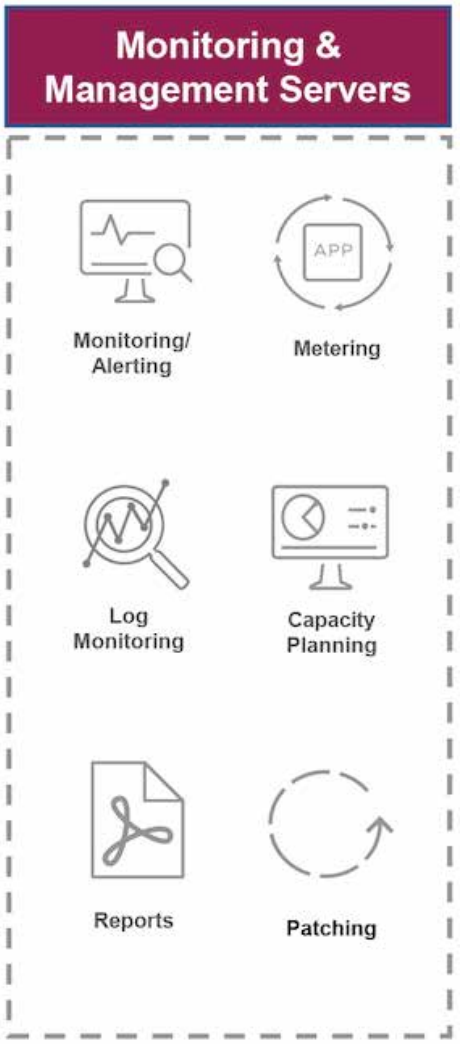
Monitoring and Management Servers



iBridge Cloud Technologies is a cloud service provider that offers infrastructure, platform, and software as a service to its customers. To ensure the smooth functioning of its cloud services, iBridge uses monitoring and management servers that leverage ServiceNow and custom APIs to monitor and manage alerts and all the elements that entail. The monitoring and management servers of iBridge Cloud Technologies consist of several components that work together to ensure the high availability and reliability of the cloud infrastructure. These components include:

- **ServiceNow:** iBridge Cloud Technologies uses ServiceNow as its primary platform for IT service management (ITSM) and IT operations management (ITOM). ServiceNow provides a centralized platform for monitoring and managing all the elements of the cloud infrastructure and provides a single pane of glass view of the entire infrastructure, allowing iBridge to easily identify and resolve issues before they affect customers.
- **Custom APIs:** iBridge Cloud Technologies has developed custom APIs to integrate with ServiceNow and other monitoring and management tools. These APIs enable iBridge to automate the monitoring and management of the cloud infrastructure, reducing the risk of errors, and improving the efficiency of its operations.
- **Alerts:** iBridge Cloud Technologies uses alerts to notify its operations team of any issues with the cloud infrastructure and are generated by various monitoring tools, including ServiceNow, and are sent to the operations team via email, SMS, or other communication channels.
- **Dashboards:** iBridge Cloud Technologies uses dashboards to provide real-time visibility into the health of the cloud infrastructure. These dashboards display key performance indicators (KPIs) such as CPU utilization, memory usage, and network traffic, allowing the operations team to quickly identify any issues and take appropriate action.
- **Incident Management:** iBridge Cloud Technologies uses incident management processes to ensure that any issues with the cloud infrastructure are resolved quickly and efficiently. Incident management processes include incident identification, logging, categorization, prioritization, investigation, diagnosis, resolution, and closure.
- **Change Management:** iBridge Cloud Technologies uses change management processes to ensure that any changes to the cloud infrastructure are implemented in a controlled and systematic manner. Change management processes include change identification, impact assessment, approval, implementation, testing, and review.

iBridge Cloud Technologies' monitoring and management servers utilize ServiceNow and custom APIs to provide a comprehensive and automated approach to monitoring and managing the cloud infrastructure. This approach helps to ensure the high availability and reliability of the cloud infrastructure, enabling iBridge to deliver high-quality cloud services to its customers.

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Monitoring and Alerting:

- **Improved visibility:** ServiceNow monitoring and alerting can provide real-time visibility into the health and performance of virtualized systems, enabling IT teams to quickly identify and resolve issues before they impact service delivery.
- **Proactive issue resolution:** By alerting relevant parties when certain thresholds or conditions are met, ServiceNow monitoring and alerting can help IT teams proactively address issues before they become a problem.
- **Faster issue resolution:** When issues do arise, ServiceNow monitoring and alerting can help IT teams quickly identify the root cause of the problem and take appropriate action to resolve it.

Metering:

- **Resource optimization:** By tracking resource utilization, metering apps can help organizations identify opportunities to optimize resource allocation and reduce waste.
- **Capacity planning:** By tracking resource utilization over time, metering apps can help organizations plan for future resource needs and avoid overprovisioning or underprovisioning virtualized resources.
- **Cost optimization:** By tracking resource utilization and costs, metering apps can help organizations identify opportunities to reduce costs associated with virtualized resources, such as by identifying idle or underutilized resources that can be retired or consolidated.
- **Performance optimization:** By tracking resource utilization and performance metrics, metering apps can help organizations identify performance bottlenecks and opportunities for optimization, such as by identifying VMs

Log Monitoring:

- I**dentifying performance metrics and identify issues** before they impact service delivery
- **Troubleshooting issues** to identify the root cause of the problem and take appropriate action
- **Security monitoring** for detecting and responding to security threats
- **Compliance monitoring** to maintain audit trails and monitor logs for specific activities

Capacity Planning:

- **Analyzing historical usage patterns** to identify trends and patterns in usage
- **Forecasting future demand** to forecast future demand for IT resources
- **Planning for resource allocation** and make decisions about how to meet demand
- **Monitoring and adjusting resource allocation** to ensure effective and efficient utilization

Reports and Reporting:

- **Performance:** Key performance metrics, such as CPU utilization, memory usage, and network
- **Utilization:** How resources are being utilized in a virtualized environment
- **Availability:** Tracking and reporting on system uptime and downtime
- **Compliance:** How virtualized environments are meeting regulatory and compliance requirements

Patching

- **Security:** Addresses security vulnerabilities and protects virtualized systems from threats
- **Stability:** Can improve the stability and reliability of virtualized systems by addressing bugs, glitches, and other issues that can impact performance and uptime
- **Compatibility:** Can ensure that virtualized systems remain compatible with other systems and applications, preventing issues that can arise from incompatible versions or configurations
- **Compliance:** Many regulations and compliance frameworks require organizations to maintain up-to-date software and security patches