

Dashboards

Dashboard 1

Dashboard 2

Collaboration Spaces

Dashboard 4

Dashboard 5

Dashboard 6

Create Dashboard

Integrations

SUMMARY

War Room #43

Description

Owner

John Doe

Priority

1

Impact

5-10K

Duration

5 min 23 sec

Status

Investigating

TEAM BOARD

Start your thread...

What's for Dinner?

Jane Doe on May 3, 2015

#alert #question

Vanessa Doe on May 3, 2015

Sara disposed of dinner, unfortunately.

Hungry Mark on May 4, 2015

I was looking forward to this!

I wanted dinner tonight, **@Sara**. Why did you do that? :(

Sara on May 5, 2015

The food was spoiled @Mark. Do you not remember?

Steven today at 6:07PM

Bummer! I was looking forward to some good grub.

Make a new comment...

Users Profile are Broken

Jane Doe on May 2, 2015

I made an incorrect change to the github direc

When is the release date?

John Doe on May 1, 2015

Jalissa on May 1, 2015

It is set for July 4, 2015.

Make a new comment...

RUNBOOKS LIST

Add System to HA Cluster Setup

Add System to HA Cluster Setup

Analyze Failure of Application in HA cluster

CheckMailIDValid

Clean a full Windows Disk

Clean a full Windows Disk

Clean up a Linux filesystem

Collect troubleshooting data for Websphere Application Server prior and equal V8.5

Connectivity check for a server

MEMBERS

Team (3)

chsmbeta104@gmail.com (Owner)

chsmbeta104@gmail.com

chsmbeta105@gmail.com

+ Add Team Member

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COLLABORATION SPACES LIST

+ Create a Collaboration Space

| Priority | Collaboration Space and Creator | Activity Rate | Members | Duration | Status | Actions |
|--------------------------------------|--|-----------------------|---------|----------|----------|---------|
| 1 | Musala New Collaboration Space chsmbeta104@gmail.com | 5 logs/day | 4 | 5 days | Active | |
| 2 | New collaboration space title jichen@us.ibm.com | 21 logs/day | 23 | 2 days | Active | |
| 3 | Mustan Test RA and WH chsmbeta104@gmail.com | 9 logs/day | 18 | 8 days | Active | |
| 4 | My New Title test chsmbeta104@gmail.com | 10 logs/day | 3 | 10 days | Active | |
| 5 | Collaboration Space for ticket #5794 chsmbeta104@gmail.com | 32 logs/day | 71 | 12 days | Active | |
| 6 | Mobile Sample chsmbeta104@gmail.com | 4 logs/day | 5 | 9 days | Active | |
| 7 | Problem with Order. Do not show information properly. dinyo.dinev@musala.com | 13 logs/day | 13 | 16 days | Active | |
| ▼ Inactive Collaboration Spaces | | | | | | |
| RBA duplicate comments | | chsmbeta104@gmail.com | 6 | 32 days | Inactive | |
| Collaboration Space for ticket #5903 | | ibmbetauser1@gmail | 13 | 6 hours | Inactive | |
| Collaboration Space for event #4479 | | chsmbeta104@gmail.com | 21 | 21 mins | Inactive | |
| Mobile Sample | | chsmbeta104@gmail.com | 87 | 10 days | Inactive | |

Dashboards

Dashboard 1

Dashboard 2

Manage Runbooks

Dashboard 4

Dashboard 5

Dashboard 6

Create Dashboard

Integrations

MANAGE RUNBOOKS

+ Create a Runbook

| Name and Description | Rating | Success Rate | Successes | Failures | Cancel s | Comments | Actions |
|--|--------|--------------|-----------|----------|-----------------------|----------|---|
| <div><div>➤ Add System to HA Cluster Setup (DRAFT)</div><div>Procedure to add a system to a SA HA Cluster</div></div> | ★★★★★ | 100% (4/4) | 4 | 0 | 1 | 1 | <div><div></div><div></div><div></div><div></div></div> |
| <div><div>➤ Analyze Failure of Application in HA Cluster</div><div>Procedure to find out why a resource failed</div></div> | ☆☆☆☆☆ | N/A | N/A | N/A | N/A | N/A | <div><div></div><div></div><div></div><div></div></div> |
| <div><div>➤ Application is hung</div><div>Description</div></div> | ★★★★★ | 100% (4/4) | 4 | 0 | 1 | 1 | <div><div></div><div></div><div></div><div></div></div> |
| <div><div>➤ Check my System</div><div>Runbook to check random information in my system</div></div> | ★★★★★ | 100% (4/4) | 4 | 0 | 3 | 1 | <div><div></div><div></div><div></div><div></div></div> |
| <div><div>➤ Clean a full Windows Disk</div><div>Steps to clean up a Windows disk</div></div> | ★★★★★ | 90% (9/10) | 9 | 1 | 0 | 0 | <div><div></div><div></div><div></div><div></div></div> |
| <div><div>▼ Clean up a Linux filesystem</div><div>Steps to clean up a Linux filesystem</div><div><div>Latest published version</div><div>Archived version 4.0</div><div>Archived version 3.0</div><div>Archived version 2.0</div><div>Archived version 1.0</div></div></div> | ☆☆☆☆☆ | 100% (4/4) | 4 | 0 | 0 | 4 | <div><div></div><div></div><div></div><div></div></div> |

