



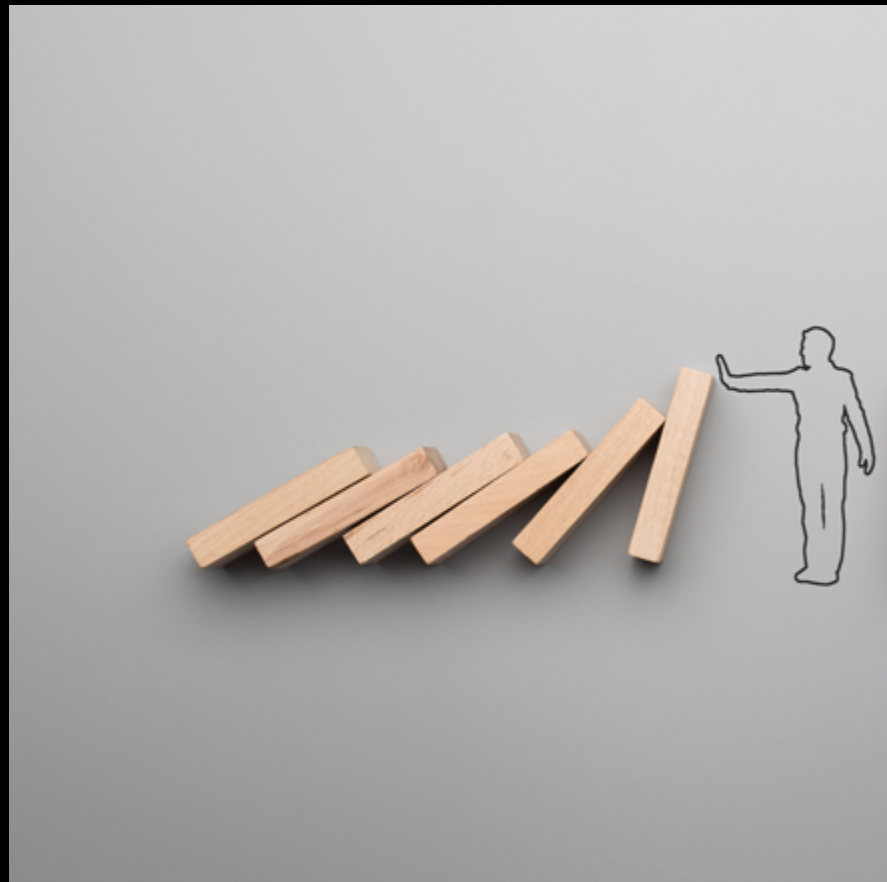
Infrastructure Monitoring and Notifications

Jeremy DeStefano & June Gorg
Montgomery County Department of Public Safety

About Montgomery County

- Population – 828,604
- Third largest county in Pennsylvania
- 51 Police Departments and State Police
- 93 Fire Companies
- 22 EMS Agencies
- 1 Consolidated Dispatch Center with approximately 166 dispatchers and staff
- Currently running CAD 9.2MR6
- 2018 Calls for Service – 391,590
- 2018 CAD Events – 830,054
 - Police – 714,285
 - Fire – 36,407
 - EMS – 79,362
- Average Answer Time – 2 seconds
- Average Dispatch Time – 29 Seconds
- Average Call Process Time – 46 Seconds

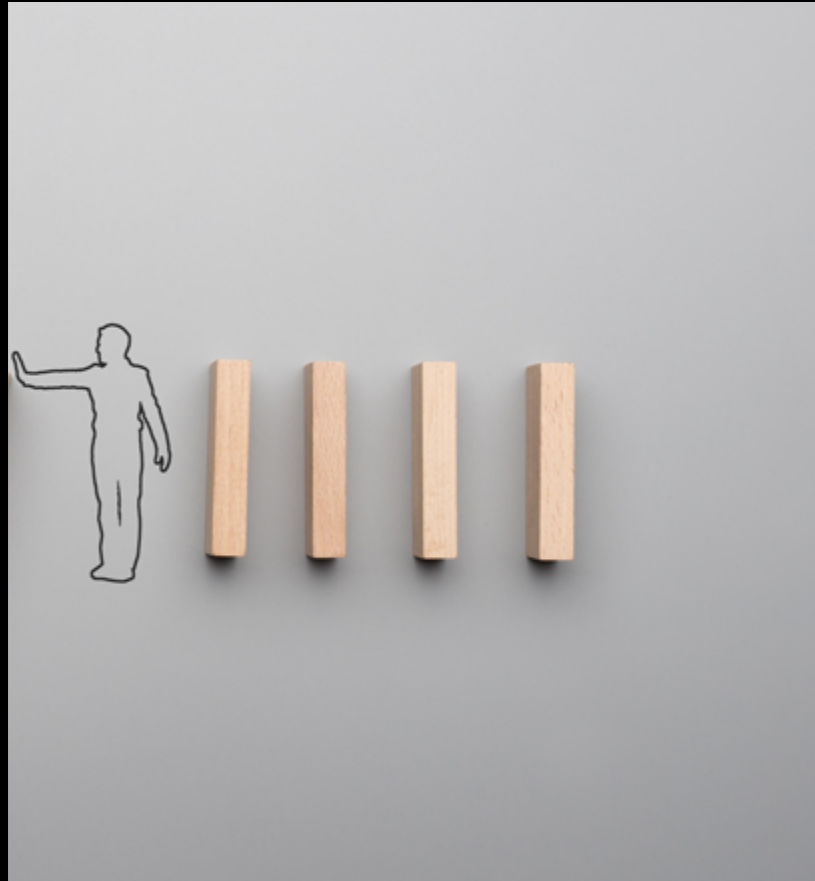
Our Problem



Highly
Reactive

Our Solution

More
Proactive



Reactive Data

Notifications from

VMware vCenter (Virtual Environment)

Dell Compellent Storage

Hexagon ESMD

Dell CMC (Physical Infrastructure)

Ticketing System (osTicket / MCM CommShop360)

User Feedback (Email & Phone)

All let us know that something already went wrong.

No One-Size-Fits-All Solution...

Still using ESMD for CAD-specific processes

- School panic alarm system doesn't generate a CAD Event
- Interface service failures
 - Informer
 - I/Switch hits high water mark
 - MDTServer
- I/Page unable to send message to paging system
- Workstation time sync errors
- ALI Interface issues
- ISM Service restart informational notifications
- Self-generated messages from batch files (DBCOPY jobs)

Infrastructure Monitoring

Many solutions out there, paid, opensource and free

WhatsUp Gold

Nagios

Zabbix

Site 24/7

SolarWinds

ManageEngine

Infrastructure Monitoring

We opted for Zabbix and Site 24/7

The logo for ZABBIX, featuring the word "ZABBIX" in white, uppercase, sans-serif font, centered within a solid red rectangular background.

Highly configurable

Can monitor almost everything we need

Staff with prior knowledge

Free!

Infrastructure Monitoring

We currently monitor with Zabbix

- All CAD Workstations
 - All CAD Servers
 - IIS
- All Active Directory Servers
- All 3rd Party Application Servers
 - Virtual Infrastructure
 - Dell Compellent Storage
 - Cisco Core Switches
 - Backup Site Switches
 - Synology NAS