



**Goliath CARE**  
**ProactiveIT Services**

## **Introduction**

In addition to offering comprehensive proactive monitoring solutions to organizations for their virtual, physical, and cloud environments, Goliath Technologies offers ongoing ProactiveIT Services that leverage Goliath Performance Monitor to help clients proactively and more effectively monitor the performance of their infrastructure and applications.

This document outlines the proactive data collection, interpretation, review, and reporting service.

## **I) Goliath CARE Assessment**

The Goliath CARE Assessment will review the current implementation of Goliath Performance Monitor and IT infrastructure to ensure proper architecture and configuration. The assessment will identify the root cause of current issues, potential failure points and offer resolution actions.

- The assessment is a requirement for the ongoing Goliath Care ProactiveIT monthly or weekly service. The cost will depend on size of IT infrastructure.
- The assessment is not applicable if the Goliath CARE ProactiveIT Service immediately follows Goliath CARE implementation.
- Goliath CARE Assessment is included in all Goliath CARE ProactiveIT Service contracts with a term of 12 months or more.

## **II) Meetings and Communications**

- Meetings:
  - Monthly/Weekly meeting to review activities, analysis, reports, and recommendations to be determined at the inception of the Goliath CARE engagement
- Communications:
  - Written recommendations to improve performance and availability of infrastructure and/or Goliath Performance Monitor based on data collection and analysis

## **III) Ongoing Proactive Infrastructure Initiatives**

- Review key performance metrics to identify performance bottlenecks and optimization.
- Recommend adjustments to thresholds and alerts based on analysis.
- Recommend new charts and dashboards for new initiatives and gather additional data for analysis.
- Recommend proactive remediation sequences based on performance experience and analysis.

## **IV) Reporting**

Various Reports will be run on a periodic basis based on the specific client needs. Goliath Performance Monitor has over 33 out of the box reports to provide a historical perspective on overall performance trends of the in the IT infrastructure and end user experience.

## V) Ongoing Goliath Performance Monitor Maintenance

- Maintenance:
  - Update Goliath Performance Monitor to latest versions
  - Check the Goliath Performance Monitor Server performance
  - Log file maintenance
- Administration:
  - Adding new users and changing security rights
  - Creating new groups or updating group membership
- Configuration:
  - Configuration settings such as moving the database, the location of archive files, and backing up Goliath Performance Monitor

## VI) Prerequisites and Expectations

- Goliath Performance Monitor is correctly configured and fully deployed.
- Services are delivered remotely.
- Assigned point-person for customer and Goliath Technologies.
- Remote access to Goliath Performance Monitor install required.
- Monthly meeting to review activities, analysis and reports.