

Service
Organization



Executive Summary

For

Netnowledge

From: **May 24, 2005**
For: **1 Month**

Executive Summary

Thinsolutions is pleased to provide you this MSP Executive Summary Report which delivers the facts you need to understand and manage the key performance indicators of your network infrastructure. This report has been prepared specifically for your network with the following objectives in mind:

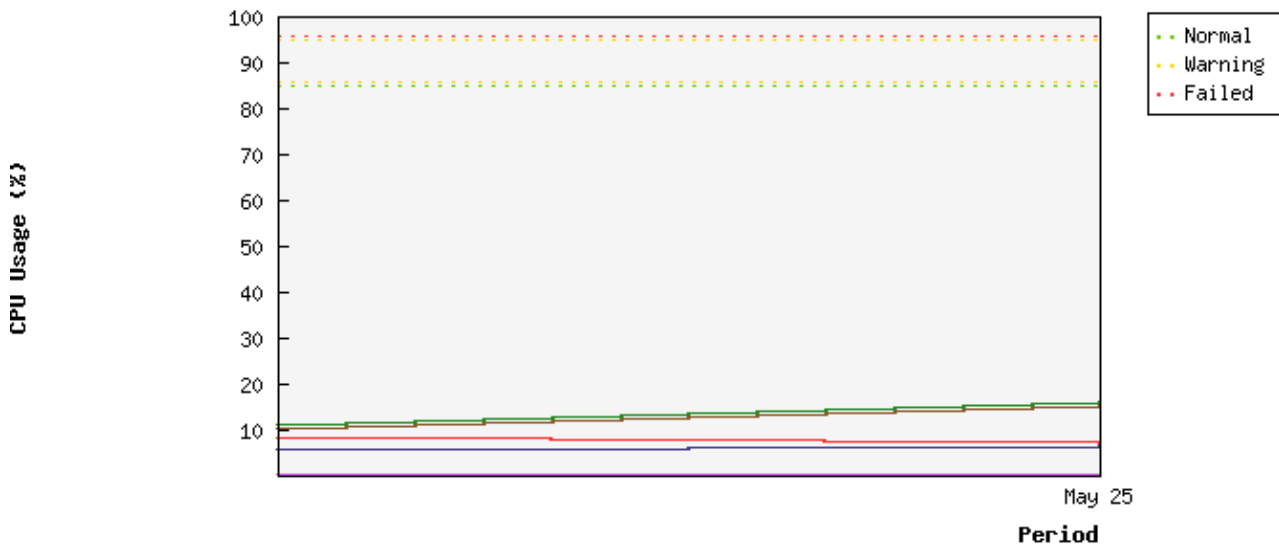
1. Your Peace of Mind...seasoned professionals are using advanced network analysis techniques 24x7, to keep your network healthy.
2. Risk Avoidance...we predict and prevent any risks.
3. Increased Productivity...because the following:
 - ...3A. Increased Availability...of Key Network Elements "KNEs".
 - ...3B. Reduced mean time to resolution "MTR"...technicians are able to solve issue faster because they have immediate notification of the exact error.
4. Lowered Costs...because the following:
 - ...4A. As Downtime and MTR decline, so do their associated costs
 - ...4B. Reduce time spent on maintenance...we manage the exceptions to industry standards, so you can focus on your core.
5. A Predictable budget...takes the bite out of IT planning.

When assessing network health and performance it is important to look at many factors that may affect performance and availability. This report is a collection of data gathered from the most important devices within your infrastructure, which contribute to the overall performance and availability of your applications. This report is designed to provide a snapshot of the capacity utilization of the network and help the Management Team plan for the needs of today and the future. It illustrates the overall usage of the network environment by measuring the following network metrics:

CPU utilization
Disk Space Utilization
Memory and Swap Utilization
Availability of Key Network Elements
Bandwidth Utilization
Notifications history

This report is designed to give a concise, high level analysis. More detailed reports of key network elements, services, notifications, and profiles are also available in the Thinsolutions MSP web interface located at ncentral.thinsolutions.com. Your Thinsolutions account manager will be happy to discuss these topics or any questions that you have concerning this report.

