



Monthly Monitoring Report



GANEX



Monthly Monitoring Report

Customer : Renewable Energy inc.

Report execution date : 20XX-05-12

Covering from 20XX-04-01 to 20XX-04-30

Report for: Renewable Energy inc.

Site Status Summary

SITE	OVERALL STATUS	IT DEVICES	OT DEVICES	TELECOM DEVICES
SITENAME 123	WARNING	WARNING (23);	PASS	PASS

SME Recommendations

Disclaimer: these recommendations are suggested calls to action and are by no means final, in-depth recommendations.

Further investigation needed: Conduct a more in-depth analysis to determine the cause and potential impact

SITE : SITENAME 123
 HOSTNAME : GON-T05 CLASS : IT TYPE: Workstation

DATE - TIME	EVENT DESCRIPTION
4/21/20XX 3:10:32 PM	Drive C: space usage is at a critical level (over 90%) 4 occurrences
Risk: When disk space is critically low, it can cause a variety of problems, including slow performance, system crashes, and data loss.	

Observe for degradation: Monitor and assess for potential issues

SITE : SITENAME 123
 HOSTNAME : GON-T05 CLASS : IT TYPE: Workstation

DATE - TIME	EVENT DESCRIPTION
4/28/20XX 11:29:32 AM	Disk space usage of drive C: is high (over 80%) 2 occurrences
Risk: Disk space may become critically low and cause a variety of problems, including slow performance, system crashes, and data loss.	

Disregard event: No action necessary

SITE : SITENAME 123
 HOSTNAME : GON-SW02 CLASS : IT TYPE: Network switch

DATE - TIME	EVENT DESCRIPTION
4/28/20XX 2:09:19 PM	Link on Interface Port 3 (3) is down 2 occurrences
Risk: No specific risk. The link status of that specific port of the switch is down. Cable could have been disconnected or the connected device has reset.	
4/22/20XX 4:16:19 PM	Link on Interface Port 7 (7) is down 3 occurrences
Risk: No specific risk. The link status of that specific port of the switch is down. Cable could have been disconnected or the connected device has reset.	
4/4/20XX 7:10:19 PM	Link on Interface Port 8 (8) is down.
Risk: No specific risk. The link status of that specific port of the switch is down. Cable could have been disconnected or the connected device has reset.	

Report for: Renewable Energy inc.

SITE : SITENAME 123
 HOSTNAME : GON-T04

CLASS : IT

TYPE: Workstation

DATE - TIME	EVENT DESCRIPTION
4/26/20XX 8:38:59 PM	Host has been restarted (uptime less than 10 min.) 2 occurrences
Risk: Unexpected device restart may cause data loss, service disruption, and downtime for users and applications that rely on the device.	

SITE : SITENAME 123
 HOSTNAME : GON-T05

CLASS : IT

TYPE: Workstation

DATE - TIME	EVENT DESCRIPTION
4/22/20XX 4:16:44 PM	Host has been restarted (uptime less than 10 min.) 7 occurrences
Risk: Unexpected device restart may cause data loss, service disruption, and downtime for users and applications that rely on the device.	

SITE : SITENAME 123
 HOSTNAME : GON-T06

CLASS : IT

TYPE: Workstation

DATE - TIME	EVENT DESCRIPTION
4/28/20XX 2:43:51 AM	Host has been restarted (uptime less than 10 min.) 2 occurrences
Risk: Unexpected device restart may cause data loss, service disruption, and downtime for users and applications that rely on the device.	

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Report for: Renewable Energy inc.

