20 needed by School of Pharmacy & health Professions. Alternately, the Project Directors could reassign the current licenses devoted to certain Windows servers to ITSM. This is their prerogative.

5.1 Web Team Requirements

5.1.1 Services Monitored by Argent Licenses
The web team is currently utilizing 8 of the 10 URL licenses. Full details of the team requirements especially which individuals will be contacted when a device goes down can be found in the Appendix section A.

<table>
<thead>
<tr>
<th>URL</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>WEB_ADMISSIONS</td>
<td>URL license</td>
</tr>
<tr>
<td>WEB_AMI</td>
<td>URL license</td>
</tr>
<tr>
<td>WEB_BLOGS</td>
<td>URL license</td>
</tr>
<tr>
<td>WEB_MEDSCHOOL</td>
<td>URL license</td>
</tr>
<tr>
<td>WEB_PEOPLE</td>
<td>URL license</td>
</tr>
<tr>
<td>WEB_THENEST</td>
<td>URL license</td>
</tr>
<tr>
<td>WEB_WWW</td>
<td>URL license</td>
</tr>
<tr>
<td>WEB_WWW2</td>
<td>URL license</td>
</tr>
<tr>
<td>(Unused)</td>
<td>URL license</td>
</tr>
</tbody>
</table>
### 5.2 Blackboard / Angel Team Requirements

The Blackboard (soon to be Angel...Blueline) Team is utilizing one Argent URL License. Full details of the Blackboard team requirements can be found below/next page.

<table>
<thead>
<tr>
<th>URL</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courses.creighton.edu</td>
<td>URL license</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>List Servers &amp; Devices monitored by Argent for Blackboard Team</th>
<th>Type of Monitoring, i.e. ping, scripts, disk space, memory availability etc</th>
<th>Who needs to be notified when a problem/escalation arises &amp; by what means i.e. email, sms text, phone, all</th>
</tr>
</thead>
</table>
| Black Board – Courses.Creighton.edu                              | Http (web server) cannot be reached by Argent. The web portion of server is probably down. | Initial Failure:  
- email-> Greg Bauer, Bill Orr  
  Alice Smith, Barb Stephens  
  Marty Maness  
  Colette Hanson  

  - After 15 minute and still 100% failure and no response  
    - textmsg > Greg Bauer, Bill Orr  

  - After 15 minute and still 100% failure and no response  
    - textmsg > Marty Maness, Colette Hanson  

Once Issue is Resolved then:  
- email-> Greg Bauer, Bill Orr, Alice Smith, Barb Stephens, Marty Maness, Colette Hanson |
| Black Board 6.1 - BBData | Server response to ping fails and cannot be contacted by Argent. The whole server must be down. | Initial Failure:  
- email: Greg Bauer  
  Bill Orr  
  Colette Hanson  
- After 10 minute and still 100% failure and no response  
- textmsg >  
  Greg Bauer  
  Bill Orr  
  Colette Hanson  
- After 10 minute and still 100% failure and no response  
- textmsg >  
  Marty Maness  
  Colette Hanson  
Once Issue is Resolved then:  
- email: Greg Bauer  
  Bill Orr  
  Colette Hanson |

### 5.3 Networking Team Requirements

The Argent XT Guardian license comes with unlimited SNMP monitoring which is sufficient for all the 570 TCP/IP devices (See Appendix). The most basic of Argent Guardian monitoring is the TCP/IP check. If a device currently does not respond to "ping" then a notification is sent via email and SMS text to the networking team. If the Network is down, the SMS text messaging feature comes in handy because it makes sure that the message reached its intended audience.

For more specific identification of device errors, the Network Team will need to identify MIB files from the devices that can then be translated onto the Argent messaging feature. Generally, a MIB file is usually supplied by the vendor of an SNMP manageable device and contains a description of the object hierarchy and object attributes in the managed SNMP device, i.e., the MIB file serves as a roadmap for managing that device.
### 5.4 Service Desk Team

**Current service Monitored by Argent Licenses**

<table>
<thead>
<tr>
<th>Server</th>
<th>Description</th>
<th>Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUPPORT -DB</td>
<td>SQL license</td>
<td>MSSQL logs</td>
</tr>
</tbody>
</table>

