

Availability – Server Management Brick V2.0

Status of this Memo

This document proposes a refreshment of a technical standard for the National Institutes of Health (NIH) and requests discussion and suggestions for improvements. Distribution of this memo is unlimited.

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1 Introduction

This document initiates the refreshment of the NIH Technical Architecture Standards for Availability – Server Management Brick for the NIH community.

2 Description

Availability – Server Management is collecting and correlating performance, event and availability statistics to predict and, thus, avoid potential downtime for server based services, applications, and systems.

3 Availability – Server Management Software

This brick provides baseline information of the as-is architecture and the future direction for using Availability – Database Management software to meet business needs at NIH.

It should be noted that all technologies that are new to the brick are emboldened, and all technologies removed from the brick upon its update are indicated with a strikethrough.

Table 1. Availability – Server Management Brick

Tactical Deployment (0-2 years)	Strategic Deployment (3-5 years)
<ul style="list-style-type: none"> ■ Cacti (Open Source) ■ HP Openview ■ HP SiteScope (agentless) ■ ipMonitor ■ NetIQ ■ ScienceLogic EM7 	<ul style="list-style-type: none"> ■ TBD
Retirement Targets (Technology to eliminate)	Containment (No new deployments)
<ul style="list-style-type: none"> ■ None 	<ul style="list-style-type: none"> ■ CA Unicenter all versions ■ Nagios ■ Spong ■ Systems Insight Manager
Baseline Environment (Today)	Emerging (Technology to track)
<ul style="list-style-type: none"> ■ CA Unicenter ■ Cacti (Open Source) ■ HP Insight Manager ■ HP Openview ■ HP SiteScope (agentless) ■ ipMonitor ■ Nagios ■ NetIQ ■ ScienceLogic EM7 ■ WhatsUp Gold 	<ul style="list-style-type: none"> ■ TBD
Comments	
<ul style="list-style-type: none"> ■ Tactical and Strategic products were selected to leverage NIH's investment in products that are a proven fit for NIH's known future needs. Leveraging baseline products in the future will minimize the operations, maintenance, support and training costs for new products. ■ Some baseline products have been designated as Containment. These products are either not as widely or successfully deployed at NIH, or they do not provide as much functionality, value, or Total Cost of Ownership as low as the selected Tactical and Strategic products. ■ Additional strategic tools may be determined after the ESM process completes design and implementation starts. ■ Cisco acquired NetIQ. ■ HP acquired Mercury Interactive and SiteScope products. ■ IBM acquired Micromuse and Netcool products. 	

4 Links

The following links are relevant to the standard at NIH.

- What is a Brick ?
<http://enterprisearchitecture.nih.gov/ArchLib/Guide/WhatIsBrick.htm>
- How to Create and Publish a Technical Standard at NIH
<http://enterprisearchitecture.nih.gov/About/Approach/StandardsDevelopmentProcess.htm>
- Event Management - Manager of Managers (MOM) Brick
<http://enterprisearchitecture.nih.gov/ArchLib/AT/TA/EventManagementMOMBrick.htm>
- Availability – Server Management Brick
<http://enterprisearchitecture.nih.gov/ArchLib/AT/TA/AvailabilityServerManagementBrick.htm>
- High Level Enterprise System Management Pattern
<http://enterprisearchitecture.nih.gov/ArchLib/AT/TA/HighLevelEnterpriseSystemsManagementPattern.htm>

5 Contact

To contact the NIHRFC Editor, send an email message to
EnterpriseArchitecture@mail.nih.gov

6 Changes

Version	Date	Change	Authority	Author of Change
1.1	1/6/2010	Initiation		Joe Klosky
1.2	1/6/2010	Minor formatting changes	NIHRFC0001	Kiley Ohlson
1.3	1/6/2010	Incorporate Comments	NIHRFC0001	Kiley Ohlson
2.0-	5/25/2010	ARB Approved	ARB	Kiley Ohlson

7 Author's Address

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8 Summary of Comments

Comment

Please add Cacti (Linux, open source - just like Nagios) to the baseline and we recommend it for tactical too. At NIMH we use Cacti to perform SNMP data gathering and graphing, to support planning and trend analysis. More info on Cacti at <http://www.cacti.net/>
Please delete Nagios from Containment, since it is also listed in tactical.

Response

Added to baseline

Comment

Section 3 - references Database Management instead of Server Management.
Please add to baseline (in use by DCSS HSB):

- ScienceLogic EM7
- HP SIM (Systems Insight Manager)
- We are also still using spong though are working our way off of it.

Please add to tactical:

- ScienceLogic EM7
- HP SIM

DCSS HSB is using the EM7 monitoring tool to monitor server availability and provide alerts on specific events. We are still in the process of migrating from the old spong scripts to the EM7 tool. This is the tool that is used to provide warning of events that could cause serious problems to applications or cause an outage if not handled, in addition to warning of other significant events.

I would add Zenoss to the baseline and tactical deployments.

Response

Added to baseline and containment based on limited use with NIH