

Default monitoring thresholds and alert handling procedures

Overview

With Managed Monitoring as a Service, our Cloud Operations team monitors your devices, receiving and reacting to any abnormal events, only escalating those events that genuinely require your attention.

When we first provision the service, we set it up with default thresholds for the devices you've selected to monitor, unless you specified different thresholds in your initial request. At any time, you can raise a Service Request, via the [My Calls](#) section of the UKCloud Portal, to change these thresholds and other service configuration details. For more details about how to do this, see [How to change your service configuration for Managed Monitoring as a Service](#).

This article provides information about the default monitoring thresholds and alerting procedures.

Managed Monitoring as a Service default configuration

Default monitoring thresholds

Managed Monitoring as a Service thresholds determine when alerts are raised against your monitored devices. The following table shows the default thresholds used by the service. If you want to use different thresholds you can identify these in your initial request or change them later.

Item	Alert type	Default threshold
Processor load	Major Alert	80%
Processor load	Critical Alert	90%
Available memory	Major Alert	85%
Available memory	Critical Alert	95%
Swap space used	Major Alert	80%
Global disk space used	Major Alert	75%
Global disk space used	Critical	85%
Specific file system disk space used	Major Alert	75%
Specific file system disk space used	Critical Alert	85%

Default alert handling procedures

If a threshold is exceeded, a major or critical alert is raised as appropriate. The procedure followed for these alerts is dependent on the alert type and whether you have identified the device as critical. The following table shows the default alert handling procedures for the different alert types and criticality.

Alert type	Critical item	UKCloud action
Major Alert	No	<ol style="list-style-type: none">1. Incident logged against the escalation contact via the UKCloud Portal.2. Email notification to escalation contact with ticket details.3. Ticket remains as "Waiting for Customer" until customer acknowledges and closes the incident via the UKCloud Portal.
Major Alert	Yes	As above.
Critical Alert	No	As above.
Critical Alert	Yes	<ol style="list-style-type: none">1. Incident logged against the escalation contact via the UKCloud Portal.2. Email notification to escalation contact with ticket details.3. Ticket remains as "Waiting for Customer" until customer acknowledges and closes the incident via the UKCloud Portal.4. Phone call to escalation contact. If no response, then voicemail and update ticket with voicemail details.

Related articles

- [How to add and remove devices](#)
- [How to change your service configuration for Managed Monitoring as a Service](#)
- [How to update contact information for Managed IT Operations](#)
- [How to provide notification of maintenance windows](#)

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