

Summary of Command Post Workshop for NT-Area

1. Performance Monitoring:

Description	Priority	Timestamp in Minutes
Swapfile/Pagefile	3	Every 5
Memory Usage	3	Every 5
CPU Usage: for a duration of 10 minutes the averages must be 90 % then report to command post	4	Every 10

2. Disk Usage:

Description	Priority	Timestamp in Minutes
Capacitycheck I on System-partition: if the diskpace which is left reaches 500 MB then send a warning in command post.	2	Every 5
Capacitycheck II on Systempartition: if diskpace left reaches 200 MB then send an alert "critical" in command post.	5	Every 5
Capacitycheck I on Data-partition: if diskpace left reaches 500 MB then send a warning in command post.	2	Every 5
Capacitycheck II on Data-partition: if diskpace left reaches 200 MB send an alert "critical" in command post.	5	Every 5

3. Hardware Errors:

Description	Priority	Timestamp in Minutes
Compaq Insight Manager contents/Digital Insight Manager contents		
Keyboard?	4	Every 5
System ports (serial, parallel)	4	Every 5
Videoadapter	4	Every 5
Memory board/RAM	4	Every 5
Motherboard	4	Every 5
Network card	4	Every 5
Raid Adapter/Disks	4	Every 5
Power supplies	4	Every 5
Cache malfunction	4	Every 5

4. Heartbeat:

Description	Priority	Timestamp in Minutes
Server shutdown/Power failure: If the network or the line is down then send no alert, only	5	Every 5

if there is a powerfailure		
If the network is down, there should be a function which pings/checks the line until the line is up again and then continue with power/server shutdown check.	5	Every 5

5. Security:

Description	Priority	Timestamp in Minutes
PDC get lost in the Resource Domain	4	Every 5
Trust between account domain and resource domain get lost	4	Every 5

6. Application:

Description	Priority	Timestamp in Minutes
Backup failed: this should be checked once a day at 7.00 a.m	4	Once a day at 7.00 a.m
Backup still running: this should be checked once a day at 7.00 a.m	2	Once a day at 7.00 a.m
Services – Common NT Services:		
Backup Exec Services	4	Every 5
Command core service	4	Every 5
Compaq NIC Managment Agents	4	Every 5
Compaq Remote Monitor Screen	4	Every 5
Compaq System shutdown	4	Every 5
EventLog	4	Every 5
FTP Publishing Service	4	Every 5
Georgia telnet Server	4	Every 5
Insight Agents	4	Every 5
Insight Web Agents	4	Every 5
Microsoft DHCP Server	4	Every 5
Netlogon	4	Every 5
Network Associates Alert Manager	4	Every 5
Network Associates McShield	4	Every 5
Network Associates Task Manager	4	Every 5
NobleNet Portmapper	4	Every 5
Protected Storage	4	Every 5
Remote Procedure Call (RPC) Locator	4	Every 5
Remote Procedure Call (RPC) Service	4	Every 5
Remotely Possible/32	4	Every 5
Server	4	Every 5
SNMP	4	Every 5
TCP/IP NetBIOS Helper	4	Every 5

Workstation	4	Every 5
Terminal Server Services		
Acid Message Router	5	Every 1
Acid Watchdog	5	Every 1
ICA Browser	5	Every 1
Program Neighborhood Service	5	Every 1
Terminal Server	5	Every 1
Terminal Server Licensing	5	Every 1
Webserver Services		
World Wide Web Publishing Service	5	Every 1
Application Log from Eventviewer On the application Log from Eventviewer only errors should be reported		
Oracle 7.db01	2 – 4	Every 5
McAuto Update	2 – 4	Every 5

We decided that we want to have a separate user in Helpline where all the events are logged, so that the normal [REDACTED] box isn't influenced and filled up with several Command Post messages.