



**Goliath CARE
ProactiveIT Service**

**Data Collection,
Interpretation, Review, and Reporting**

Introduction

In addition to offering comprehensive proactive monitoring solutions to organizations for their virtual, physical, and cloud environments, Goliath Technologies offers ongoing ProactiveIT Service that leverages Goliath Performance Monitor and Goliath for NetScaler to enable clients to 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 IT Assessment

The Goliath CARE IT 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 Communication

- Meetings:
 - Monthly/Weekly meeting to review activities, analysis, reports, and recommendations
- 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

Reports	
<u>Virtual Environment</u> <ul style="list-style-type: none">• Host IOPS, Disk Throughput, Network, CPU, and Memory Utilization• VM Top 5 IOPS, Disk Throughput, Drive Space Availability, Network, CPU, and Memory Utilization• Data-store / SR Utilization• Alert Notifications	<u>Physical Servers</u> <ul style="list-style-type: none">• Memory• CPU• Disk
<u>XenApp & XenDesktop</u> <ul style="list-style-type: none">• XenApp Server Health• XenDesktop VDI Health• User Investigation• Gold Image• Group Policy & Registry Health• SSL & Communication Errors• Application Failures• Server & Configuration Errors• Citrix Session Host Errors• User Profile Errors• Printing Health Report• Citrix ICA Latency	<u>Network</u> <ul style="list-style-type: none">• Port Bandwidth Monitoring <u>Compliance Reports (Monthly)</u> <ul style="list-style-type: none">• Account Logon Events• Account Management• Directory Service Access• Logon Events• Object Access• Policy Change• Privilege Use <u>System Events</u> <ul style="list-style-type: none">• Memory Utilization• Disk Performance• Virtual Host – CPU, Memory, Storage Performance

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
- Adjust
 - Configuration settings such as moving the database, the location of archive files, and backing up Goliath Performance Monitor

Prerequisites and Expectations

- Goliath Performance Monitor is correctly configured and fully deployed.
- Services based on an estimate of 16-18 hours per month.
- Services are delivered remotely.
- Named assigned point-person for customer and Goliath Technologies.
- Remote access to Goliath Performance Monitor install required.
- Monthly meeting to review activities, analysis and reports.
- Ongoing proactive updates to evolve the monitoring and reporting of client system performance.
- Client is responsible for monitoring, including creating monitoring rules, dashboards, and reports, troubleshooting, and remediation actions. Goliath does provide Monitoring and Troubleshooting services as a separate service offering