



Policies and Procedures Manual

Performance Management and Capacity Planning

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Process Owner: IT Department	POLICIES AND PROCEDURES MANUAL	PPM-ITD-5.0
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1.0 OBJECTIVE

- 1.1 To define procedures for real time and weekly monitoring of uptime and latency for all network resources.
- 1.2 To define procedures for real time and weekly monitoring of Internet bandwidth utilization.
- 1.3 To define procedures for real time and weekly monitoring of CPU, Memory and Storage of all critical network components.

2.0 SCOPE

- 2.1 This is applicable for all IT Network Equipment and Network critical servers being used for production.

3.0 DEFINITION OF TERMS

Network Critical Servers	Pertains to servers that are critical to the Network uptime. This includes the DHCP and DNS Server, etc.
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4.0 REFERENCES

- 4.1 KB-NOC-5.1-Uptime and Latency Monitoring
- 4.2 KB-NOC-5.2-Bandwidth Monitoring
- 4.3 KB-NOC-5.3-Hardware Resource Monitoring
- 4.4 G-NOC-3.1-Network Configuration Baseline
- 4.5 R-NOC-5.1-Weekly Uptime Report
- 4.6 R-SVR-5.1-Weekly Server Performance Report
- 4.7 R-NOC-5.2-Weekly Bandwidth Utilization Report
- 4.8 R-NOC-5.3-Weekly Hardware Utilization Report
- 4.9 R-NOC-5.4-Monitoring Incident Report

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5.0 POLICIES AND GENERAL GUIDELINES

5.1 Real-time monitoring

5.1.1 Real-time monitoring is for the following:

Network Operations

- Uptime and latency
- Bandwidth Utilization
- CPU Utilization
- Memory Utilization
- Storage Utilization

Server and Systems Operations

- Disk I/O and Storage Utilization
- Memory Utilization
- CPU Utilization
- DHCP response time
- DNS response time
- Web Server response time

5.1.2 Indications that signify non-standard deviations for Network Operations can be found in the G-NOC-3.1.

5.1.3 Indications that signify non-standard deviations for Server and Systems Operations can be found in the G-SVR-3.1

5.2 Weekly Monitoring

5.2.1 Weekly monitoring is for the following:

Network Operations

- Uptime and latency
- Bandwidth Utilization
- CPU Utilization
- Memory Utilization
- Storage Utilization

Server and Systems Operations

- Disk I/O and Storage Utilization
- Memory Utilization
- CPU Utilization
- DHCP response time
- DNS response time
- Web Server response time

5.2.2 Weekly monitoring report for the previous week are prepared every Monday. The report should cover statistics from Saturday starting 00:00 up to Friday at 23:59.

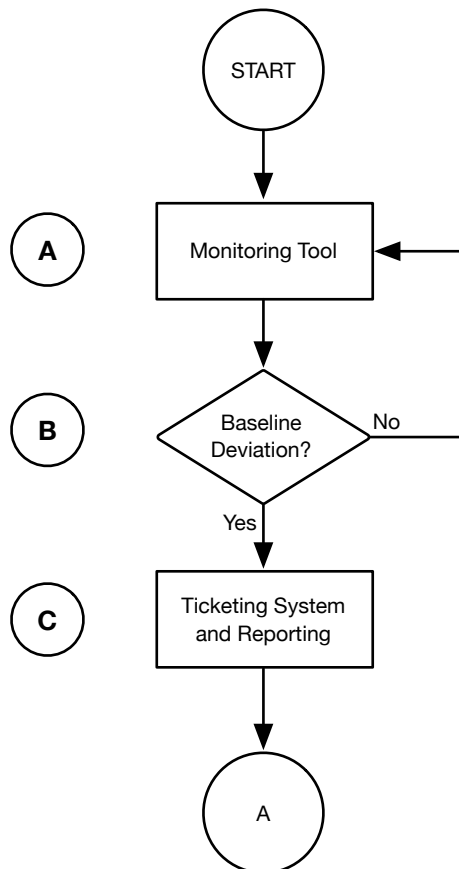
5.2.3 Weekly monitoring for uptime and latency is done to check if the ISP's are showing the expected standard uptime defined in the configuration baseline.

5.2.4 Weekly monitoring on utilization is done to approximate a prediction in an upward trend in usage of network resources, therefore enabling forecast if there is a need to upgrade.

