



After Hours Monitoring Report

For [COMPANY NAME]
By Dylan Mapp, Managed Services Director
[DD Month YYYY]

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Executive Summary

The purpose of this report is to give a summary of After Hours Monitoring of the systems of [COMPANY NAME] for the fortnight ending [DD Month YYYY]. The report provides an outline of the monitoring tasks performed, any incidents or anomalies encountered and what corrective action was implemented to resolve those issues.

A brief summary of the outcome of this monitoring is given below, with more detailed information included in the body of the report.

ADFS Server Web Portal Monitoring	
Ticket T20200501.0023 for Daily Web Portal Monitoring – May 2020 has been completed with no issues or adverse incidents detected.	
Synergetic Daily CPU/Memory Performance Monitoring	
Ticket T20200501.0024 for Daily CPU/Memory Performance Monitoring – May 2020 has been completed with some instances of memory utilisation at unacceptable levels (over 80%) noted. However, in each case the memory utilisation returned to normal levels after a server reboot was performed.	
Weekly Patch Maintenance	
Ticket T20200501.0025 for Patch Maintenance Monitoring – May 2020 has been completed with no failed patches or server failures observed.	
Daily Veeam Backup Monitoring	
Ticket T20200501.0026 for Daily Veeam Backup Checking – May 2020 has been completed with some minor issues noted. 16-05-20 – backups were found to have failed for PBX (VMs), Nutanix-Clone-PrintPrint, FS02 (VMs) and Schoolbox-New 19-05-20 – Veeam Backup and Replication software subscription license renewed. New expiry 14-05-21	
Miscellaneous Monitoring Alerts	
There were no other alerts or alarms observed during this period of monitoring.	

Incident/Issue requiring action	
Minor issue	
No issues – all systems up and running	