**Service Desk Detailed list**

<table>
<thead>
<tr>
<th>List Servers &amp; Devices to be monitored by Argent</th>
<th>Type of Monitoring, i.e. ping, scripts, disk space, memory availability etc</th>
<th>Who needs to be notified when a problem/escalation arises &amp; by what means i.e. email, sms text, phone, all</th>
</tr>
</thead>
</table>
| ITSM-2                                          | - Ping/ToD  
- MSSQL logs  
- Disk space  
- Processor/Memory Utilization  
- Event logs | Email and Text Msg initially, Phone after 15 minutes.  
- Mike Lambert 402-699-4655 and mlambert@creighton.edu  
Email  
- sdteam@creighton.edu |
| ITSM                                            | - Ping  
- Services Monitoring  
- Disk space  
- Processor/Memory Utilization  
- Event logs  
- IIS  
- MSMQ (?) | Email and Text Msg initially, Phone after 15 minutes.  
- Mike Lambert 402-699-4655 and mlambert@creighton.edu  
Email  
- sdteam@creighton.edu |
| SUPPORT-DB (Has Argent License)                  | - Ping/ToD  
- Services Monitoring  
- MSSQL logs  
- Disk space  
- Processor/Memory Utilization  
- Event logs | Email and Text Msg initially, Phone after 15 minutes.  
- Mike Lambert 402-699-4655 and mlambert@creighton.edu  
Email  
- sdteam@creighton.edu |
| LDMS                                             | - Ping/ToD  
- Services Monitoring  
- Disk space  
- Processor/Memory Utilization  
- Event logs  
- IIS | Email and Text Msg initially, Phone after 15 minutes.  
- Mike Lambert 402-699-4655 and mlambert@creighton.edu  
Email  
- sdteam@creighton.edu |
| HARDCOPY                                         | - Ping/ToD  
- Services Monitoring  
- MSSQL logs  
- Disk space  
- Processor/Memory Utilization  
- Event logs | Email and Text Msg initially, Phone after 15 minutes.  
- Mike Lambert 402-699-4655 and mlambert@creighton.edu  
Email  
- sdteam@creighton.edu |
LAWMGMT
- Ping/ToD
- Services Monitoring
- Disk space
- Processor/Memory Utilization
- Event logs

TBA

SUPPORT
- Ping

Email to sdteam@creighton.edu

Pharos Stations
- Ping

Email to stladmins@creighton.edu

Pharos Printers
- Ping

Email to stladmins@creighton.edu

5.5 Exchange Team

All the 10 Exchange licenses are currently being utilized by the Exchange Team.

Services/Processes Monitored by Argent Licenses

<table>
<thead>
<tr>
<th>Server</th>
<th>Description</th>
<th>Notify</th>
</tr>
</thead>
</table>
| Exbe01 | Exchange 2003 | Initial Failure:  
- email & textmsg -> Bill Orr |
| Exbe02 | Exchange 2003 | - After 10 minute and still 100% failure and no response  
- email & textmsg > Greg Bauer  
Bill Orr |
| Exbe03 | Exchange 2003 | |
| Exbe04 | Exchange 2003 | |
| Exbe05 | Exchange 2003 | |
| Exbe06 | Exchange 2003 | |
| Exbe07 | Exchange 2003 | |
| Exfe01 | Exchange 2003 | |
| Exfe02 | Exchange 2003 | |
| Exfe03 | Exchange 2003 | |
5.6 Oracle Team

Services/Processes Monitored by Argent Licenses

<table>
<thead>
<tr>
<th>Server</th>
<th>Instance/Application</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proddb1-</td>
<td>DISC (current on eagle)</td>
<td>Integrated Campus Solutions- Oracle</td>
</tr>
<tr>
<td>-</td>
<td>NUSR (current on eagle)</td>
<td></td>
</tr>
<tr>
<td>-</td>
<td>Prod</td>
<td></td>
</tr>
<tr>
<td>-</td>
<td>RS25 (current on eagle2)</td>
<td></td>
</tr>
<tr>
<td>Eagle3/U.R -</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-</td>
<td>PADV (current on eagle2)</td>
<td></td>
</tr>
<tr>
<td>-</td>
<td>PSMC (current on eagle2)</td>
<td></td>
</tr>
<tr>
<td>Penguin2</td>
<td>PAT</td>
<td></td>
</tr>
<tr>
<td>Lark</td>
<td>UNIC</td>
<td></td>
</tr>
</tbody>
</table>

Full details consisting of the Oracle team requirements especially which individuals will be contacted when a server or device goes down can be found in Appendix section C. At this time, there are no other critical monitoring needs within the Oracle arena that needs an Argent license.

