



Shared IT Services for Higher Education & Research

Conference 2017



PRTG System Monitoring

Vancouver Island University

Agenda

- Introductions
- Business Case/Guiding Principles
- Product Assessment Process
- Live Demo
- What info did we want to get out of the system
- Installation/Configuration Overview
- Questions and Discussion

Introductions

- Darren Eveleigh – Infrastructure Manager
- Curtis Morgan – System Administrator – PRTG Lead
- Karl Childress – System Administrator
- Paris Polydorou – Network Administrator

About VIU

- Campuses: Nanaimo (main), Cowichan, Powell River, Parksville, Deepbay, Milner Gardens
- Academic, career, technical, upgrading, vocational, and community
- 9,000 FTE



Business Case / Guiding Principles

- Enterprise Approach
- Total cost of ownership
- No duplication of services

Product Assessment Process

- Identify our current products
 - Custom scripts
 - Active Experts
 - SolarWinds Network performance
 - SolarWinds Storage recourse
 - SolarWinds Virtualization Manager

Product Assessment Process

- What did we want to achieve with a new product?
 - One solution to monitor and view status of:
 - Linux
 - Windows
 - Virtual Machines
 - Network Storage
 - Switches
 - Routers
 - Firewalls
 - Keep costs the same or reduce them

Product Assessment Process

Generating product list

- What were other institutions using?
- What solutions have our staff used in other jobs?
- Internet Research
- Existing products

Product Assessment Process

- **Detailed requirements analysis**
- What do we need to monitor and how?
- How easy is it to deploy and use the software?
- How much would the software cost to monitor our environment?
- What was the community saying about the software?

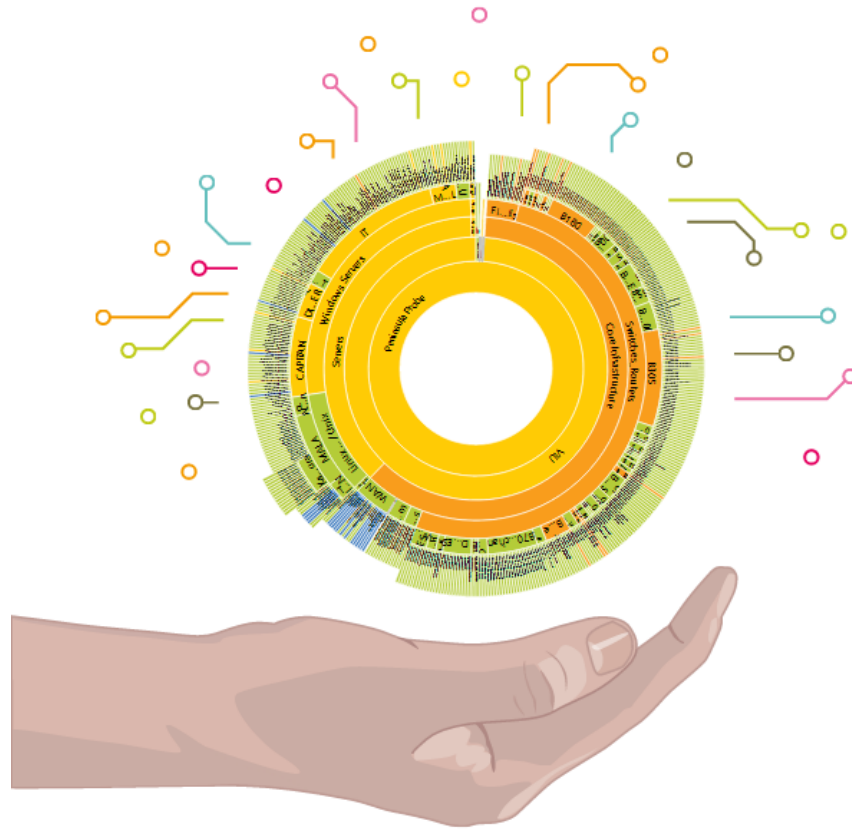
Product Assessment Process

Requirement	Met (Y/N/M)
Server monitoring (up / down), physical or virtual	
Service monitoring (running / not)	
Disk space	
High CPU / Memory tracking	
I/O performance	
Performance monitoring Netapp	
Performance monitoring vSphere	
Network traffic	
Windows and Linux OS Support	
Email alerting	
Reporting / Visual Console	
MS SQL / MySQL backend	
On premise hosting	
Event log monitoring	
Log files	
Automated Recovery of service stoppages.	
Web based UI	
Certificate Expiry Dates for sites	
SNMP	
Baseboard management controllers	

Product Assessment Process

- **Detailed requirements analysis**
- Assess each product by:
 - Contacting Vendors
 - Reading vendor documentation / website
 - Reading community / vendor forums
- Score products and determine possible solution

Demo



Installation/Configuration Overview

- Took 3 days for 1 tech to:
 - Setup new Windows server with software
 - Determine setup and organization of objects
 - Create Device templates
 - Setup and document baseline monitoring for all servers
 - Setup and document custom monitoring for Exchange, IIS, vSphere, Active Directory, etc.
 - Configure alerting levels and non-admin access

Questions/Discussion