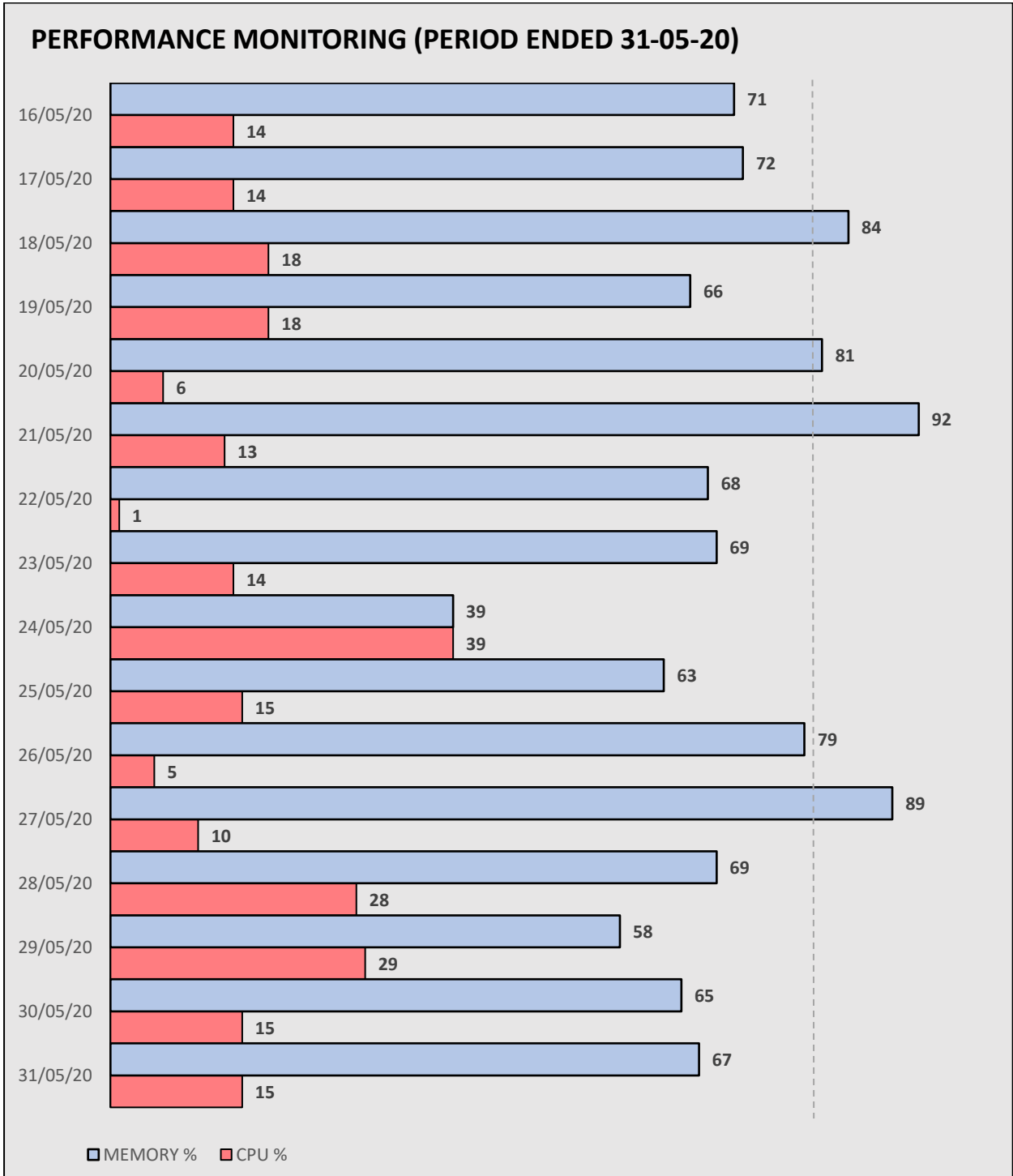
ADFS Server Web Portal Hourly Checking

ADFS SERVER WEB PORTAL HOURLY MONITORING																
PERIOD ENDED	31 st May 2020															
DATE	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Web Portal accessible																
Able to login to website																
Web pages loading correctly																
Links working correctly																
Web server status																

Description
Check the following site: [WEB ADDRESS]
<p>Checks performed:</p> <ul style="list-style-type: none"> every hour between 5pm – 8am (Monday - Friday) every hour from 5pm Friday to 8am Monday
<p>Tasks completed:</p> <ul style="list-style-type: none"> Check if [WEB ADDRESS] is accessible (YES or NO) Attempt to log in to portal/website (SUCCESS or FAIL) Check links/web pages are working/loading (YES or NO)
Issues/Incidents Reported
No issues to report
Summary of Results
Ticket T20200501.0023 was completed with no incidents or issues reported.

Synergetic Daily CPU/Memory Performance Monitoring

Description		
Checking of Synergetic Memory and CPU Performance: <ul style="list-style-type: none"> • CPU and RAM must be below 80% • Server is only to be rebooted after 10pm QLD time • Checks performed daily at around 10pm QLD time 		
Checks are performed <ul style="list-style-type: none"> • every hour between 5pm – 8am (Monday - Friday) • every hour from 5pm Friday to 8am Monday 		
Tasks completed: <ul style="list-style-type: none"> • Login to SQL.ROOT.[NAME] • Check CPU and Memory Utilisation • Take corrective action where necessary if performance noted to be outside of set parameters 		
Issues/Incidents Reported		
Date	Description	Action Taken
18-05-20	Memory at 84%	Rebooted server Memory at 18% after reboot
20-05-20	Memory at 81%	Rebooted server Memory at 15% after reboot
21-05-20	Memory at 92%	Rebooted server Memory at 17% after reboot
27-05-20	Memory at 9%	Rebooted server Memory at 15% after reboot
Results of Monitoring		
<ul style="list-style-type: none"> • Ticket T20200501.0024 was completed with some incidence of higher than acceptable memory utilisation noted as listed above • In each case memory utilisation returned to acceptable levels after server reboot 		