5.7 SQL Team

Services/Processes Monitored by Argent Licenses

<table>
<thead>
<tr>
<th>Server</th>
<th>Application</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackboard Data</td>
<td>Blackboard 6.1 SQL</td>
<td>Integrated Campus</td>
</tr>
<tr>
<td>Lenel1</td>
<td>Access control</td>
<td>Integrated Campus</td>
</tr>
<tr>
<td>Rplus</td>
<td>Recruitment plus</td>
<td>Admissions</td>
</tr>
<tr>
<td>AEO</td>
<td>Argent</td>
<td>Network/Unix/Win</td>
</tr>
<tr>
<td>Support DB</td>
<td>Client Support</td>
<td>Service Desk</td>
</tr>
</tbody>
</table>

Full details consisting of the SQL team requirements especially which individuals will be contacted when a server or device goes down can be found in Appendix section B.

List of Argent licenses needed for SQL

<table>
<thead>
<tr>
<th>Server</th>
<th>Instance/Application</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Griffin</td>
<td>Oracle views, systemic stats</td>
<td>DoIT</td>
</tr>
<tr>
<td>Lenel2</td>
<td>Access control</td>
<td>DoIT</td>
</tr>
<tr>
<td>ITSM2</td>
<td>MSSQL logs</td>
<td>DoIT</td>
</tr>
<tr>
<td>Amcas</td>
<td>Amcas2</td>
<td>Medical Admissions</td>
</tr>
</tbody>
</table>
6.0 **Reporting**

Reporting needs can at this time be viewed through a dashboard. Dashboard is information at a glance, at the moment in time. Argent has reporting capabilities that will be explored as the project progresses.

7.0 **Assumptions and Constraints**

7.1

- The requirements gathered are a reflection of the needs of the various teams as of June, 2007. This is subject to change if an unforeseen change or addition is deemed necessary. This change or addition will only be added to the requirements document after approval by the Project Directors.

8.0 **Approvals**

<table>
<thead>
<tr>
<th>Approval Date</th>
<th>Approved By</th>
<th>Version</th>
</tr>
</thead>
</table>

9.0 **APPENDICES**

A.) Web Team Detailed Requirements

<table>
<thead>
<tr>
<th>List Servers &amp; Devices to be monitored by Argent</th>
<th>Type of Monitoring, i.e. ping, scripts, disk space, memory availability etc</th>
<th>Who needs to be notified when a problem/escalation arises &amp; by what means i.e. email, sms text, phone, all</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Typo3 Websites</strong></td>
<td>- www-vip responds with a 200 level status code</td>
<td></td>
</tr>
<tr>
<td>- www-vip</td>
<td>- Network</td>
<td></td>
</tr>
<tr>
<td>- www-1</td>
<td>- Port 80</td>
<td></td>
</tr>
<tr>
<td>- www-2</td>
<td>- Port 443</td>
<td></td>
</tr>
<tr>
<td>- Process</td>
<td>- Apache httpd</td>
<td></td>
</tr>
<tr>
<td>Email and Text Msg initially to - Joel Van Brandwijk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SMS text via phone line every 15 minutes if 100% loss and no response - Joel Van Brandwijk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email <a href="mailto:webteam@creighton.edu">webteam@creighton.edu</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Application</strong></td>
<td>- Network</td>
<td></td>
</tr>
<tr>
<td>Email and Text Msg initially to - Joel Van Brandwijk</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Development</strong></td>
<td></td>
<td><strong>Personal Web Pages</strong></td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>--------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>- centadmin</td>
<td>- Port 4000</td>
<td>Email and Text Msg initially to</td>
</tr>
<tr>
<td>- www-dev</td>
<td>- Port 4001</td>
<td>- Joel Van Brandwijk</td>
</tr>
<tr>
<td>- opendirory</td>
<td>- Port 4003</td>
<td>SMS text via phone line every 15</td>
</tr>
<tr>
<td>- kinglet1</td>
<td>- Port 2049</td>
<td>minutes if 100% loss and no response</td>
</tr>
<tr>
<td></td>
<td>- Port 111 &amp; Port 80</td>
<td>- Joel Van Brandwijk</td>
</tr>
<tr>
<td></td>
<td>- Process</td>
<td>Email</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:webteam@creighton.edu">webteam@creighton.edu</a></td>
</tr>
<tr>
<td></td>
<td>SSHd daemon, NFSd Daemon,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Apache httpd, Slapd,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>blue authentication</td>
<td></td>
</tr>
<tr>
<td><strong>Blogs</strong></td>
<td></td>
<td><strong>Wiki</strong></td>
</tr>
<tr>
<td>- Blogs server</td>
<td>- Web</td>
<td>Email and Text Msg initially to</td>
</tr>
<tr>
<td>- Datastore server</td>
<td>- Network</td>
<td>- Joel Van Brandwijk</td>
</tr>
<tr>
<td>- Kinglet1</td>
<td>- Port 443</td>
<td>SMS text via phone line every 15</td>
</tr>
<tr>
<td></td>
<td>- Port 80</td>
<td>minutes if 100% loss and no response</td>
</tr>
<tr>
<td></td>
<td>- Port 22</td>
<td>- Joel Van Brandwijk</td>
</tr>
<tr>
<td></td>
<td>- Process</td>
<td>Email</td>
</tr>
<tr>
<td></td>
<td>- Apache httpd, Winbind</td>
<td><a href="mailto:webteam@creighton.edu">webteam@creighton.edu</a></td>
</tr>
<tr>
<td></td>
<td>daemon, SSHd daemon</td>
<td></td>
</tr>
<tr>
<td><strong>Wikis</strong></td>
<td>- Web</td>
<td></td>
</tr>
<tr>
<td>- Varapp</td>
<td>- Network</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Port 443</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Port 80</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Port 22</td>
<td></td>
</tr>
<tr>
<td><strong>Typo3 Content</strong></td>
<td>- Process</td>
<td></td>
</tr>
<tr>
<td><strong>Editing</strong></td>
<td>- Apache httpd, Winbind</td>
<td></td>
</tr>
<tr>
<td>- TYPO3</td>
<td>- MySQL daemon, Blue</td>
<td></td>
</tr>
<tr>
<td>- WW1</td>
<td>daemon, Blue Authentication, Apache httpd</td>
<td></td>
</tr>
<tr>
<td>- Datastore</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Kinglet1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
B.) SQL Team Detailed Requirements