CPU Utilization

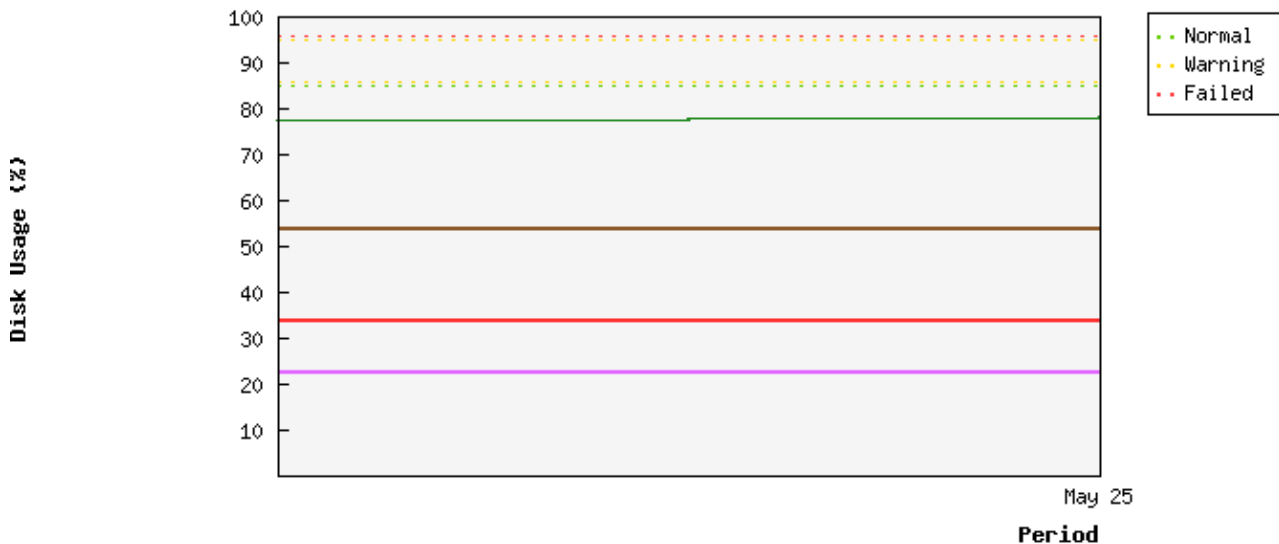


	Device Name	CPU Usage (%)				
		Minimum	Maximum	Average	Middle	Most Frequent
■	THIN-THINAPP (0) - THIN-THINAPP - CPU	11.038	15.799	13.419	7.900	0.000
■	THIN-THINAPP (1) - THIN-THINAPP - CPU	10.100	14.964	12.532	7.482	0.000
■	THIN-PERESEPHONE (0) - THIN-PERESEPHONE - CPU	0.158	0.000	0.188	0.109	0.000
■	THIN-DIONYSUS (0) - THIN-DIONYSUS - CPU	7.226	0.000	7.732	4.120	0.000
■	THIN-ARES (0) - THIN-ARES - CPU	5.330	6.309	5.819	3.155	0.000

Synopsis

This report illustrates the overall utilization of the processor capacity of the servers included over the time frame of the report. This is an indication of the overall load of the servers in question. During business operating hours, if the average CPU Utilization is below 30%, the server is operating within acceptable parameters and the server is well matched to the tasks it is assigned. An average CPU Utilization of between 30% and 70% indicates that the machine is quite busy and performance may be impacted during peak operating times. Average CPU Utilization of over 70% indicates the machine is overtaxed on resources and requires an upgrade or reassignment of tasks.

