Nagios Monitoring Solution

Pete Heiss

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**B. Table of Contents**

**C. Abstract**

Problem Statement

We’re aware that the Seamus company aims to use emerging technologies to enhance both their customer experience and overall profits. We believe this cannot be achieved without a plan for incident response and a system in place to support reaction time to service impacting events. Service impacting events can be the end of any company if there’s not a dependable incident response process in place.

Problem Summary:

Seamus has reported issues with major service outages going unnoticed, causing deficits in customer base and overall profit. Seamus has realized the need for a dependable and robust solution that will alert key IT personnel of core issues quickly. Deployment of such a system will restore the Seamus to a more competitive position with their market and restore their customer image.

Solution Recommendation

The department has turned down previous solutions due to high cost. We’ve chosen an open source solution call Nagios because it’s a free, open source product, similar to the Linux operating system. Both Linux and Nagios can be deployed within the existing customer infrastructure. The Nagios system will incur low cost of project completion and will scale with company growth.

Solution Benefits to Customer

The major benefit to our solution is no cost for software, leaving two possible costs. First is the completion of the proposed project, and second scaling the solution in the future based on company growth. We’ve estimated based on historic company growth, which shows future cost will not be realized for another year.

Project Objectives

The primary objective is to implement a solution that quickly communicates service outages at a low cost.

Funding Requirements

Cost for future hardware upgrades would amount to $5,000 every two years for new lab hardware. Due to this being a time and materials contract, our current estimation for labor is $10,000. Total cost after completion and hand-off to customer would be $15,000.

Relevant Expertise for Solution

We have a list of references from 10 blue chip companies who have rated our services and ability to keep costs down in comparison to our competitors. You’ll see from our online reviews that we’re able to deliver an A+ service from start to finish. Our reputation is rated on both yelp and Google.

**D. Proposal Body**

*1. Relation of Proposed Solution to RFP Requirements*

We’re aware that the customer doesn’t have an infrastructure monitoring system in place. Overall product and system reliability are in jeopardy without the ability to catch service impacting issues promptly. This puts customer experience in jeopardy, causing profits to decrease. The primary goal of Seamus is to integrate new technologies in the instruction of English language grammar. Our solution will ensure deliverance of that goal to customers by ensuring high service availability. With a system monitoring in place, issues are caught early, allowing quicker incident response and service restoration.

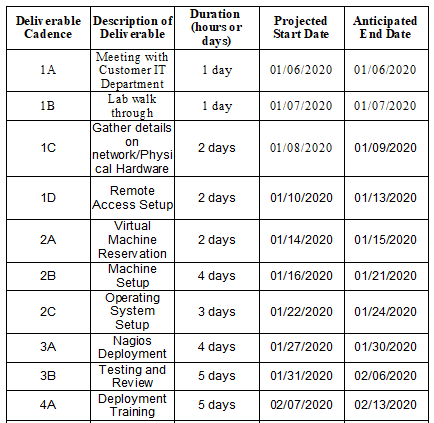
*2. Stigmatization of 3 Published Works*

*3. Deliverance of Goals, Supporting Objective, and Deliverables*

The projects goal is to setup an IT infrastructure monitoring system capable of scaling with company growth. The solution will assist the existing IT employees with noticing service availability issues earlier than they would without such a system. This will allow higher service availability percentages and fewer service disruptions during new deployments into production. This will result in more sales and customer satisfaction. The following tasks will be required to meet the following objectives:

* Objective 1: Meet with customer to get an understanding of their rack layout of physical hardware. Additionally, note which hardware is not currently used in lab workspace.
  1. Deliverable 1: Setup date/time for a 1-hour meeting with IT department
     + Here time will be taken to get the rundown from IT personnel to understand system setup and how we can deploy the solution without disruption to their existing framework.
  2. Deliverable 2: Perform walk through in physical lab data center located onsite at customers office
     + Locating and understanding layout of physical hardware will be important in case we need to interact with IT personnel during setup when we’re not onsite.
  3. Deliverable 3: Take notes on location of available hardware for solution installation. This includes IP address spaces and sub-nets
     + Setting up on the correct domain will be import. We will have this information prior to deployment to aid in the planning phase
  4. Deliverable 4: Setup remote access accounts to customer lab for deployment preparation
     + We’ll require remote access to the hardware needed for deployment. This will save time and money for the customer instead of having to drive resources onsite for tasks
* Objective 2: Start provisioning virtual machines for deployment. Double check system health before and after deployment.
  1. Deliverable 1: Reserve 6 virtual machines with suitable hardware
     + Setup of software will be required to support the configuration of the solution.
  2. Deliverable 2: Wipe hard disk space required for operation system
     + Standard is to clear disk space to remove any previous sensitive information and have a clean slate for installation.
  3. Deliverable 3: Install/configure Linux and Nagios dependencies
     + Here simple operation system installs and configuration of firewall including solution dependencies will be completed for deployment preparation.
* Objective 3: Deploy to production during off hours. Monitor system KPI’s while deployment is in flight.
  1. Deliverable 1: Nagios Deployment
     + Nagios will be deployed to the virtual machines in the lab.
  2. Deliverable 2: Testing and Review
     + The deployment will be tested and reviewed with the customer as part of training.
* Objective 4: Arrange an agenda for training of IT personnel. Send out invite for training date and time.
  1. Deliverable 1: Solution Prep and Deployment
     + Review of the solution preparation and deployment will be rolled out to IT staff. Time will be taken to answer all questions and to demonstrate any process steps not clear.
  2. Deliverable 2: Hand-off to customers
     + Project will be closed and handed off to the customer once they are 100% satisfied. They will be provided a contact to call in case they have questions.

4. Project Plan



*5. Resource Cost List*



*6. Project Completion – Evaluation Framework*

During the project we will establish gate reviews of each completed milestone to ensure customer satisfaction. In addition, a review of the final result of the project will be held with customer stakeholders to ensure that all concerns, questions, and deliverables have been met. Anything that was missed on the scope statement will be reviewed and implemented to ensure the project is completed within customer expectations. The project will then be closed following customer approval.



**E. Justification of Technology Solution**

Problem

Basic Nature of Proposed Solution

What will the Project Change?

Main Goal and Objective

Why choose Tackle Monitoring Systems

Ability to Complete Project

F. Letter of Transmittal / Cover Letter

Seamus Company

Supply Chain Department

650 N South Street

Dellberg, WI 99999

January 01, 2006

Jack Tackle

Tackle Monitoring Solutions

5436 Tide St. NE

Nome, Alaska

12312

Dear Mrs. Miller,

I’m formally submitting a Statement of Work (SOW) in response to your RFP. Our solution comes at low cost, quick project completion, low future cost, and ease of future management by your IT department.

This SOW is a general summary of how our services will fulfill requirements of the current RFP as well as any future endeavors your company embarks. We performed several studies which included building a new team to handle manual monitoring, solutions from our competitors, and having a custom service monitoring system setup. Of these solutions, we believe the 3rd option is best suited for your needs and comes at the lowest cost with the greatest value.

We’ve enjoyed working with you and your colleagues in the IT Department including executive management for the duration of this project. If you have any questions, feel free to give me a call (123-123-1234).

Sincerely,

Pete Heiss

Senior PM

Tackle Monitoring Solutions