*Notes
1) The Windows Servers will have their own monitoring, better chosen by the Sys Admins.
2) Each Sql Server will have multiple databases, so all of the rules will need to be created for each database

<table>
<thead>
<tr>
<th>List Servers &amp; Devices to be monitored by Argent</th>
<th>Type of Monitoring, i.e. ping, scripts, disk space, memory availability etc</th>
<th>Who needs to be notified when a problem/escalation arises &amp; by what means i.e. email, sms text, phone, all</th>
</tr>
</thead>
<tbody>
<tr>
<td>BBData</td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY Blocked_Process, QRY Runaway_Process, QRY Suspect_DB, LOG Space_Percent_Map, DBS DBS_Pace_Percent_Map</td>
<td>Initial: -phone Lisa 402-690-3671 -textmsg- &gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a> Escalate if no response after 10 minutes to - SMS text via phone: Greg 402-680-5267 - Email Marty Maness</td>
</tr>
<tr>
<td>BBTestDB</td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY Blocked_Process, QRY Runaway_Process, QRY Suspect_DB, LOG Space_Percent_Map, DBS DBS_Pace_Percent_Map</td>
<td>Initial: -phone Lisa 402-690-3671 -textmsg- &gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a> Escalate if no response after 10 minutes to - SMS text via phone: Greg 402-680-5267 - Email Marty Maness</td>
</tr>
<tr>
<td>Griffin</td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY Blocked_Process,</td>
<td>Initial: -phone Lisa 402-690-3671 -textmsg-</td>
</tr>
<tr>
<td></td>
<td>QRY_Runaway_Process, QRY_Suspect_DB, LOG_Space_Percent_Map, DBS_DBSPace_Percent_Map</td>
<td><a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
</tr>
<tr>
<td>-----</td>
<td>----------------------------------------------------------------------------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td></td>
<td>Escalate if no response after 10 minutes to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- SMS text via phone: Greg 402-680-5267</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>Kestrel</td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY_Blocked_Process, QRY_Runaway_Process, QRY_Suspect_DB, LOG_Space_Percent_Map, DBS_DBSPace_Percent_Map</td>
<td>Initial:</td>
</tr>
<tr>
<td></td>
<td>- phone Lisa 402-690-3671</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- textmsg</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Escalate if no response after 10 minutes to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- SMS text via phone: Greg 402-680-5267</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>Lenel1</td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY_Blocked_Process, QRY_Runaway_Process, QRY_Suspect_DB, LOG_Space_Percent_Map, DBS_DBSPace_Percent_Map</td>
<td>Initial:</td>
</tr>
<tr>
<td></td>
<td>- phone Lisa 402-690-3671</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- textmsg</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Escalate if no response after 10 minutes to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- SMS text via phone: Greg 402-680-5267</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>Lenel2</td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY_Blocked_Process, QRY_Runaway_Process, QRY_Suspect_DB, LOG_Space_Percent_Map, DBS_DBSPace_Percent_Map</td>
<td>Initial:</td>
</tr>
<tr>
<td></td>
<td>- phone Lisa 402-690-3671</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- textmsg</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Escalate if no response after 10 minutes to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- SMS text via phone: Greg 402-680-5267</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>Munin</td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY_Blocked_Process, QRY_Runaway_Process, QRY_Suspect_DB, LOG_Space_Percent_Map, DBS_DBSPace_Percent_Map</td>
<td>Initial:</td>
</tr>
<tr>
<td></td>
<td>- phone Lisa 402-690-3671</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- textmsg</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Escalate if no response after 10 minutes to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- SMS text via phone: Greg 402-680-5267</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>Roadrunner</td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY_Blocked_Process, QRY_Runaway_Process, QRY_Suspect_DB, LOG_Space_Percent_Map, DBS_DBSPace_Percent_Map</td>
<td>Initial:</td>
</tr>
<tr>
<td></td>
<td>- phone Lisa 402-690-3671</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- textmsg</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Escalate if no response</td>
<td></td>
</tr>
<tr>
<td>Service</td>
<td>Initial Trigger Events</td>
<td>Escalation Path</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td><strong>Rplus</strong></td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY Blocked_Process, QRY Runaway_Process, QRY Suspect_DB, LOG Space Percent Map, DBS DBSPace Percent Map</td>
<td>Email Marty Maness</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SMS text via phone: Greg 402-680-5267</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phone Lisa 402-690-3671</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Textmsg &gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Escalate if no response after 10 minutes to</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phone Greg 402-680-5267</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email Marty Maness</td>
</tr>
<tr>
<td><strong>Ruff(old)/AEO(new)</strong></td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY Blocked_Process, QRY Runaway_Process, QRY Suspect_DB, LOG Space Percent Map, DBS DBSPace Percent Map</td>
<td>Phone Brian Horn 402-280-2366</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Textmsg &gt;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Escalate if no response after 10 minutes to</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phone Lisa 402-690-3671</td>
</tr>
<tr>
<td><strong>Support-DB</strong></td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY Blocked_Process, QRY Runaway_Process, QRY Suspect_DB, LOG Space Percent Map, DBS DBSPace Percent Map</td>
<td>Phone Mike Lambert 402-280-1162</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Textmsg &gt;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Escalate if no response after 10 minutes to</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phone Lisa 402-690-3671</td>
</tr>
<tr>
<td><strong>ITSM-2</strong></td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY Blocked_Process, QRY Runaway_Process, QRY Suspect_DB, LOG Space Percent Map, DBS DBSPace Percent Map</td>
<td>Phone Lisa 402-690-3671</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Textmsg &gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Escalate if no response after 10 minutes to</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SMS text via phone: Greg 402-680-5267</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email Marty Maness</td>
</tr>
<tr>
<td><strong>SymReport</strong></td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY Blocked_Process, QRY Runaway_Process, QRY Suspect_DB, LOG Space Percent Map, DBS DBSPace Percent Map</td>
<td>Phone Lisa 402-690-3671</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Textmsg &gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Escalate if no response after 10 minutes to</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SMS text via phone: Greg 402-680-5267</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email Marty Maness</td>
</tr>
<tr>
<td><strong>Amcas</strong></td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY Blocked_Process,</td>
<td>Phone Lisa 402-690-3671</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Textmsg &gt;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Escalate if no response after 10 minutes to</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SMS text via phone: Greg 402-680-5267</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email Marty Maness</td>
</tr>
<tr>
<td>Server</td>
<td>Monitoring Processes</td>
<td>Initial Contact</td>
</tr>
<tr>
<td>-----------------</td>
<td>----------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>UR-Remote01</td>
<td>QRY_Runaway_Process, QRY_Suspect_DB, LOG_Space_Percent_Map, DBS_DBSPace_Percent_Map</td>
<td>&gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
</tr>
<tr>
<td></td>
<td>SVC_ServerAgent, SVC_SQLServer, PRF_Buffer_Cache_Hit_Ratio, QRY_Blocking_Process, QRY_Runaway_Process, QRY_Suspect_DB, LOG_Space_Percent_Map, DBS_DBSPace_Percent_Map</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Initial:</td>
<td>- phone Lisa 402-690-3671 - textmsg - &gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
</tr>
<tr>
<td></td>
<td>Adminfin2</td>
<td>Phone Lisa 402-690-3671 - textmsg - &gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
</tr>
<tr>
<td></td>
<td>Magic7</td>
<td>Phone Lisa 402-690-3671 - textmsg - &gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
</tr>
<tr>
<td></td>
<td>Provrel</td>
<td>Phone Lisa 402-690-3671 - textmsg - &gt;<a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
</tr>
<tr>
<td></td>
<td>MSCL1\DOCIMAGE</td>
<td>Phone Lisa 402-690-3671 - textmsg - <a href="mailto:4026903671@message.alltel.com">4026903671@message.alltel.com</a></td>
</tr>
</tbody>
</table>
### C.) Oracle Team Detailed Requirements

