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WhitePaper

Digital Operations **Framework**

Contents

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INTRODUCTION

As the digital transformation journey continues, your business gets more dependent on the availability of the digital services your organization provides. IT services are expected to be available at all times, around the clock and always ready to meet tomorrow's requirements. Utilizing a robust monitoring solution like System Center Operations Manager helps internal IT organizations meet these requirements.

Implementing System Center Operations Manager successfully requires both experience and knowledge. Configuring System Center Operations Manager to get the determined KPIs is also a time-consuming activity. Resolving both of these aspects simultaneously can be a challenge.

System Center Operations Manager is categorized as a development platform that requires out-of-the-box customization to function optimally. Utilizing the platform correctly involves additional integration work, which in turn, adds a certain amount of complexity.

Not only does the technical aspect need a detailed pre-defined baseline, the collected monitoring output requires implementation in working processes and service routines to insure the right delivery channels for the individuals working with the data.

We have gathered all of our experience, combined knowledge and software, including how we deliver monitoring, under a single umbrella.
This is what we refer to as the Digital Operations Framework™.

This white paper is written for policy makers, IT managers and IT administrators who work for any enterprising company with an IT infrastructure. A prerequisite is that the company uses Microsoft System Center Operations Manager.

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DIGITAL OPERATIONS FRAMEWORK – AN OVERVIEW

A ready-to-use monitoring solution built for the future.

The Digital Operations Taxonomy™ management pack helps organizations classify their devices by adding extended properties to the monitoring objects in the Operations database. The properties are populated by running a SCOM Task, via bulk import through PowerShell or a CMDB Sync.

Based on the monitoring level, the objects get dynamically included in corresponding classification groups, which could be used as targets for various overrides. Other classification properties – like Business Unit, Operated By, Site, etc. – can be used for automated alert routing in enterprise ticketing systems.

Digital Operations Framework also includes:

- Best-practices and ready-to-use Override Management Packs configured to support different levels of monitoring supported by the taxonomy extension.
- Script library for operational activities such as creating Management Packs for Distributed Applications and Groups.
- Autonomous Windows Service Monitoring
- Autonomous Maintenance Mode Management
- Compliance & Governance Monitoring
- Library of Custom Application Management Packs
- Tools for documentation and change management automation
- Process support documents and naming conventions.

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BUSINESS BENEFITS

Digital Operations Framework™ is the combined collection of experiences from Dev-Ops engineers, programmers, and system administrators within the industry. It's a collated document of tried-and-tested processes that addresses the full technological monitoring spectrum.

We have world-leading expertise and through the years continued to collect a wealth of experience in monitoring and automation based on Microsoft System Center Operations Manager and Microsoft Azure.

Digital Operations Framework™ is a dynamic best-practice monitoring framework guide for Microsoft System Center Operations Manager.

Without the need to heavily invest in time and knowledge, we offer years of experience packaged in a ready-to-use solution that you still manage and own.

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BUSINESS BENEFITS

WHY DIGITAL OPERATIONS FRAMEWORK?

A SHORTCUT TO SUCCESS

Digital Operations is a methodology and dynamic mindset to work collectively on monitoring improvements to maximize ROI.

Without having to reinvent the wheel, you benefit from ready-made routines, processes, and tools as well as accumulated experience from some of the most successful organizations in IT operations.

OPTIMIZE PERSONNEL EFFICIENCY

Personnel is always the biggest asset of any business.
A clear, trusted monitoring framework enables more effective utilization of personnel talent and skill-set and results in healthier, reliable IT systems.

Using an accurate baseline in monitoring enables staff to focus on core business-critical projects and personal development.

IMPROVED QUALITY AND CONTROL

Digital Operations offer your organization a reliable, robust, and accurate monitoring solution that is low maintenance and future-proof.

With detailed documentation, tested processes, and accessible routines, you are well equipped to respond to today's or future business challenges.

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OPERATIONAL CONFIDENCE

CONTROL AND FLEXIBILITY

Using our classification library, you add more flexibility and control on top of the default properties available in Operations Manager.

The extended functionality enables various out-of-the-box alerting and data collection settings, depending on the device's classification attributes.

REDUCED ALERT NOISE AND INCREASED VISIBILITY

Fewer workflows equal fewer alerts. Depending on if the device is a test, development, or production device, you can limit the number of workflows that a device should run.

Alerts enriched with added property data provide increased visibility and correlation to business needs and/or critical business impacts.

IMPROVED PERFORMANCE

By reducing the data collected enabled by the classification library, you can decrease data collected from low priority devices.

