



Microsoft IIS Web Server Management

Microsoft IIS (Internet Information Services) is a web server with critical application development services needed to build integrated, component based applications that take advantage of the Internet. With the TELEHOUSE Management Framework, TELEHOUSE provides the highest level of support and management to ensure the availability and performance of your IIS web server.

Correlation Engine Technology

TELEHOUSE's correlation engine technology includes APIs for reading alerts and messages from a variety of tools such as HP OpenView, NetIQ AppManager and HP Insight Manager, among others. The correlation engine filters, correlates, validates, and auto-resolves routine alerts, allowing our analysts to focus on complex and proactive analysis of prescreened, validated events. On average, 98% of incoming alerts and messages are automatically resolved by the correlation engine. By capturing and prioritizing the relevant data, the correlation engine enables exceptionally efficient incident management that improves your system performance.

Expert Analysts

Dedicated TELEHOUSE Internet Information Service (IIS) experts ensure high performance and availability for your environment. Support analysts are available 24x7 to respond to system events and for direct customer support through phone or email. With over a decade of focused experience in managed services and thousands of applications under management, TELEHOUSE successfully manages complex environments.

ITIL Best Practices

TELEHOUSE employs the IT Infrastructure Library (ITIL) Service Delivery and Service Support processes of Incident, Problem, Configuration, Change, Release, Service Level, Availability and Capacity Management. These standardized ITIL processes define our services and ensure consistent and measurable performance. TELEHOUSE's Management Action Plans (MAPs) are incident management best practices which correspond to every event type that is monitored.

IIS Web Server Availability:

TELEHOUSE will monitor and verify that the application is running and functional. Critical system processes and daemons will also be monitored to ensure they are running within established parameters. Server restarts will be completed in the event of a system crash, panic or halt, and the acceptance of client connections will be verified.

Log File Monitoring:

TELEHOUSE will monitor application logs, looking for specific keywords and phrases indicating critical issues to investigate. With IIS, the keyword search is based on the availability of the 'inedtinfo.exe' process. Additional keywords can be added at any time and keywords that are determined to be ineffective can be removed.

Configuration File Changes:

TELEHOUSE will advise you when changes are made within the Configuration files to ensure that unauthorized changes are not being made to your system.

IIS Web Server Patch Management:

TELEHOUSE will, on a periodic basis, review installed patches vs. the latest available from Microsoft and make recommendations for upgrades. Depending on the selected support option, TELEHOUSE will schedule with the customer and install the appropriate patch sets.

Performance Management and Statistical Tracking:

TELEHOUSE will identify, troubleshoot and resolve performance issues and collect data on web response time based on URL checks. Performance reporting is displayed in the customer portal.

URL Monitoring:

In addition to monitoring the internal application components, TELEHOUSE will verify the availability of web applications

Managed Components for Microsoft IIS

- IIS Web Server Availability
- Log File Monitoring
- Configuration File Changes
- Patch Management
- Performance Management and Statistical Tracking
- URL Monitoring

TELEHOUSE Management Framework Value

- Leverage TELEHOUSE's best-of-breed monitoring technologies and proven implementation processes to provide rapid and effective management.
- Gain visibility into your IT environment by viewing ticket, performance, and trend details through the customer portal.
- Rely on expert analysts, ITIL best practices and Management Action Plans (MAPs) to improve the stability and availability of your environment.

For more information visit www.TELEHOUSE.com



Event Types Monitored

- Server availability
- Memory allocation errors
- Response time issues
- Log error issues
- File not found
- Invalid content

Performance Statistics Collected

- ASP requests time
- ASP requests
- Services
- Web response time

from an end customer perspective to provide a more comprehensive view of the environment. This monitoring is accomplished by performing 'HTTP(S) get' commands against specified web pages, whether visible to the general public or not. The service includes monitoring, reporting, and if purchased, problem resolution of those components and processes that are problematic.

TELEHOUSE will monitor one (1) URL for each supported instance of IIS. The URL monitoring relies on simple HTML strings being present in the rendered page within a fixed period of time (usually ten seconds or less). A sampling interval can be set to minimize the number of false positives due to network latency and Internet response errors. For example, if the URL is unavailable for two consecutive samplings (taken at three minute intervals), then the agent will initiate an alert. TELEHOUSE will track URL performance statistics on a historical basis and display charts on response times, available in the customer portal.

Example Event Resolution

The following example demonstrates the Silver, Gold, and Platinum service responses for a common Microsoft IIS Web Server event: **Web Site Unavailable**.

TELEHOUSE Silver

For TELEHOUSE Silver services, the customer will receive notification of validated events. A TELEHOUSE Analyst will consult the Management Action Plan for this event. The MAP dictates that the analyst will perform the following:

- Check the site's availability on the web
 - If the site is unavailable, open the IIS Console and check to see if the W3SVC is running
 - Contact the customer with the information gathered
- On average, the initial response time is less than five minutes.

TELEHOUSE Gold

For TELEHOUSE Gold services, a Primary Analyst is assigned to every account and understands the configuration of the environment. Rather than escalating directly to the customer, the same IIS Web Server event

is now escalated to a Primary Analyst. The Primary Analyst consults their predefined set of troubleshooting and resolution steps in the Management Action Plan. For the same IIS event, the Primary Analyst will perform the following troubleshooting and resolution steps:

- Open the service manager and check the status of all IIS related services in question
- After verifying that there is indeed an issue, stop and start all IIS services
- Kill and restart all IIS processes
- Check network interfaces for connectivity
- Trace routes to find breaks in the connectivity
- Make needed repairs or call the customer directly with recommendations on how to solve the problem

In addition, the Primary Analyst will also watch for a trend of these types of issues to proactively advise the customer of configuration changes to stabilize the environment.