<table>
<thead>
<tr>
<th>List Servers &amp; Devices in your area to be monitored by Argent</th>
<th>Type of Monitoring, i.e. ping, scripts, disk space, memory availability etc</th>
<th>Who needs to be notified when a problem/escalation arises &amp; by what means i.e. email, sms text, phone, all</th>
</tr>
</thead>
</table>
| eagle - overall                                             | Disk > 95% /audit, /ban7temp, /d01, /d03, /d04, /d05, /d06, /d07, /d08, /d09, /u01, /u02, /u03 (all other file systems unix admin) | Initial: 
- email->helena@creighton.edu 
- txtmsg > 7125201469@email.uscc.net

Escalate if 99 or 100% and no response after 10 minutes send
- SMS text via phone Helena 712-520-1469
- email Lisa
- email Marty Maness |
| eagle - overall                                             | Ports: 1521, 1776 Process: tnslsnr (need ability to have blackout periods for maintenance) | Initial: 
- email->helena@creighton.edu 
- txtmsg > 7125201469@email.uscc.net

Escalate if 99 or 100% and no response after 10 minutes send
- SMS text via phone Helena 712-520-1469
- email Lisa
- email Marty Maness |
| eagle - DISC                                                | Process: ora_pmon_DISC and/or Login connectivity (?) (need ability to have blackout periods for maintenance) | Initial: 
- email->helena@creighton.edu 
- txtmsg > 7125201469@email.uscc.net

Escalate if 99 or 100% and no response after 10 minutes send
- SMS text via phone Helena 712-520-1469
- email Lisa
- email Marty Maness |
| eagle - NUSR                                                | Process: ora_pmon_NUSR and/or Login connectivity (?) (need ability to have blackout periods for maintenance) | Initial: 
- email->helena@creighton.edu 
- txtmsg > 7125201469@email.uscc.net