DISK Utilization

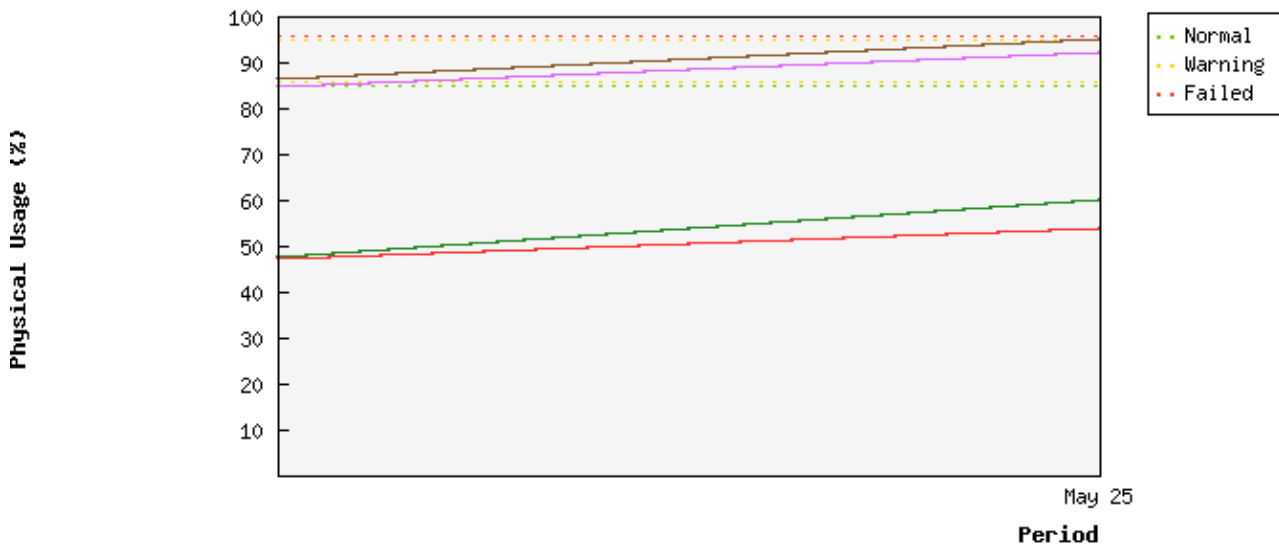


	Device Name	Disk Usage (%)				
		Minimum	Maximum	Average	Middle	Most Frequent
■	THIN-THINAPP (C:) - THIN-THINAPP - Disk	77.087	77.743	77.415	38.872	77.000
■	THIN-DIONYSUS (C:) - THIN-DIONYSUS - Disk	54.281	0.000	54.293	27.153	54.000
■	THIN-PERESEPHONE (C:) - THIN-PERESEPHONE - Disk	23.000	23.003	23.002	11.502	23.000
■	THIN-ARES (c:) - THIN-ARES - Disk	34.000	34.000	34.000	17.000	34.000

