

OPE-001 - Define, monitor and analyze customer workload health KPIs

Solution components are monitored via CloudWatch dashboards so they can centralize health status information.

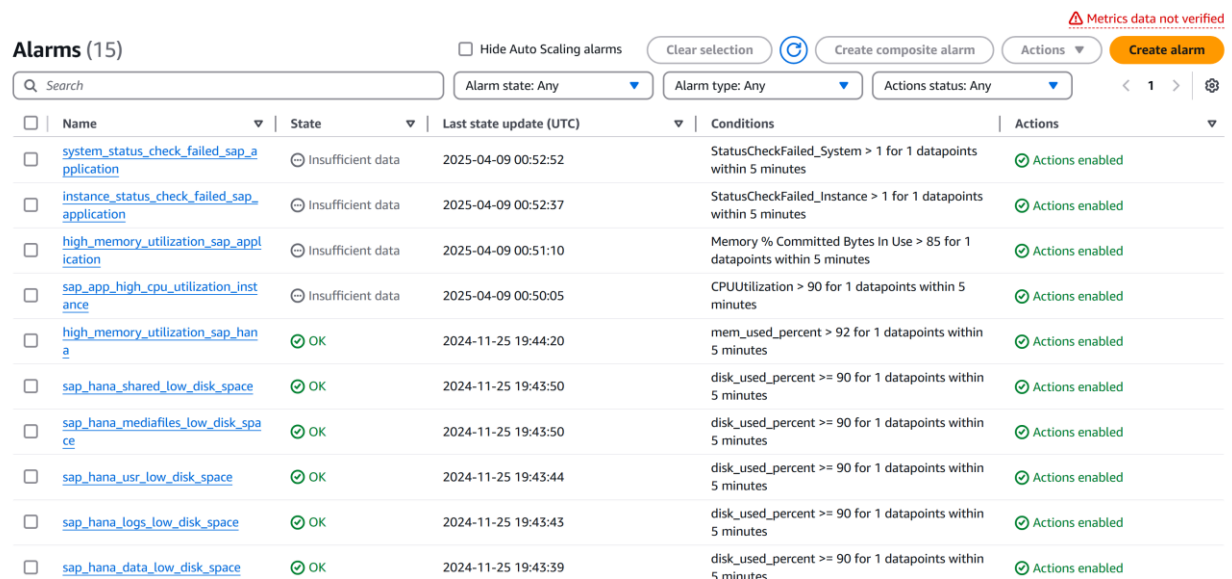
This section introduces how to monitor and health check resources configured in the customer's AWS portal. Showing the collections of information, logs, to perform load analysis and metrics indicating the use of tools such as CloudWatch and the process of capturing the logs of operations events for later analysis and allowing alerts to be generated according to specific metrics that can inform us of the status of the resources at a particular time and that could consider actions to solve that situation.

Within our monitoring practice we always make sure to monitor the important metrics like, CPU, RAM, Disk. In addition to this, through the CloudWatch agent we have configured advanced metrics and forwarding logs from event viewer to Cloudwatch.

Monitoring alarms are defined

Configured alarms are triggered in certain scenarios depending on the observed metric, for example: If the CPU percentage exceeds 90%, it sends an alarm.

The main metrics monitored are CPU, RAM, and disk.

The screenshot shows the AWS CloudWatch Alarms console. At the top, there's a header with 'Alarms (15)' and a 'Metrics data not verified' warning. Below the header are filters for 'Alarm state: Any', 'Alarm type: Any', and 'Actions status: Any'. A table lists 15 alarms. The first four alarms are in an 'Insufficient data' state, while the remaining eleven are in an 'OK' state. Each alarm entry includes a checkbox, a name with a link, a state icon, the last state update time, the conditions, and an 'Actions enabled' status.

<input type="checkbox"/>	Name	State	Last state update (UTC)	Conditions	Actions
<input type="checkbox"/>	system_status_check_failed_sap_a pplication	⊖ Insufficient data	2025-04-09 00:52:52	StatusCheckFailed_System > 1 for 1 datapoints within 5 minutes	✅ Actions enabled
<input type="checkbox"/>	instance_status_check_failed_sap_a pplication	⊖ Insufficient data	2025-04-09 00:52:37	StatusCheckFailed_Instance > 1 for 1 datapoints within 5 minutes	✅ Actions enabled
<input type="checkbox"/>	high_memory_utilization_sap_appl ication	⊖ Insufficient data	2025-04-09 00:51:10	Memory % Committed Bytes In Use > 85 for 1 datapoints within 5 minutes	✅ Actions enabled
<input type="checkbox"/>	sap_app_high_cpu_utilization_inst ance	⊖ Insufficient data	2025-04-09 00:50:05	CPUUtilization > 90 for 1 datapoints within 5 minutes	✅ Actions enabled
<input type="checkbox"/>	high_memory_utilization_sap_han a	✅ OK	2024-11-25 19:44:20	mem_used_percent > 92 for 1 datapoints within 5 minutes	✅ Actions enabled
<input type="checkbox"/>	sap_hana_shared_low_disk_space	✅ OK	2024-11-25 19:43:50	disk_used_percent >= 90 for 1 datapoints within 5 minutes	✅ Actions enabled
<input type="checkbox"/>	sap_hana_mediafiles_low_disk_spa ce	✅ OK	2024-11-25 19:43:50	disk_used_percent >= 90 for 1 datapoints within 5 minutes	✅ Actions enabled
<input type="checkbox"/>	sap_hana_usr_low_disk_space	✅ OK	2024-11-25 19:43:44	disk_used_percent >= 90 for 1 datapoints within 5 minutes	✅ Actions enabled
<input type="checkbox"/>	sap_hana_logs_low_disk_space	✅ OK	2024-11-25 19:43:43	disk_used_percent >= 90 for 1 datapoints within 5 minutes	✅ Actions enabled
<input type="checkbox"/>	sap_hana_data_low_disk_space	✅ OK	2024-11-25 19:43:39	disk_used_percent >= 90 for 1 datapoints within 5 minutes	✅ Actions enabled

CloudWatch Log Logging

We have a few Log Groups in which we store logs of different types, from RDS error logs to logs forwarded from the servers through the Cloudwatch agents installed on the servers.



Log groups (7)

By default, we only load up to 10000 log groups.

Actions

View in Logs Insights

Start tailing

Create log group

☐ Exact match

< 1 >

<input type="checkbox"/>	Log group	Log class	Anomaly d...	Data protec...	Sensitive d...	Retention	Metric filters	Contr...
<input type="checkbox"/>	/aws/lambda/baseline-overrides-8a41-hx51w	Standard	Configure	-	-	10 years	-	-
<input type="checkbox"/>	/aws/lambda/delete-name-tags-us-east-2-8a41-hx51w	Standard	Configure	-	-	10 years	-	-
<input type="checkbox"/>	/aws/vendedlogs/states/Infinity-StartVMs-Logs	Standard	Configure	-	-	Never expire	-	-
<input type="checkbox"/>	/aws/vendedlogs/states/Infinity-StopVMs-Logs	Standard	Configure	-	-	Never expire	-	-
<input type="checkbox"/>	infinity-prod-ad-logs	Standard	Configure	-	-	6 months	-	-
<input type="checkbox"/>	infinity-prod-cloudtrail-logs	Standard	Configure	-	-	12 months	-	-
<input type="checkbox"/>	infinity-prod-vpc-flowlogs	Standard	Configure	-	-	3 months	-	-