Escalate if 99 or 100% and no response after 10 minutes send
- SMS text via phone Helena 712-520-1469
- email Lisa
- email Marty Maness |
| eagle2 - overall | Disk > 95% /audit, /d01, /d02, /d10, /u01, /u02 (all other file systems unix admin) | Initial:  
- Lisa  
- email > helena@creighton.edu  
Escalate if 99 or 100% and no response  
- textmsg > 7125201469@email.uscc.net  
Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469  
- email Lisa  
- email Marty Maness |
| --- | --- | --- |
| eagle2 - overall | Ports 1521  
Process: tnslsnr  
(need ability to have blackout periods for maintenance) | Initial:  
- Lisa  
- email > helena@creighton.edu  
Escalate if no response  
- textmsg > 7125201469@email.uscc.net  
Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469  
- email Lisa  
- email Marty Maness |
| eagle2 - PADV | Process: ora_pmon_PADV  
and/or Login connectivity (?)  
(need ability to have blackout periods for maintenance) | Initial:  
- Lisa  
- email > helena@creighton.edu  
Escalate if no response  
- textmsg > 7125201469@email.uscc.net  
Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469  
- email Lisa  
- email Marty Maness |
| eagle2 - PSMC | Process: ora_pmon_PSMC  
and/or Login connectivity (?)  
(need ability to have blackout periods for maintenance) | Initial:  
- Lisa  
- email > helena@creighton.edu  
Escalate if no response  
- textmsg > 7125201469@email.uscc.net  
Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469  
- email Lisa  
- email Marty Maness |
<table>
<thead>
<tr>
<th>System</th>
<th>Process</th>
<th>Status</th>
<th>Initial</th>
<th>Escalation</th>
</tr>
</thead>
<tbody>
<tr>
<td>eagle2 - RS25</td>
<td>ora_pmon_RS25 and/or Login connectivity (?) (need ability to have blackout periods for maintenance)</td>
<td>Initial: Lisa -email &gt; <a href="mailto:helena@creighton.edu">helena@creighton.edu</a></td>
<td>Escalate if no response -textmsg &gt; <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a> Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>hawk - GOLD</td>
<td>ora_pmon_GOLD and/or Login connectivity (?) Routine blackout - Thurs night backups (need ability to have blackout periods for maintenance)</td>
<td>Initial: MTG?</td>
<td>Escalate: Lisa Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>lark - UNIC/Sirsi</td>
<td>Disk &gt; 95% /d01, /s01, /u01 (all other file systems unix admin)</td>
<td>Initial: -email-&gt;<a href="mailto:helena@creighton.edu">helena@creighton.edu</a> -textmsg &gt; <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a></td>
<td>Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>lark - UNIC/Sirsi</td>
<td>Ports 1521 Process: tnslsnr Routine blackout - Daily restart and Monthly reboot (need ability to have blackout periods for maintenance)</td>
<td>Initial: -email-&gt;<a href="mailto:helena@creighton.edu">helena@creighton.edu</a> -textmsg &gt; <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a></td>
<td>Escalate if no response -phone Helena 712-520-1469 Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>lark - UNIC/Sirsi</td>
<td>Process: webstarter Routine blackout - Daily restart and Monthly reboot (need ability to have blackout</td>
<td>Initial: -Mark Andrews? -email-&gt;<a href="mailto:helena@creighton.edu">helena@creighton.edu</a> -textmsg &gt;</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Issue Description</th>
<th>Initial Notification</th>
<th>Escalation Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>periods for maintenance</td>
<td><a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a> Escalate if no response - phone Helena 712-520-1469 Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>lark - UNIC/Sirsi</td>
<td>Process: ora_pmon_UNIC and/or Login connectivity (?) Routine blackout - Daily restart and Monthly reboot (need ability to have blackout periods for maintenance)</td>
<td>Initial: <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a></td>
<td>Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
</tr>
<tr>
<td>prodas1 - overall</td>
<td>nfs-mount /proddb1-db01 to proddb1:/db01 /test-as01 to toucan:/as01</td>
<td>Initial: SysAdmins -&gt; <a href="mailto:helena@creighton.edu">helena@creighton.edu</a> -textmsg &gt; <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a></td>
<td>Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
</tr>
<tr>
<td>prodas1 - overall</td>
<td>Disk &gt; 95% /as01 (all other file systems unix admin)</td>
<td>Initial: SysAdmins -&gt; <a href="mailto:helena@creighton.edu">helena@creighton.edu</a> -textmsg &gt; <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a></td>
<td>Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
</tr>
<tr>
<td>prodas1 - overall</td>
<td>CPU &gt; 95% for &gt; ? minutes</td>
