

NOC - Sedona Notification Process [WIP]

02/08/2024 5:29 pm EST

Email to sedonacloudsupport@boldgroup.com - notify only

Email to sedona office_support@boldgroup.com case creation

TBD on call number

SQLAWS /Internal Servers

- Minor/Notify Only via email only
 - RAM/CPU Notifications
- Critical Email + Case + Call between hours of 7am-9pm
 - Drive Space Notification longer than 48 hrs unacknowledged
 - SSL Certificate Expiring w/i 24 hrs
 - SQL Server Service/Instance
 - Machine Ping Fail / Machine Down
 - Online Backup Service stopped
 - Online Backup Service Remote Management stopped
 - SQL Server Reporting Services stopped and unable to be restarted
- Emergency -- Email + Case + On Call #
 - Drive Space Notification Critical = single % value
 - Multiple Machine Ping Fail / Machine Down
 - Online Backup Service Not Running & unable to be restarted

App Servers

- Minor/Notify Only via email only
 - RAM/CPU Notifications
 - SSL Certificate Expiring w/i 10 days
- Critical Email + Case + Call between hours of 7am-9pm
 - RAM/CPU Notifications longer than 48 hrs unacknowledged
 - Drive Space Notification w/i 15% longer than 24 hrs unacknowledged
 - SSL Certificate Expiring w/i 24 hrs

- SQL Server Service/Instance
 - Machine Ping Fail / Machine Down
 - Online Backup Service stopped
 - Online Backup Service Remote Management stopped
 - IIS Server / Customer Specific Site Issues
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- Emergency -- Email + Case + On Call #
 - Drive Space Notification Critical = single % value
 - Multiple Machine Ping Fail / Machine Down
 - Online Backup Service Not Running & unable to be restarted