

Now we have time to breathe



It is always nice to be on top of a situation and be able to take precautions and fix things before they become a serious problem for the users, thus avoiding complaints. This is vital for IT departments. Therefore, the Fredericia Municipality have implemented monitoring of their IT infrastructure. This means that you know about all incidents, if not before they occur, then at least before users discover them.

In 2011 the Fredericia Municipality implemented monitoring of their entire IT infrastructure. The municipality's IT infrastructure covers the town hall, all the city's institutions and the local administration. In total, the IT department supports 208 routers and switches.

Many people rely on the municipal IT systems, and uptime is a critical factor. "We have experienced periods of overload, e.g. when school kids have exams. We have also experienced that craftsmen working at our schools occasionally turn off a phase, not being aware that one of our nursing homes may be connected on the same string, and therefore will get disconnected. With the monitoring solution from CapMon we can now see if a phase has been switched off and immediately contact the craftsmen and ask them to turn it on before the staff at the nursing home discovers the error. Moreover, CapMon monitors the mu-

nicipality's website and detects whether it can be accessed by the users, or there are any problems," says Thomas Saabye Goltermann, IT and Management Service Consultant at Fredericia Municipality.

In addition to monitoring the uptime, CapMon's solution keeps track of a number of practical things for us. Getting an overview and maintaining all certificates requires a lot of work. Therefore, Thomas has set up the system to monitor the certificates and send an alarm when it is time to renew them.

Adjustable alarm limits

Thomas Saabye Goltermann previously used another monitoring system. "The system measured according to maximum and minimum values. In the sense that monitoring gave an alarm when the system - or any part of it - did not perform to 10 (maximum). But in our daily operations, there is only a need for the system

performing to 8. It was pretty frustrating every morning to sit in front of the screen and see all the red alerts on virtually all parameters when the system actually performed satisfactorily," says Thomas Saabye Goltermann.

"I CapMon's monitoring solution we can define our own alarm limits. So, today we are only alerted if the performance of a system reaches a critical limit defined by us. "It is a nice and more positive feeling we have when we arrive at work in the morning and there are no red alerts," says Thomas Saabye Goltermann.





Thomas Saabye Goltermann, IT and Management Services Consultant at the Fredericia Municipality.

Thomas Saabye Goltermann.
"The system monitors 200 servers and more than 2,000 services, and in 99% of the events that occur, we are proactive and are able to fix a problem before the users discover it and contact us."

"Now we have time to breathe"

No more firefighting

The possibility of viewing historical data has proven to be of great value. "We can see users' work patterns, e.g. in terms of RAM, disk capacity, CPU and the like. It allows us to better plan future changes and extensions of the system," says Thomas Saabye Goltermann.

IT monitoring is vital for the Fredericia Municipality, and they have even had visitors from other municipalities to look at the CapMon solution so they could see if it might fit their actual needs.

Monitoring is a 'Must'.

"My advice to others would be that they should invest the time it takes to familiarize themselves with the various functionalities offered by the solution and set up the parameters to suit their specific

FACTS ABOUT THE TASK

In 2011, the Fredericia Municipality implemented monitoring of their entire IT infrastructure.

The municipality's IT infrastructure covers the town hall, all the city's institutions, and the local administration. In total, the IT department supports 208 routers and switches.

The CapMon solution monitors 200 servers and more than 2000 services, thus enabling the IT staff, in at least 99 % of the incidents, to act proactively on any incident before the users even discover them.

Use the time needed

The Fredericia Municipality did not get the full benefit of the system at first. The monitoring was up and running, but neither of our employees had the time to acquaint themselves with the various functionalities and setting possibilities. "At one point I thought it would be interesting to find out what we actually could get out of the monitoring solution. I spent some time familiarizing with the various functionalities, and how they worked. The time was well spent. Today, we would not do without it," says

needs. It will be time well spent. It is nice to avoid the frustration that comes from having to look for errors when users call you. We are now one step ahead and do not always have to extinguish fires. It is a good feeling."

THREE ADVANTAGES

Thomas Saabye Goltermann highlights three of the biggest advantages he sees in having implemented CapMon monitoring:

1 We have time to breathe

"With the CapMon monitoring solution we can now see what actually happens in our system, e.g. server capacity, user access, overload etc. Now we can easily intervene and perform troubleshooting".

2 Adjustable alarm limits

"I CapMon's monitoring solution we can define our own alarm limits. So, today we are only alerted if the performance of a system reaches a limit defined by us".

3 Saved time and one step ahead

"We do not use much time on troubleshooting. Now, we usually find and eliminate any irregularities before the users even discover them".

<<