 Details

SITENAME 123

MONITORED DEVICE	STATUS	EVENT
IT GON-SW02		
4/28/20XX 2:09:19 PM	Average	Link on Interface Port 3 (3) is down.
4/26/20XX 8:38:19 PM	Average	Link on Interface Port 3 (3) is down.
4/22/20XX 4:16:19 PM	Average	Link on Interface Port 7 (7) is down.
4/13/20XX 4:56:19 PM	Average	Link on Interface Port 7 (7) is down.
4/4/20XX 7:10:19 PM	Average	Link on Interface Port 8 (8) is down.
4/4/20XX 7:05:19 PM	Average	Link on Interface Port 7 (7) is down.
IT GON-T04		
4/26/20XX 8:38:59 PM	Warning	Host has been restarted (uptime less than 10 min.)
4/4/20XX 7:22:29 PM	Warning	Host has been restarted (uptime less than 10 min.)
IT GON-T05		
4/21/20XX 3:10:32 PM	Average	Drive C: space usage is at a critical level (over 90%)
4/2/20XX 6:46:33 AM	Average	Drive C: space usage is at a critical level (over 90%)
4/2/20XX 4:26:32 AM	Average	Drive C: space usage is at a critical level (over 90%)
4/2/20XX 3:24:32 AM	Average	Drive C: space usage is at a critical level (over 90%)
4/28/20XX 11:29:32 AM	Warning	Disk space usage of drive C: is high (over 80%)
4/21/20XX 12:56:32 PM	Warning	Disk space usage of drive C: is high (over 80%)
4/22/20XX 4:16:44 PM	Warning	Host has been restarted (uptime less than 10 min.)
4/22/20XX 11:11:44 AM	Warning	Host has been restarted (uptime less than 10 min.)
4/15/20XX 11:17:14 AM	Warning	Host has been restarted (uptime less than 10 min.)
4/13/20XX 4:57:14 PM	Warning	Host has been restarted (uptime less than 10 min.)
4/8/20XX 10:45:44 AM	Warning	Host has been restarted (uptime less than 10 min.)
4/4/20XX 7:07:14 PM	Warning	Host has been restarted (uptime less than 10 min.)
4/3/20XX 1:12:44 PM	Warning	Host has been restarted (uptime less than 10 min.)
IT GON-T06		

Report for: Renewable Energy inc.

4/28/20XX 2:43:51 AM	Warning	Host has been restarted (uptime less than 10 min.)
4/4/20XX 7:10:51 PM	Warning	Host has been restarted (uptime less than 10 min.)

SITENAME 123 - Monitored devices without any events

MONITORED DEVICE		
IT	SITE123-FW01	No events to report
IT	SITE123-S900	No events to report
IT	SITE123-UBUNTUSRVSQ	No events to report
IT	GON-SW01	No events to report
IT	OHM-S900-ESXI	No events to report
IT	OHM-S901-ESXI	No events to report

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Report for: Renewable Energy inc. **Conclusion****Your Ganex support agreement**

Monitoring level: Weekly assessments and monthly reports

Support level: No SLA in place/On demand/Customer must request intervention

Your Ganex dedicated staff

Ganex Monitoring Technician:

John Doe <support@ganex.com>

Ganex Account Manager:

Jane Doe <janedoe@ganex.com>

Contact us

Phone: +1 (581) 822-0999

Technical support email: support@ganex.com

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 **Annex - Definitions**

SME Recommendations

Immediate intervention required: Take prompt action to mitigate or resolve the issue

- Criteria: The event poses a critical risk to the system, has a significant negative impact on performance, or compromises security or compliance. Immediate action is necessary to prevent further damage or disruption.

Further investigation needed: Conduct a more in-depth analysis to determine the cause and potential impact

- Criteria: The event's cause or potential impact is unclear, and preliminary analysis is insufficient. More detailed information or a deeper investigation is required to fully understand the issue and decide on the appropriate course of action.

Schedule maintenance: Plan and perform regular checks or updates to prevent future complications

- Criteria: The event highlights a potential vulnerability, a need for system improvements, or the implementation of best practices. It does not require immediate intervention, but scheduling maintenance or updates will help prevent future issues and ensure optimal system performance.

Observe for degradation: Monitor and assess for potential issues

- Criteria: The event may not require immediate action, but there is a possibility of future complications or performance degradation. It warrants close monitoring to detect any negative trends or worsening conditions.

Disregard event: No action necessary

- Criteria: The event has no significant impact on the system, is a known and benign occurrence, or falls within acceptable thresholds.

Event and status definitions

Pass	The status of a device is categorized as "PASS" when no "WARNING" or "FAILURE" type event has been reported during the monitoring period. "INFORMATION" type events do not affect the status of the device.
Information	Events not requiring any short or mid term action. May still provide helpful information to identify trends or troubleshoot eventual issue. E.g.: configuration change, version change, short term high CPU usage, interface speed change, etc.
Warning	Events impacting performance or eventually affecting reliability or data integrity if not take care of. E.g.: Network saturation, high disk utilization ratio, high disk space usage, failed backup, etc.
Failure	Events with immediate impact on availability, reliability or data integrity. E.g.: critical device, software or service offline, critical network interface down, critical VM or device reboot, offline site, WAN link, etc.