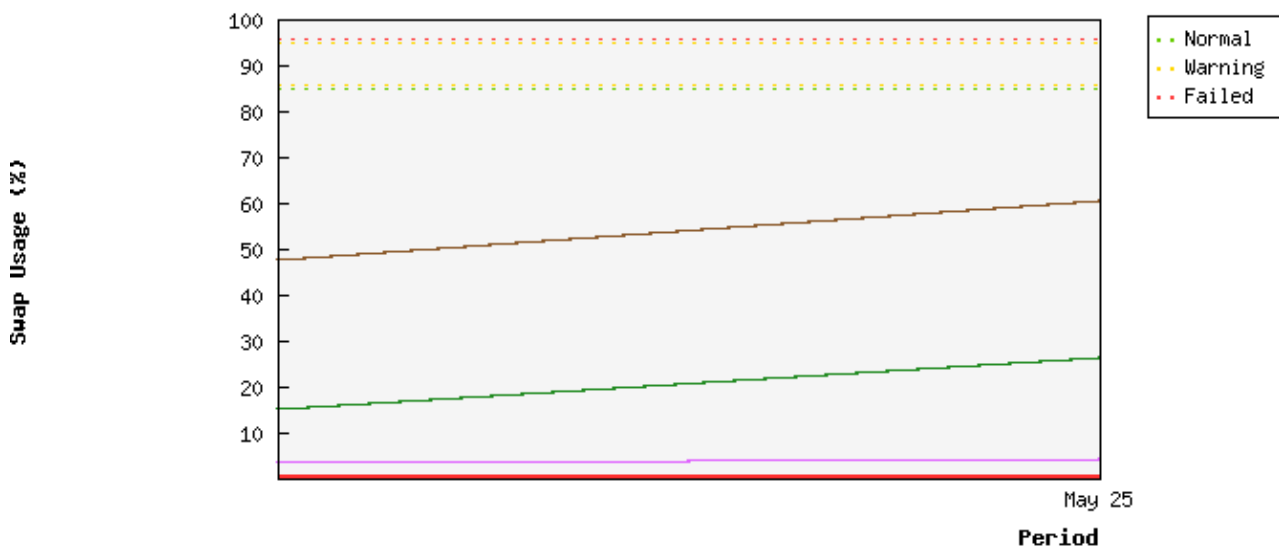
Synopsis





The amount of disk space available varies widely from server to server, file servers for home folders require more disk space available than DNS servers. However, disk space as a rule should not exceed 80% utilization on any volume. There is an exception to this, NT4 servers with a 4GB system partition typically run over 90% utilized. This may be acceptable depending on the task of the device and any migration plans in place.

Memory Utilization



	Device Name	Physical Usage (%)				
		Minimum	Maximum	Average	Middle	Most Frequent
	THIN-THINAPP - THIN-THINAPP - Swap	47.491	60.131	53.811	30.066	0.000
	THIN-DIONYSUS - THIN-DIONYSUS - Swap	86.121	94.970	90.546	47.485	0.000
	THIN-PERSEPHONE - THIN-PERSEPHONE - Swap	84.563	92.045	88.304	46.023	0.000
	THIN-ARES - THIN-ARES - Swap	47.187	53.626	50.406	26.813	0.000



	Device Name	Swap Usage (%)				
		Minimum	Maximum	Average	Middle	Most Frequent
	THIN-THINAPP - THIN-THINAPP - Swap	14.886	26.096	20.491	13.048	0.000
	THIN-DIONYSUS - THIN-DIONYSUS - Swap	47.632	60.309	53.971	30.154	0.000
	THIN-PERESEPHONE - THIN-PERESEPHONE - Swap	3.438	4.000	3.719	2.000	0.000
	THIN-ARES - THIN-ARES - Swap	1.000	1.000	1.000	0.500	1.000

Synopsis

The utilization of memory can be a difficult resource to interpret. Some application such as Microsoft Exchange Server and Microsoft SQL Server will use as much physical memory as is available, so when viewing Memory Utilization on these devices, Swap utilization is more indicative of issues. Overall, excessively high utilization of both physical memory and Swap indicates a need for memory upgrades in the servers.

Service Availability

THIN-ARES	
CPU	100.000
CPU (Cisco)	-
Connectivity	100.000
DNS	-
Disk	100.000
FTP	-
HTTP	-
IIS	100.000
Memory (Cisco)	-
Process	-
SNMP	-
SQL Server	0.000
Swap	100.000
Terminal Server	-
Traffic	-
Average	83.333

THIN-DIONYSUS	
CPU	100.000
CPU (Cisco)	-
Connectivity	100.000
DNS	-
Disk	100.000
FTP	-
HTTP	100.000
IIS	100.000
Memory (Cisco)	-
Process	-
SNMP	-
SQL Server	-
Swap	100.000
Terminal Server	-
Traffic	-
Average	100.000

