

Detail - Monitoring Services

	24/7	On Failure JourneyEd Alert			On Failure Client Alert		Action
	Frequency	Emailed	Paged	Record	Emailed	Phone	
Server connectivity	3 Min.	√	√		√	√	Call Client
Database Status							
Marked Suspect	18 Min.	√	√		√	√	Attempt to fix
Marked Emergency Mode	18 Min.	√	√		√	√	Attempt to fix
Is Offline	18 Min.	√	√		√	√	Attempt to fix
Recovering	18 Min.	√			√		Email Client
Loading	18 Min.	√			√		Email Client
Data							
Data Corruption	3 Hours	√			√	√	Attempt to fix corruption
Index Corruption	3 Hours	√			√	√	Attempt to fix corruption
Database							
Fragmentation	Daily	√			√	√	Defrag weekly
Transaction Log Full	12 Min.	√	√		√	√	Shrink Log
Transaction Log Size	12 Min.	√					
Backup Alerts	2 Days	√			√		Backup database
Backup Verification	Daily	√					
Tables without Indexes	Weekly	√			√		
SQL Server							
Error Log file	90 Min.	√		√	√		Attempt to fix, notify Client
Job Failed	20 Min.	√		√	√		Attempt to fix, notify Client
Jobs Running Over 1 Hour	45 Min.	√		√	√		Attempt to fix, notify Client
Security Violation	90 Min.	√		√	√		Notify Client
Database Space Utilization	90 Min.	√		√			Notify Client
Recycle Error Log	Weekly						
Processes							
Blocking over (½ second)	1 Min.	√		√	*		Notify Client
Blocking Over 3 Minutes	2 Min.	√	√	√	√		Notify Client
Queries Running Over 1 Minute	4 Min.	√		√	*		Notify Client
Queries Running Over 90 Minutes	75 Min.	√		√	√		Notify Client
Dead Locks <i>(new)</i>	90 Min.	√			√		Notify Client
OS							
Memory Less Than 80%	5 Min.	√		√	√		Notify Client
Disk IO Over 70%	5 Min.	√		√	√		Notify Client
Disk Queuing Over 20	5 Min.	√		√	√		Notify Client
CPU Utilization Over 80%	5 Min.	√		√	√		Notify Client
Disk Drive Below 2GB	35 Min.	√	√	√	√		Notify Client
Disk Drive Below 500 MB	10 Min.	√	√	√	√	√	Notify Client
Scripting							
All Databases	Weekly	√					
Logins and Encrypted Passwords	Weekly	√					

* = Upon request