NOTIFICATION POLICIES

+ Create a Notification Policy

| Name and Description | Notifications | Tickets Raised | Unacknowledged | Enable | Actions |
|--|---------------|----------------|----------------|-------------------------------------|-----------------------------------|
| <div><div>Send everything to all users</div><div>Notify all users of every alert</div><div><div>➤ 0 escalation rules</div></div></div> | 0 | 0 | 0 | <input checked="" type="checkbox"/> | <div><div></div><div></div></div> |
| <div><div>Critical send to all users</div><div>Notify all users of all critical alerts</div><div><div>▼ 3 escalation rules</div><div><div>01 Primary</div><div>02 Secondary</div><div>03 CEO</div></div><div>escalate after 5 minutes</div><div>escalate afer 15 minutes</div><div>escalate after 30 minutes</div></div></div> | 0 | 0 | 0 | <input checked="" type="checkbox"/> | |

CREATE A NOTIFICATION POLICY

Name of Payroll System Policy

Description

When an alert matches these rules

☒ Match all hash tags

#payroll server

#critical

+ Add Rule

Notify the following users and groups

☐ Log a ticket

jim@bt.com

L1 team

+ Add Contact

Escalate when a notification has not been acknowledged

01

Escalate after # minutes

Notify the following users and groups: Primary x

+ Add Contact

02

Escalate after 15 minutes

Notify the following users and groups: Secondary x

+ Add Contact

03

Escalate after # minutes

Notify the following users and groups: CEO x

+ Add Contact

ADD RULE

AttributeSeverity

OperatorEquals

ValueHigh

Or enter hash tags

Cancel

Confirm

AUTHORIZATION

UsersGroups

Rod

Jane

Freddy

User Preferences

Notification Preferences

First Name

Jim

Last Name

Smith

Email

jim@ibm.com

Phone

07532131814

Role

End User

Group

EVENT VIEWER

| Serial | Severity Name | Severity | Problem | Date |
|--------|---------------|----------|--------------|----------|
| 101 | tj243 | Minor | Type not set | 6/11/14 |
| 5 | frome | Major | Information | 10/9/14 |
| 241 | sjjr14 | Critical | Ping Failure | 12/10/14 |

User Preferences

Notification Preferences

Preferred notification method

Email

In my absence notify

Fred

MANAGE RUNBOOKS

+ Create a Runbook

| Name and Description | Rating | Success Rate | Successes | Failures | Cancel s | Comments | Actions |
|---|--------|--------------|-----------|----------|-----------------------|----------|---|
| <div><div>➤ Restart DB2</div><div>Description</div></div> | ★★★★★ | 100% (5/5) | 5 | 0 | 0 | 100 | <div><div></div><div></div><div></div><div></div></div> |
| <div><div>➤ Handle full windows file system</div><div>Description</div></div> | ★★★★★ | 100% (3/3) | 3 | 0 | 0 | 93 | <div><div></div><div></div><div></div><div></div></div> |
| <div><div>➤ Restart Linux Process</div><div>Description</div></div> | ★★★★★ | 92% (23/25) | 2 | 23 | 0 | 56 | <div><div></div><div></div><div></div><div></div></div> |
| <div><div>➤ Handle high memory consuming process</div><div>Runbook to check random information in my system</div></div> | ★★★★★ | 86% (21/25) | 4 | 18 | 3 | 72 | <div><div></div><div></div><div></div><div></div></div> |

EVENT VIEWER

| ID | Severity | Notification State | Node | Summary | URL |
|-----|-------------|--------------------|--------|-----------------|-----|
| 232 | Normal | Notified | tj243 | Backup Complete | |
| 711 | Critical | Acknowledged | sjjr14 | Ping Failure | |
| 64 | Information | Acknowledged | frome | Backup Complete | |

The selected notification was successfully acknowledged.

EVENT VIEWER

| ID | Severity | Notification State | Node | Summary | URL |
|-----|-------------|--------------------|--------|-----------------|-----|
| 232 | Normal | Notified | tj243 | Backup Complete | |
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The selected notification was successfully acknowledged.