THIN-PERESEPHONE	
CPU	100.000
CPU (Cisco)	-
Connectivity	100.000
DNS	100.000
Disk	100.000
FTP	-
HTTP	100.000
IIS	-
Memory (Cisco)	-
Process	-

THIN-RO1	
CPU	-
CPU (Cisco)	0.000
Connectivity	100.000
DNS	-
Disk	-
FTP	-
HTTP	-
IIS	-
Memory (Cisco)	0.000
Process	-

SNMP	-
SQL Server	-
Swap	100.000
Terminal Server	-
Traffic	-
Average	100.000

SNMP	-
SQL Server	-
Swap	-
Terminal Server	-
Traffic	-
Average	33.333

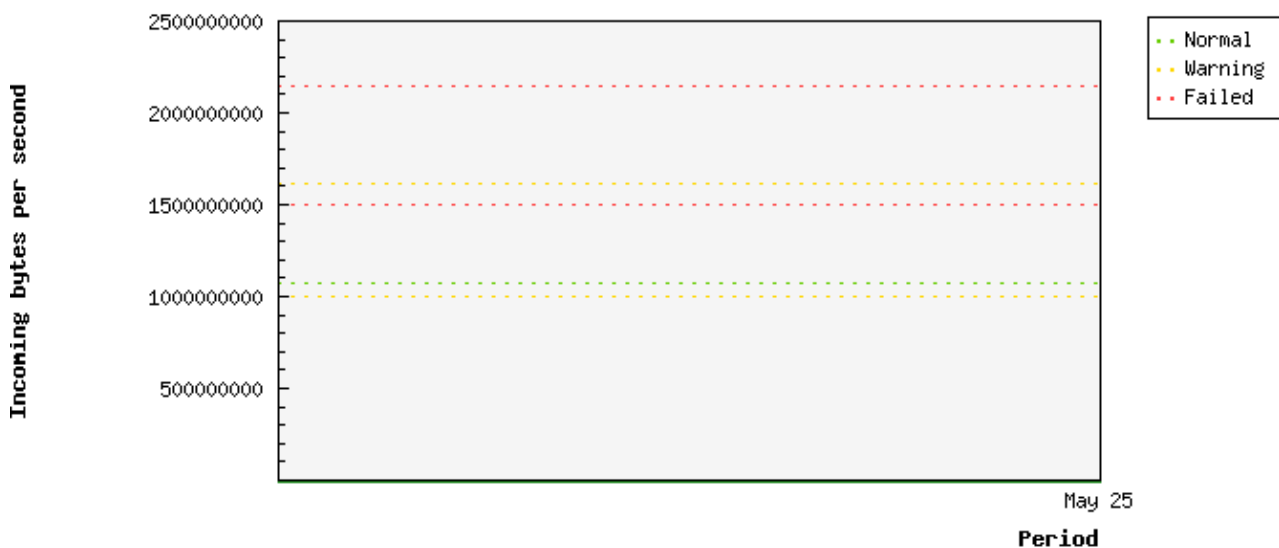
THIN-THINAPP	
CPU	95.881
CPU (Cisco)	-
Connectivity	95.833
DNS	-
Disk	95.881
FTP	95.501
HTTP	95.499
IIS	-
Memory (Cisco)	-
Process	95.881
SNMP	95.146
SQL Server	-
Swap	95.881
Terminal Server	95.833
Traffic	95.143
Average	95.648

