



Operation Console and Workflow Manager

GW-TEL[®] OPERATIONS[®] for INFRA-XS[®] is the tool to manage and operate large monitoring infrastructures. It is your cockpit to monitor and steer all components of INFRA-XS[®] and to observe your business services.

GW-TEL[®] OPERATIONS[®] Operation Console and Workflow Manager

GW-TEL[®] OPERATIONS[®] provides an overview of the INFRA-XS[®] monitoring infrastructure from the operational viewpoint.

Service Level Agreement violations and service failures can be recorded, referred to the responsible unit and documented very easily in the GW-TEL[®] OPERATIONS[®] failure database.

The INFRA-XS[®] environment is monitored permanently by GW-TEL[®] OPERATIONS[®]; the monitoring scripts of the XS-Agents can be updated and managed from a central point.

GW-TEL[®] OPERATIONS[®] is highly recommended for INFRA-XS[®] monitoring infrastructures of more than fifty agents.

GW-TEL[®] OPERATIONS[®] is based on three components:

OPERATIONS CONSOLE

- Status and check of XS-Agents
- Update and configuration of XS-Agents
- Update of administration servers
- Capture of failure data

OPERATIONS MANAGER

- Assignment of time and effort to incidents
- Administration of contact persons
- Administration of configuration tables
- Creation of status reports to exchange with providers and customers
- Management of workflows

OPERATIONS SERVERMONITORING

- Administration of SLA boundaries and monitoring parameters
- Setup and administration of alerts
- Monitoring
 - o Number of files in queue
 - o Number of files in import folder
 - o Throughput of system
- Reports

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System requirements for GW-TEL[®] OPERATIONS[®]

The actual sizing of the systems is determined in the scope of the relevant customer projects.

Platform:

- Microsoft[®] Win32 standard platform

Operating system:

- Microsoft[®] Windows[®] Server 2003
- Microsoft[®] Windows[®] Server 2008
- recommended Microsoft[®] Windows[®] Server 2008

Processor:

- Minimum Intel Pentium 4, 2,5 GHz
- recommended Intel Xeon[®] oder AMD Opteron[™]

System:

- Mini-tower, tower, rack, blade or virtual server

RAM:

- Minimum 1024 Mbyte
- recommended 2048 MByte or more

Hard Drive:

- 60 GB Ultra/ATA 133 for dedicated systems
- Alternatively a corresponding hard drive in SAN-Storage (e.g. on virtual machines)
- Around 150 GB additional storage capacity, if the server is used as an error analysis portal

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