Report for: Renewable Energy inc.**Metrics monitored**

The 5 main categories of metrics monitored are:

- **Physical integrity:** temperature, fan, battery and power supply status
- **Performance:** latencies, bandwidth, utilization ratio
- **Capacity:** CPU, RAM, disks, I/O and network interfaces
- **Configuration:** firmware, versions, etc.
- **Statistical:** watchdog, uptime, restart, disconnection, etc.

Note: some metrics may not be available on certain device and may vary depending on monitoring method used.

Triggers, thresholds and predictive functions

Problem detection is based on multiple methods including:

- Basic and intelligent threshold based triggers
- Predictive functions
- Trends and history
- Watchdogs
- Manual dashboard monitoring

 **Monthly Chronology**

SITENAME 123

TIME	HOST	CRITICALITY	EVENT
4/2/20XX 3:24:32 AM	GON-T05	Average	Drive C: space usage is at a critical level (over 90%)
4/2/20XX 4:26:32 AM	GON-T05	Average	Drive C: space usage is at a critical level (over 90%)
4/2/20XX 6:46:33 AM	GON-T05	Average	Drive C: space usage is at a critical level (over 90%)
4/3/20XX 1:12:44 PM	GON-T05	Warning	Host has been restarted (uptime less than 10 min.)
4/4/20XX 7:05:19 PM	GON-SW02	Average	Link on Interface Port 7 (7) is down
4/4/20XX 7:07:14 PM	GON-T05	Warning	Host has been restarted (uptime less than 10 min.)
4/4/20XX 7:10:19 PM	GON-SW02	Average	Link on Interface Port 8 (8) is down
4/4/20XX 7:10:51 PM	GON-T06	Warning	Host has been restarted (uptime less than 10 min.)
4/4/20XX 7:22:29 PM	GON-T04	Warning	Host has been restarted (uptime less than 10 min.)
4/8/20XX 10:45:44 AM	GON-T05	Warning	Host has been restarted (uptime less than 10 min.)
4/13/20XX 4:56:19 PM	GON-SW02	Average	Link on Interface Port 7 (7) is down
4/13/20XX 4:57:14 PM	GON-T05	Warning	Host has been restarted (uptime less than 10 min.)
4/15/20XX 11:17:14 AM	GON-T05	Warning	Host has been restarted (uptime less than 10 min.)
4/21/20XX 12:56:32 PM	GON-T05	Warning	Disk space usage of drive C: is high (over 80%)
4/21/20XX 3:10:32 PM	GON-T05	Average	Drive C: space usage is at a critical level (over 90%)
4/22/20XX 11:11:44 AM	GON-T05	Warning	Host has been restarted (uptime less than 10 min.)
4/22/20XX 4:16:19 PM	GON-SW02	Average	Link on Interface Port 7 (7) is down
4/22/20XX 4:16:44 PM	GON-T05	Warning	Host has been restarted (uptime less than 10 min.)
4/26/20XX 8:38:19 PM	GON-SW02	Average	Link on Interface Port 3 (3) is down.
4/26/20XX 8:38:59 PM	GON-T04	Warning	Host has been restarted (uptime less than 10 min.)
4/28/20XX 2:43:51 AM	GON-T06	Warning	Host has been restarted (uptime less than 10 min.)
4/28/20XX 11:29:32 AM	GON-T05	Warning	Disk space usage of drive C: is high (over 80%)
4/28/20XX 2:09:19 PM	GON-SW02	Average	Link on Interface Port 3 (3) is down
5/2/20XX 5:35:35 AM	VOIPMIVoice	Average	Average physical memory usage is high (over 90% for more than 5 min.)
5/3/20XX 11:33:59 PM	GON-T04	Warning	Host has been restarted (uptime less than 10 min.)
5/6/20XX 5:49:32 AM	GON-T05	Average	Drive C: space usage is at a critical level (over 90%)
5/10/20XX 2:57:51 AM	GON-T06	Warning	Host has been restarted (uptime less than 10 min.)