Synopsis

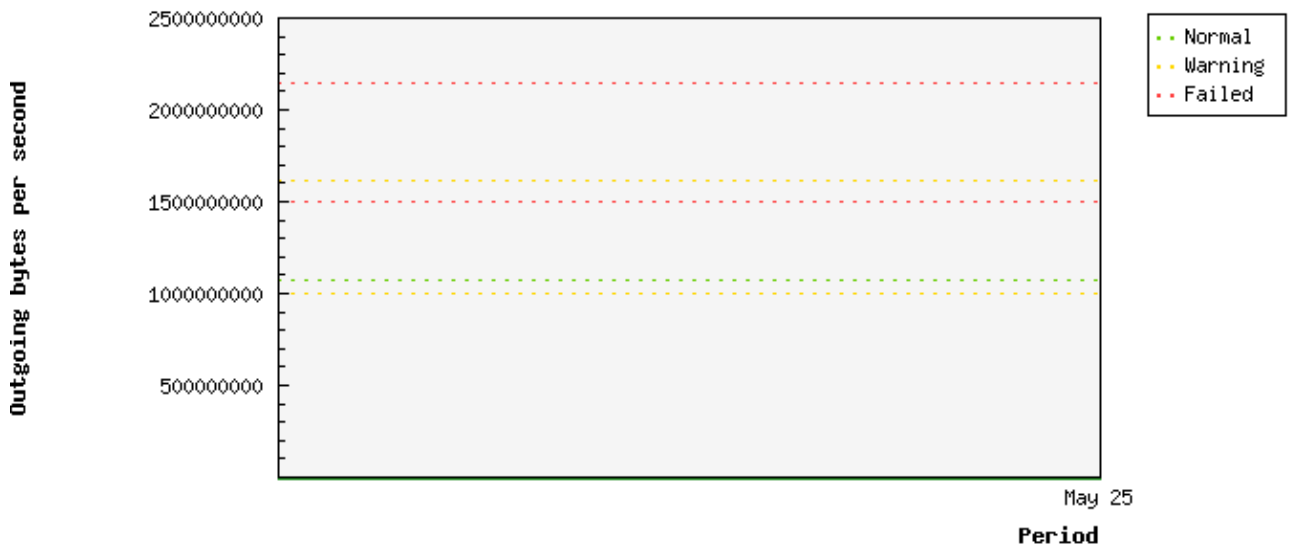
This Service Availability report provides a basic understanding of the stability of the network and devices. It is a combination of Normal and Warning status and defines all other states as unavailable. It is a great report to quickly understand how available the network infrastructure has functioned over the time frame of the report.

Bandwidth Utilization

The amount of incoming and outgoing Bandwidth being used is a great metric to track and understand. It's specifically helpful on point to point connections which are very expensive and the proper sizing is difficult. An understanding of the utilization will allow management decisions on upsizing the connection, downsizing the connection or re-scheduling tasks such as backup or data synchronization to make most efficient use of the current level.



	Device Name	Incoming bytes per second				
		Minimum	Maximum	Average	Middle	Most Frequent
■	THIN-THINAPP (Intel 8255x-based Integrated Fast Ethernet) - Thinprobe - Traffic	22,610.101	0.000	23,000.682	11,695.632	0.000



	Device Name	Outgoing bytes per second				
		Minimum	Maximum	Average	Middle	Most Frequent
	THIN-THINAPP (Intel 8255x-based Integrated Fast Ethernet) - Thinprobe - Traffic	12,017.302	0.000	23,625.309	17,616.658	0.000

Synopsis

The amount of incoming and outgoing Bandwidth being used is a great metric to track and understand. It's specifically helpful on point to point connections which are very expensive and the proper sizing is difficult. An understanding of the utilization will allow management decisions on upsizing the connection, downsizing the connection or re-scheduling tasks such as backup or data synchronization to make most efficient use of the current level.

Notifications Sent

There are no notifications sent.

Synopsis

This is the report which illustrates how many times your network required emergency intervention from Service Technicians. Many of these incidents may have gone unnoticed by users and that is the ultimate goal. Service Technicians are diligently working so that users experience exceptional service with little or unnoticed downtime which will inevitably happen.

Conclusion

Overall, this Executive Summary Report provides you with the information to fully understand the overall utilization of your network infrastructure. The data is collected automatically and is used for performance and capacity management, as well as incident notification so that the network can be managed more efficiently and a higher level of service can be achieved.

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