Services

Here is an overview of the services I provide.

- Monitoring tool selection
- Determining which product or combinations of products best matches your requirements

- What to expect from a pilot implemention
- Comparing product maturity by features

- Monitoring process audit
- Integration with Service Desk process or tool
- Correlation with CMDB or other non-integrated asset inventories
- Identification of monitoring capabilities to business service maps

- Monitoring tool deployment and upgrade
- Evaluation and accomodation of systems customizations/idiosyncracies
- Integration with available software distribution tools

- Monitoring tool integration and customization
- One-way or two-way integration with MOMs (manager of managers)
- Population of reporting and internal dashboard
- Population of central CMDB or other asset inventory tools

- Training on client platform
- How to communicate to users professionally
- How to administer the system for long-term integrity and growth
- Hands-on demonstrations of incident detection, escalations and fine-tuning
- Review of monitoring topology and inter-connections with other ITSM tools

- Documentation
- Coverage of both plain vanilla and cutomized features in SOP documentation
- Procedures for incident management and problem management

Services I Decline

Many consultancies offer services on a range of IT tasks, and keep extending their portfolio as new product areas evolve. While some of these claims may be true some of the time, I have always restricted my practice to a single focus: Systems Management for servers, networks and applications. This focus has allowed me to maintain my technical expertise across several Systems Management products, and this strategy has worked really well--I would recommend it to anyone starting a service business.

Here then are some services that I don't provide:

- Software resales
- Routine administration of servers, desktops, networks or applications
- Security and Compliance
- Networking administration
- Installation or administration of storage and virtualization platforms

To paraphrase an old commercial for the Archer Daniels Midland company, "I don't make these monitoring products, I help you use them better."