<td>Initial: Email -&gt; <a href="mailto:helena@creighton.edu">helena@creighton.edu</a> -textmsg &gt; <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a></td>
<td>Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
</tr>
<tr>
<td>prodas1 - overall</td>
<td>Process: frmweb both &gt; 10 min and &gt; 35% CPU</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------</td>
<td>------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Initial: -email-&gt;<a href="mailto:helena@creighton.edu">helena@creighton.edu</a> -email-&gt;<a href="mailto:martymaness@creighton.edu">martymaness@creighton.edu</a> -textmsg &gt; <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>List Servers &amp; Devices in your area to be monitored by Argent</strong></td>
<td><strong>Type of Monitoring, i.e. ping, scripts, disk space, memory availability etc</strong></td>
<td><strong>Who needs to be notified when a problem/escalation arises &amp; by what means i.e. email, sms text, phone, all</strong></td>
<td></td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>prodas1 - PROD</td>
<td><a href="http://thenest.creighton.edu">http://thenest.creighton.edu</a> <a href="https://thenest.creighton.edu">https://thenest.creighton.edu</a> <a href="http://banprod.creighton.edu">http://banprod.creighton.edu</a></td>
<td>Initial: -email-&gt;<a href="mailto:helena@creighton.edu">helena@creighton.edu</a> -textmsg &gt; <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a> Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>prodas1 - PROD</td>
<td><a href="https://lavoro.creighton.edu:8443/">https://lavoro.creighton.edu:8443/</a></td>
<td>Initial: Damien -email-&gt;<a href="mailto:helena@creighton.edu">helena@creighton.edu</a> -textmsg &gt; <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a> Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>proddb1 - overall</td>
<td>Disk &gt; 95% /db01, /db02, /oratmp (all other file systems unix admin)</td>
<td>Initial: -email-&gt;<a href="mailto:helena@creighton.edu">helena@creighton.edu</a> -textmsg &gt; <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a> Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>proddb1 - overall</td>
<td>Ports 1521, 1522, 1776 Process: tnslnsr (need ability to have blackout periods for maintenance)</td>
<td>Initial: -email-&gt;<a href="mailto:helena@creighton.edu">helena@creighton.edu</a> -textmsg &gt; <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a> Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone Helena 712-520-1469 - email Lisa - email Marty Maness</td>
<td></td>
</tr>
<tr>
<td>proddb1 - PROD</td>
<td>Process: ora_pmon_PROD and/or Login connectivity (?) (need ability to have blackout)</td>
<td>Initial: -email-&gt;<a href="mailto:helena@creighton.edu">helena@creighton.edu</a> -textmsg &gt;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Disk &gt; 95% (/\text{u01/app/oracle, u01/oradata}) (all other file systems unix admin)</td>
<td><a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a></td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td>---------------------------------------------------------------------------------</td>
<td>-----------------------------</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Escalate if 99 or 100% and no response after 10 minutes send</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- SMS text via phone Helena</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- email Lisa</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- email Marty Maness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>magpie - overall</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Initial:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- email-&gt;<a href="mailto:helena@creighton.edu">helena@creighton.edu</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- textmsg &gt; <a href="mailto:7125201469@email.uscc.net">7125201469@email.uscc.net</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Escalate if 99 or 100% and no response after 10 minutes send</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- SMS text via phone Helena</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- email Lisa</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- email Marty Maness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>List Servers &amp; Devices in your area to be monitored by Argent</td>
<td>Type of Monitoring, i.e. ping, scripts, disk space, memory availability etc</td>
<td>Who needs to be notified when a problem/escalation arises &amp; by what means i.e. email, sms text, phone, all</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
</tbody>
</table>
| magpie - overall | CPU > 95% for > ? minutes | Initial:  
-Lisa  
-email-  
>helena@creighton.edu  
-textmsg >  
7125201469@email.uscc.net  