TELEHOUSE Platinum

For TELEHOUSE Platinum services, the Primary Analyst will also understand the architecture of the environment. With this more in-depth understanding of your environment, the Primary Analyst can perform many proactive tasks such as patch maintenance and installation, understanding the applications to be deployed in IIS Web Server, performing changes to optimize the IIS Web Server configuration files, and installing and applying fixes to security vulnerabilities to adhere to high security standards.

Consulting Services for Silver, Gold and Platinum

TELEHOUSE will perform the following activities as part of its engagement service:

- Audit and document site requirements
- Establish and maintain Virtual Private Network (VPN) connectivity
- Deploy Client Agent management tools
- Configure the customer portal for customers to view performance trends and analysis

These services are detailed in the technical specification for TELEHOUSE Consulting Services.



| TELEHOUSE Silver, Gold, Platinum Support Overview | Silver | Gold | Platinum |
|---|--------|------|----------|
| → 24x7 Support Center coverage | ✓ | ✓ | ✓ |
| → Event correlation and validation with correlation engine technology | ✓ | ✓ | ✓ |
| → Customer portal (system health, ticket reports, performance reports) | ✓ | ✓ | ✓ |
| → Ticket tracking, communication, notification and escalation management | ✓ | ✓ | ✓ |
| → Management Action Plans with validation and notification steps | ✓ | ✓ | ✓ |
| → Incident management (detection, classification, notification, recording, and closure) | ✓ | ✓ | ✓ |
| → Project management for installation | ✓ | ✓ | ✓ |
| → IIS Web Server log file parsing using specific keywords | ✓ | ✓ | ✓ |
| → Validation of IIS Web Server response to requests | ✓ | ✓ | ✓ |
| → Individual IIS Web Server instance availability monitoring (additional instances sold separately) | ✓ | ✓ | ✓ |
| → IIS configuration file monitoring | ✓ | ✓ | ✓ |
| → URL monitoring and reporting | ✓ | ✓ | ✓ |
| → Management Action Plans with validation, troubleshooting, resolution and escalation steps | | ✓ | ✓ |
| → Incident resolution based on MAP procedures (restarts of processes, services, servers, etc) | | ✓ | ✓ |
| → Proactive problem identification | | ✓ | ✓ |
| → Configuration identification, status, verification and audit | | ✓ | ✓ |
| → Availability, response time, trend, and performance reporting and analysis | | ✓ | ✓ |
| → Patch reporting and analysis | | ✓ | ✓ |
| → Analyze repetitive critical IIS Web Server log file errors and suggest corrective actions | | ✓ | ✓ |
| → Monitor all data source connections used by IIS | | ✓ | ✓ |
| → Validate database and web server dependencies for IIS Web Server | | ✓ | ✓ |
| → Advise of request throughput and response time discrepancies | | ✓ | ✓ |
| → Suggest changes to optimize the IIS Web Server configuration | | ✓ | ✓ |
| → Project management resource assigned for installation and ongoing account maintenance | | | ✓ |
| → Complete problem management with incident root cause analysis, when appropriate | | | ✓ |
| → Enterprise account management with complete understanding of architecture | | | ✓ |
| → Change management coordination, review, risk assessment and justification* | | | ✓ |
| → Release management planning, deployment and acceptance* | | | ✓ |
| → Monitor ticket activity (24 hour report) and work to reduce false-positive and non-critical items | | | ✓ |
| → Streamline resolution procedures to reduce resolution times of tickets | | | ✓ |
| → Configuration management (identification, planning, control and optimization) | | | ✓ |
| → IIS Web Server patch maintenance and installation | | | ✓ |
| → Understand the applications to be deployed in IIS Web Server | | | ✓ |
| → Install and apply fixes to security vulnerabilities according to industry standards | | | ✓ |
| → Perform changes to optimize the IIS Web Server configuration | | | ✓ |

*TELEHOUSE provides change management for all objects that are contracted under the Platinum support option. This includes both TELEHOUSE and customer initiated changes.

For objects not under TELEHOUSE management, such as custom code or content, TELEHOUSE will perform the change control activities and documentation steps normally associated with change management, only if the Enterprise Change Management option is purchased separately. For further details, please refer to the Change Management Technical Specification.



Support Options Summary TELEHOUSE Silver

Infrastructure and Application Monitoring

- Customer Portal Access*
- Project Management*
- Incident Management (Validation, Notification, and Escalation)
- Reporting

TELEHOUSE Gold

Infrastructure and Application Resolution

- All the features of Silver, plus
- Incident Resolution
- Proactive Problem Identification
- Configuration Identification
- Reporting and Analysis

TELEHOUSE Platinum

Infrastructure and Application Management. All the features of Gold, plus

- Problem Management (Error Control, Root Cause Analysis)
- Change Management
- Configuration Management
- Release Management
- Reporting and Proactive Services (Performance Tuning, Customized Services)

* Please see the Consulting Services technical specification for details.

For more information visit
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Version and Patch Support Policy:

TELEHOUSE supports vendor-supported software versions defined as those versions that are under maintenance and being patched by the vendor.

Customers must have maintenance agreements in place and systems should be patched to within six months of the vendor's most recent available patches.

Exceptions to this as well as overall supported applications, will only be considered on a special approval basis and will require an engineering review and contract addendum.