**MONITORING TOOL :**

Nagios , health-chek

>>In each and every organization separate team will be there for monitor the application and servers.

>> Suppose we have 100 servers in that 100 servers different different applications and packages and services we will install if any server cpu utilization crossed 90% we will come to know by monitoring tool,

for 100 servers network connection will be there so if servers are not working properly or crossed 90% cpu utilization we will get a mail automatically , we can not login into each server and check whether server is working fine or not if anything happens like network problem and cpu utilization issues automatically we will get a mail that nad all will take care by monitoring team.

>>to get notification mail for any type of process we are using monitoring tool. this monitoring tool will send you alerts for any type of issues.

**MAIN THING IS** ,

>>It will check server diskspace , server filesystems anything like if servers getting down and network getting down automatically we will get alert.

>>it will detect automatically network problems and all

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Suppose we have 100 servers then in that anyone server we can use like nagios servers and remaining servers we can use as a client-servers.

>>through graphically we will observe everything

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**NRPE :**

>>Suppose we have 100 client servers in that 100 servers any server getting down to know the issues first we need to install NRPE and we have to configure in that all client servers then only we will get alerts.

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**TICKETING TOOL :**

**HOW DO YOU GET THE REQUEST :**

**1.Email to your group** ------------> they can send email to your group this process will happen in smaller organization like 250 to 500 employees working at same location.

**2.ticketing system ( servicenow , jira )** --------> this tool will be using by big comapanies in which organization more than 1000 employees are working.

what exactly it will do is ,

here we have to create a ticket for the particular person ,

--> to check the history of the particular ticket we can check complete information about the ticket by using ticket-id

EXAMPLE ,

somedays creates a tickets that will assign to a group so group lead will be there that group lead responsibility to assign the ticket to somebody else ,

example , there will be one lead for 100 people rite so that lead responsibility to assign a ticket to particular guy so that particular guy only should take care of that ticket request