Escalate if 99 or 100% and no response after 10 minutes send  - SMS text via phone Helena  
712-520-1469  
- email Lisa  
- email Marty Maness |
| magpie - Discoverer | Process: dis51ws > 30 min | Initial:  
-Lisa  
-email-  
>helena@creighton.edu  
-textmsg >  
7125201469@email.uscc.net  

Escalate if 99 or 100% and no response after 10 minutes send  - SMS text via phone Helena  
712-520-1469  
- email Lisa  
- email Marty Maness |
| magpie - Discoverer | http://magpie.creighton.edu:7778/discoverer/plus | Initial:  
-Lisa  
-email-  
>helena@creighton.edu  
-textmsg >  
7125201469@email.uscc.net  

Escalate if 99 or 100% and no response after 10 minutes send  - SMS text via phone Helena  
712-520-1469  
- email Lisa  
- email Marty Maness |
| magpie - ASDB10G | Process: ora_pmon_ASDB10G and/or Login connectivity (?) (need ability to have blackout periods for maintenance) | Initial:  
-Lisa  
-email-  
>helena@creighton.edu  
-textmsg >  
7125201469@email.uscc.net  

Escalate if 99 or 100% and |
| penguin2 - overall | Disk > 95%  
|                    | /d01, /dtemp, /u01, /u02, /u05  
|                    | (all other file systems unix admin) | no response after 10 minutes  
|                    | send - SMS text via phone  
|                    | Helena  
|                    | 712-520-1469  
|                    | - email Lisa  
|                    | - email Marty Maness | Initial:  
|                    | -email-  
|                    | >helena@creighton.edu  
|                    | -textmsg >  
|                    | 7125201469@email.uscc.net | Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone  
|                    | Helena  
|                    | 712-520-1469  
|                    | - email Lisa  
|                    | - email Marty Maness | Ports 1521  
| penguin2 - overall | Process: tnslsnr  
|                    | (need ability to have blackout periods for maintenance) | Initial:  
|                    | -email-  
|                    | >helena@creighton.edu  
|                    | -textmsg >  
|                    | 7125201469@email.uscc.net | Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone  
|                    | Helena  
|                    | 712-520-1469  
|                    | - email Lisa  
|                    | - email Marty Maness | Process: ora_pmon_PAT  
| penguin2 - PAT | and/or Login connectivity (?)  
|                    | Routine blackout daily  
|                    | (need ability to have blackout periods for maintenance) | Initial:  
|                    | -email-  
|                    | >helena@creighton.edu  
|                    | -textmsg >  
|                    | 7125201469@email.uscc.net | Escalate if 99 or 100% and no response after 10 minutes send - SMS text via phone  
|                    | Helena  
|                    | 712-520-1469  
|                    | - email Lisa  
|                    | - email Marty Maness |