
OrcaSoft Outsourcing

Daily Checking Routines

Everyone knows how important it is to health-check your systems and servers on a regular basis, but it is also very important to keep good records for later inspections. That is why we have developed an online system to help check and record the daily checks.

What is monitored?

This includes – Disc usage, Backups, Overnight processing, Hardware error messages. Proactive monitoring of the hardware, plus other specific areas.

How do OrcaSoft Monitor the equipment?

OrcaSoft have developed a WEB based application to interrogate their customer's IT systems on a daily/weekly/monthly basis as required.

The attached is an example of the website view when daily checking is in progress.

This can be tailored to each individual company's requirements.

How does it work?

This is simple to use, and can be supplied to be run on the customer's site, or remotely by OrcaSoft in the support of your servers. It is developed specifically to meet the customer's requirements.

On a given day, the operator can call up each Customer's screen in turn and check all items appertaining to that day – it will show only those checks, which need to be done on that specific day. By selecting "Check All" they will be taken through a sequential (predetermined) routine, which can be set to run in order of importance.





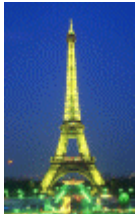



The operator then views a log-file that contains the data to be checked. At this point the operator can accept the check as OK, postpone the check to another time (in case an overnight job is still running) or mark as bad and go directly to the helpdesk system and raise a call.

A comment can be entered and a reference to the helpdesk if a call has been raised.

In order to aid the operator, a view of a comparison to a previous correct log can be viewed and a guideline can be entered to aid in the checking – eg – ignore error 1026 if found. This guideline is free-format text and can tell the operator what to do if any particular errors are found.

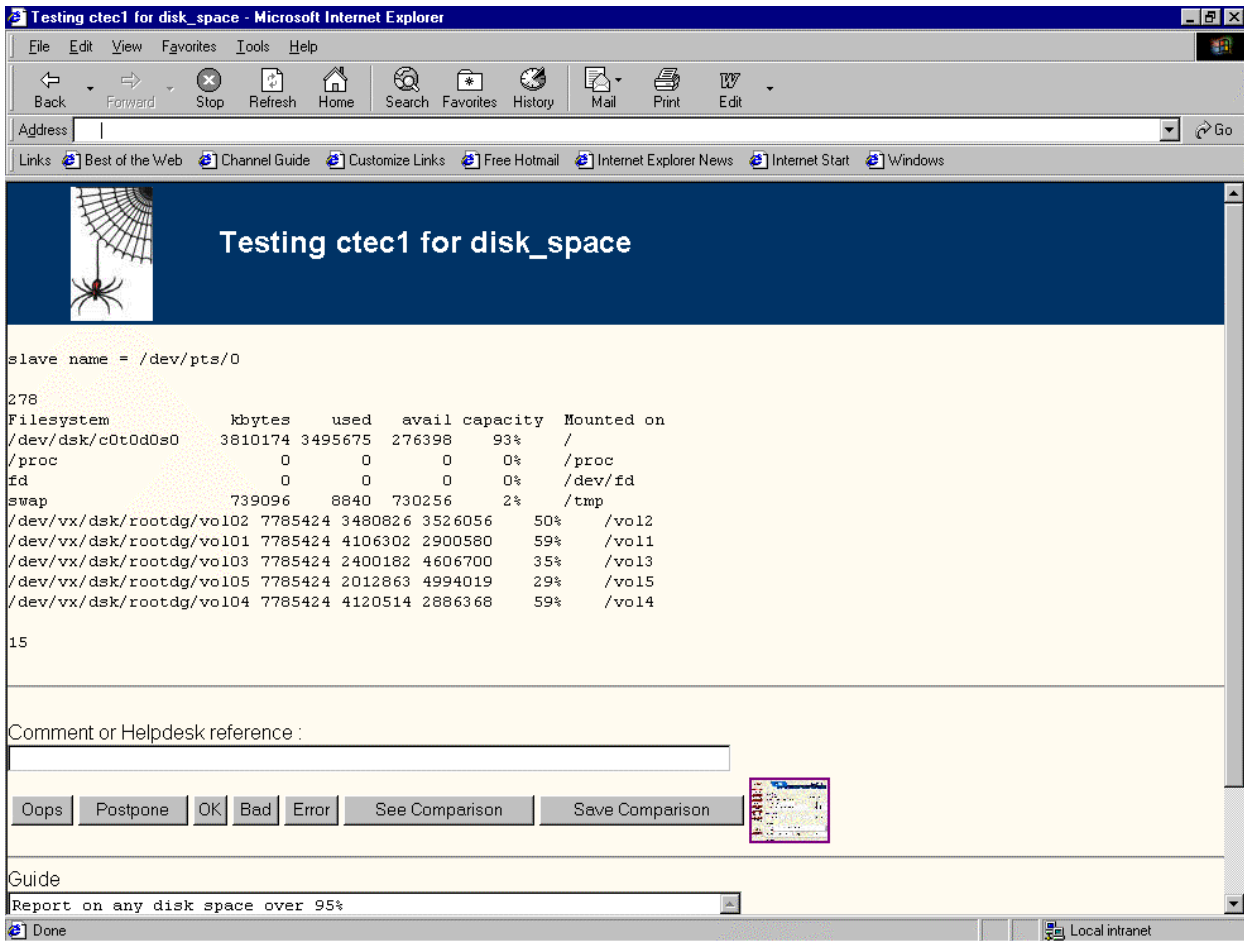
The operator's name is entered against each check, and previous day's check sheets can be viewed.

Required Checks for 20020130

TASK	H1	H2	H3	H4	H5	H6	H7	H8
								
auto1				<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels		<input type="checkbox"/> OK tsamuels	
backup	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> Bad tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> Bad W201300002 tsamuels	<input type="checkbox"/> OK tsamuels
System a			<input type="checkbox"/> OK tsamuels					
disk_space	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels
endofday				<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels		<input type="checkbox"/> OK tsamuels	
System b			<input type="checkbox"/> OK tsamuels					
hardware	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels						
message_file	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels
ora_snaps							<input type="checkbox"/> OK tsamuels	
oracle				<input type="checkbox"/> OK tsamuels	<input type="checkbox"/> OK tsamuels		<input type="checkbox"/> OK tsamuels	
overnight	<input type="checkbox"/> Bad W201300001 tsamuels							
progress	<input type="checkbox"/> OK tsamuels							
System c			<input type="checkbox"/> OK tsamuels					

Go to a different date:

			Jan			
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		01	02	03	04	
	07	08	09	10	11	
	14	15	16	17	18	
	21	22	23	24	25	
	28	29	30			



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