

Alert and Incident Work Analysis – Monthly Snapshot

Top 5 Alert Generating Devices

Device Name	Count
NA-dc-vcntr01.largecorp.local	348
NA-DC-CORE-SW-1	71
NA-dc-exch-02.largecorp.loca	59
NA-dc-exch-01.largecorp.local	29
NA-dc-be-01.largecorp.local	29
Total Alerts Validated	1,012

Incident Management

	Tickets
Critical Priority	26
High Priority	73
Medium Priority	3
Low Priority	2
Total Tickets Created	104

The Story

The Business

A large provider of oil and gas handling and processing equipment that has experienced significant growth through acquisition.

The Challenge

The company's success and rapid expansion has generated a substantial demand on the IT environment. It is critical that the corporate operations and field engineers operate in a modern and highly available technology environment.

The Environment

The environment utilizes over 75 systems to deliver a current infrastructure on today's technologies consisting of: Active Directory, Exchange, Terminal Servers, Cisco call managers, Cisco core/edge switches and routers, UCS devices, EMC arrays, wireless access points, Cisco firewalls, hypervisors and backup appliances.

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