Monthly Patch Maintenance

PATCH MAINTENANCE – WEEK 3				
PERIOD ENDED	31 st May 2020			
SERVER NAME	LISTED IN GROUP	PATCHED	REBOOTED	ONLINE
Veeam Backup				
Rhea				
Nutanix-Clone-PrintPrint				
FS02				
AppSrv01				
AD02				

PATCH MAINTENANCE – WEEK 4				
PERIOD ENDED	31 st May 2020			
SERVER NAME	LISTED IN GROUP	PATCHED	REBOOTED	ONLINE
AD01				
ADFS				
FS01				
SQL				
WebSRV01				

Description
<p>Monthly server maintenance and patching according to the following schedule:</p> <ul style="list-style-type: none"> • Week 3 – 3rd Saturday of each month <ul style="list-style-type: none"> ▪ Veeam Backup ▪ Rhea ▪ Nutanix-Clone-PrintPrint ▪ FS02 ▪ AppSrv01 ▪ AD02 • Week 4 – 4th Saturday of each month <ul style="list-style-type: none"> ▪ AD01 ▪ ADFS ▪ FS01 ▪ SQL ▪ WebSRV01
<p>Checks are performed:</p> <ul style="list-style-type: none"> • 2nd, 3rd and 4th Saturday of each month at around 10pm QLD Time

Tasks completed this reporting period:

Week 3:

- Check group of servers (_Patch Week3 Gold) in Kaseya system for failed servers and patches
- Install failed patches if necessary
- Reboot servers if necessary
- Verify number of servers on tickets vs what's included on _Patch Week3 Gold group
- Write and send reports to helpdesk@bes.com.au and linda@bes.com.au
- Attach report in PDF form to ticket

Week 4:

- Check group of servers (_Patch Week4 Gold) in Kaseya system for failed servers and patches
- Install failed patches if necessary
- Reboot servers if necessary
- Verify number of servers on ticket vs what's included on _Patch Week4 Gold group
- Write and send reports to helpdesk@bes.com.au and linda@bes.com.au
- Attach report in PDF form to ticket

Issues/Incidents Reported

No issues reported

Results of Monitoring

- Ticket T20200501.0025 was completed with no incidents recorded
- No failed patches identified and all servers up and running when checked

Daily Veeam Backup Monitoring

DAILY VEEAM BACKUPS																
PERIOD ENDED	31 st May 2020															
DATE	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Login to server																
Backups successful																

Description		
Check daily Veeam backups : <ul style="list-style-type: none"> Open Veeam backup server in Kaseya to check all backups have been correctly executed and complete 		
Checks are performed <ul style="list-style-type: none"> daily at around 10pm PHILIPPINES time 		
Tasks completed: <ul style="list-style-type: none"> Login to veeambackup.root.[NAME].server Check status of backups for previous 24 hours 		
Issues/Incidents Reported		
Date	Description	Action Taken
16-05-20	Logged to server OK Backups found to have failed: <ul style="list-style-type: none"> PBX Backup (VMs) Nutanix-Clone-PrintPrint backup FS02 Backup (VMs) Schoolbox-New backup 	
17-05-20	Alert – “Subscription license has expired. Product will continue to function for the duration of grace period ending 22-05-20” Backups successful except host FS02 Backup (VMs) which was still running	Noted
18-05-20	Alert – “License has expired and grace period ends 22-05-20” Backup status – backup has been running for over 13 hours with 0% activity	Notified Helpdesk

19-05-20	License has been updated, expires 14-05-21 Support expires 13-06-21	
Results of Monitoring		
<ul style="list-style-type: none"> • Ticket T20200501.0026 was completed with some issues reported as outlined below • License expiry alerts noted and license updated 19-05-20 • Backups failed 16-05-20 • Backups stalled 18-05-20 – notified Helpdesk 		

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Appendix – Patch Maintenance Reports

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