

# Business Solutions

## System Management with Nagios

Nagios is an open source system and network management application that allows you to monitor the availability of applications and systems within your local network. In case a service or system fails or a defined threshold level has been crossed, notifications (via email, pager, instant messaging, etc.) are automatically sent to various pre-defined contact groups. Nagios can be connected to your existing helpdesk system, automatically generating an incident ticket in case of a failure. Its high level of flexibility makes Nagios easily adaptable to the specific structures and processes within your IT organization. In addition to checking the general availability of your systems and services, Nagios can also be used to monitor response and processing times or to verify the functionality of applications using simulated tests referred to as "monitors".

### Objective

Nagios is used to minimise the daily workload for administration, operation, and system management within an organisation and to improve IT infrastructure stability. Trend analyses of system availability and capacity allow you to take proactive action before endusers are affected by an incident. This enables you to avoid IT service failures, minimise downtimes, and sustainably enhance customer satisfaction.

### Main Features

- Monitoring of TCP/IP-based services and systems
- Monitoring of system resources (CPU, memory, storage, etc.)
- Monitoring of applications for UNIX and Windows platforms
- Web console to query the current network status, read messages, and check the error log
- Time-based management of notifications via email, pager, etc.
- Storage of availability, performance, and utilisation data
- Automated or manual start of error-handling routines (e.g. system reboot)
- Error-tolerant monitoring distributed to multiple servers (distributed or redundant/failover monitoring)
- User administration for access control purposes

Nagios offers a large number of features allowing our consultants to create a solution individually adjusted to your needs. Integration into pre-existing system management frameworks (e.g. Tivoli, HP Openview, BMC Patrol, etc.) is easily possible.

When Nagios is connected to a helpdesk system, system failures can be transparently integrated into the Incident Management process. In that case, Nagios automatically generates an appropriate ticket. The helpdesk system we recommend is the Open Ticket Request System (OTRS). This open source solution enables you to process service requests and incidents in a defined workflow, thus providing the possibility for you to record and evaluate reaction times, the total number of incidents etc. Combined with OTRS, our solution enables you to take business processes into account when escalating incidents, thus ensuring that sales-relevant systems are given priority over internal processes in case of a failure.

### Our Service Range

plan42 supports you during planning, conception, and implementation of a Nagios solution for your IT infrastructure. In addition to the installation and configuration of the basic system and monitors, we also assist you with the integration into pre-existing IT management processes and frameworks. To complete our service range, we help you implement customer-specific monitors for in-house applications, provide workshops for your personnel, and support you during the introduction of ITIL service support processes.

### plan42

plan42 is a consulting firm specialised on IT Service Management, IT Security Management & Business Solutions. Process analysis, consulting, conception, and implementation – plan42 combines technical expertise and best-practice concepts of IT Service & Security Management.