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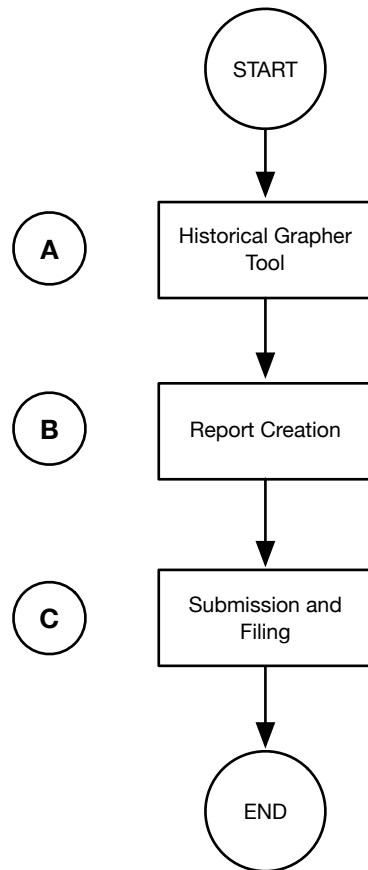
6.0 PROCESS DIAGRAM

6.1 Real-time monitoring



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6.2 Weekly monitoring



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7.0 PROCESS DETAIL

7.1 Real-time Monitoring

PROCESS A: MONITORING

Key Person	Activity	Reference
Network Support Engineer / Server and Systems Admin	1.0 Login to monitoring tool.	KB-NOC-5.1
	2.0 Open the Baseline Configuration File	KB-NOC-5.2
	3.0 Perform monitoring activities as instructed per KB article	G-NOC-3.1
	4.0 Check if there are any alerts and notifications by the monitoring tool	G-SVR-3.1

PROCESS B: DEVIATION ANALYSIS

Key Person	Activity	Reference
Network Support Engineer / Server and Systems Admin	1.0 Check if the real-time statistics are within the baseline. 2.0 Check for any breaches and deviations in the graphs or monitoring statistics and compare against the baseline. IF statistics deviates or breaches baseline, proceed to Process C ELSE restart in Process A, Step 3 until the End of Shift.	

PROCESS C: REPORTING

Key Person	Activity	Reference
Network Support Engineer / Server and Systems Admin	1.0 Notify Network Team Lead / IT Manager about the baseline deviation through email. 2.0 Create a support ticket if there is a related or attributable incident that is reported to IT Department or if the deviation is suspected to cause Incident unless resolved. 3.0 Use the procedure for Incident Management until the issue is resolved. Escalate to the IT Manager as needed.	PPM-ITD-1.0
Network Support Engineer / Server and Systems Admin	4.0 Prepare an Incident Report using the Monitoring Incident Report template. 5.0 Make sure to fill all the required information in the Report Template. 6.0 Submit to IT Department head. Then go back to process A Step 3.	R-NOC-5.4 R-SVR-5.4
IT Department Head	7.0 Analyze and verify the report. 8.0 Submit the Incident report to the Operations Manager about the deviation observed and recommend permanent solutions to prevent the deviation from recurring.	

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7.2 Weekly Monitoring

PROCESS A: MONITORING

Key Person	Activity	Reference
Network Support Engineer / Server and Systems Admin	1.0 Access the Historical Grapher Monitoring Tool.	KB-NOC-5.1
	2.0 Prepare the report per the KB Article.	KB-NOC-5.2
	3.0 Submit the report to Network Team Lead	KB-NOC-5.3 G-NOC-3.1 R-NOC-5.1 R-SVR-5.1 R-NOC-5.2 R-NOC-5.3

PROCESS B: REPORT CREATION

Key Person	Activity	Reference
Network Operations Team Lead / Server and Systems Ops Team Lead	1.0 Double check the graphs / figures in the report.	
	2.0 Review any non-standard deviations against the Baseline configuration.	
	3.0 If there are any non-standard deviations, check the ticketing system for any related incidents reported around the date and time the deviation occurred.	
	4.0 Create an analysis and recommendation based from the statistics	

PROCESS C: SUBMISSION AND FILING

Key Person	Activity	Reference
Network Operations Team Lead / Server and Systems Ops Team Lead	1.0 Submit the report to the IT Manager through email in PDF format	
IT Department Head	2.0 Analyze and verify the report, analysis and recommendation.	
	3.0 If pertinent to resolving an issue or preventing an issue to recur, approve the recommendation for implementation as necessary.	
	4.0 If needed, submit the weekly report to the Operations Manager and discuss any requirements.	