You are keeping your Operations Manager environment resilient without having to sacrifice any reduced data collection from business-critical devices.

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OPERATIONAL CONFIDENCE

CLEAN, ORGANIZED, AND STRUCTURED

The Digital Operations Framework™ provides documented ready-proven instructions and an up-to-date knowledge base that insures precise monitoring continuity and stability.

SECURE AND TRUSTED

Everything we deliver is tried and tested by organizations of all sizes working with the System Center Suite, and OpsLogix is a recognized leader within this area.

A strong combination of software development and experienced professional services ensures a more efficient and reliable IT delivery.

SOLUTIONS TO COMMON PROBLEMS

Free up time with best-practice tuned and documented management packs, as well as less administrative work when implementing new monitoring.

Manage different monitoring levels ensures decreased administration, adds more flexibility while retaining full control and governance.

Reduce alert noise without manual configuration or maintenance mode scheduling.

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CASE STUDY

Quick Facts:
Industry: Municipality
Size: > 50.000 employees
ESXi Sockets: 250
Virtual Machines: 1400
Money saved: € 165 000

OVERVIEW

When rebuilding the monitoring platform, the organization needed to adapt to the upcoming inter-departmental consolidation project. The monitoring solution needed to change from central-only IT operations to mixed centralized and DevOps operations. These new demands required additional flexibility to support an ever-changing IT-landscape and organization.

As the organization wanted to introduce more flexibility, it was essential to reduce reoccurring manual labor and streamline development.

The goal with the next-generation monitoring is to modernize and align with current and future business needs without adding extra cost.

CHALLENGE

- Forward predefined alerts to a central ticketing system with bi-directional communication.
- Reduced alert noise and false positives during office hours, maintenance windows, and on-call.
- Reduce Management Pack development time and cost.
- Reduce repetitive tasks and manual labor
- Increase performance and availability of the monitoring platform
- Define and implement processes within the monitoring department
- Introduce new staff into monitoring
- Better control of compliance and security within the infrastructure
- Separate monitoring thresholds for different devices based on environment variables.
- Enrich alert information to provide better insights for the receiver of the incident.
- Detect and manage alert storms
- Minimize the cost for external consultants

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CASE STUDY

SOLUTION

By implementing a majority of the components inside the Digital Operations framework most fundamental requirements was solved.

Over 100 custom built basic Management Packs was removed from SCOM and replaced by one solution provided in the framework.

Servers and network devices is classified into categories, where different monitoring levels is applied to reduce noise, improve performance and to have a more flexible monitoring solution in-place.

A library of best-practice pre-tuned overrides for Microsoft Management Packs was implemented without any major changes to existing thresholds.

Alerts now gets populated with valuable information about the devices before being sent over to a ticketing system.

Components used from the framework:

- Digital Operations Framework
- Digital Operations Classifications
- Digital Operations Autonomous Maintenance Mode
- Digital Operations Autonomous Windows Service
- Digital Operations Compliance and Governance
- Digital Operations Alert Storm Detection
- Digital Operations Best Practices and Tuning
- Digital Operations Processes and Routines
- Pre-tuned Override Management Packs
- Documentation and Naming Conventions
- Supporting Processes and Routines

ADDONS

- EZalert Virtual Operator
- ServiceNow Incident / Ticket Connector for SCOM

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CONCLUSION

The OpsLogix Digital Framework is our foundation to best-practice monitoring. It's about getting all the pieces of a puzzle to form a coherent (useful) picture. Without the need to reinvent the metaphorical wheel, it defines a clear baseline for both technical and functional process monitoring.

Implementing the framework can be done in a couple of different ways.
The most straightforward would be to purchase the framework as a stand-alone guide and implement this yourself.

If your organization already has a SCOM infrastructure in place but you feel that this is under-utilized, you can purchase the framework as a Service (Monitoring as a Service). Depending on the state of your SCOM environment, what you want and what the organization requires, it may be necessary to implement the framework in project phases.

There are 3 distinct benefits to the OpsLogix Digital Operations Framework

Cost efficient –Monitoring is vital to any IT environment, it must always be consistent and reliably insure that data and reports reach the correct department(s) in a timely fashion to be worth its cost.

Reduce implementation time – The framework gives you everything you need to hit the ground running. The recommended methodology and information it provides has been garnered from every major industry sector from manufacturing and powerplants through to hospitals and legal and financial institutes.

Supported and Future-proof – With the pace of development in IT systems hardware and software it can be challenging deciding a course of action or determining how a new project is best approached. We are here to help!

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Want more information on how to get started?

Get in touch with us

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