eNOC Actions for Windows Server:

This document provides step-by-step guidelines for the eNOC team on alert handling various Windows Server events, including CPU/Memory Utilization, Windows Server Down, and Disk Space Usage.

1. CPU or Memory Utilization

- Validate current levels using monitoring tools.
- Monitor for significant changes or trends.
- If high levels persist, escalate to the Windows or Application Team.
- Determine the application tier:
- Tier 0 or 1: Immediately call the appropriate team.
- Other Tiers: No call needed, assign to the appropriate team, and send an email notification.

Document findings and actions in the incident management system.

2. Windows Server Down

Approved Change or Patch Schedule

- Downgrade P2 Incident to P3.
- Notify OM (Outage Management) via email.
- Resolve the P3 Incident with findings.
- Attach relevant documentation regarding the approved change or patch schedule.
- Link the approved change to the P3 Incident.

Not on Approved Change or Patch Schedule

- Validate node is down and Production.
- If confirmed:
- Notify OM (Outage Management) immediately by email and phone.
- Update the P2 Incident ticket with findings.

If confirmed that the node is down and Production:

- Notify OM (Outage Management) immediately by email and phone.
- Update the P2 Incident ticket with your findings and any relevant information that may be useful to the resolving teams.

If node is down and non-production (Dev, QA, Staging, DR):

- Downgrade to P3 and assign to the Application Team. Follow up the next business day.
- Notify OM (Outage Management) of the downgrade and reason.
- Update the P3 Incident ticket with findings.

3. Disk Space Usage

- Detect and log the issue immediately.
- Notify the Windows Offshore or Application Team.
- Follow up with other contacts if no response.
- Monitor resolution progress and provide updates.
- Document resolution steps in the incident management system.