ScienceLogic QuickStart Professional Services

Your business depends on IT. IT ensures your business runs smoothly, and you deliver superior employee/customer experiences. Being able to plan, build, and operate a new IT operations management solution presents a challenge to many organizations, due to budget and resource constraints, or simply a lack of experience and in-depth expertise to perform critical changes. These organizations frequently come to ScienceLogic and our partners, seeking assistance to realize the full potential of their investment in the ScienceLogic SL1 Platform, clarify workflow requirements within their IT ecosystem, assist in scaling the platform to support current and future needs, and identify opportunities for workflow optimizations and improvements. ScienceLogic consultants help you create a foundation for IT operations that helps you run your business better.

QuickStart Methodology

Prepare → Design → Configure → Validate → Transition → Go-Live → Operate

Prepare

Project Coordination - Work closely with the Customer Project Manager to ensure project meets timelines and budget. Deliverables include:

- Work Breakdown Structure (WBS)
- Weekly Status Reports

Design

Design Workshop - Conduct interactive onsite design workshop with key customer stakeholders. Discuss detailed technical and business requirements, re-view best practices, identify desired infrastructure, application, and service relationships, and determine a feasible design and implementation plan for ScienceLogic SL1 that meets customer's business requirements. Deliverables include:

- Solution Design Document

Configure

SL1 Platform Setup - Establish foundational functionality for the SL1 Platform, to include:

- Establish pre-production and production SL1 environments
- Install SL1 Database and Collectors
- Install SL1 Monitoring Platform
- Provide Architecture Diagram

Configure Infrastructure Health – Know if your infrastructure is healthy. Make better business decisions, faster with real-time visibility and context across your entire IT infrastructure. Configure the following:

- Infrastructure Discovery
- Infrastructure Relationship Mapping
- Infrastructure Performance and Availability Monitoring
- Event Management
- Automation Actions

Configure – Optional Add-Ons

Configure Application Health – Know if your applications are healthy. Make better business decisions, faster with real-time visibility across your IT infrastructure and applications. Configure the following functionality:

- Application Relationships (application to application, application to infrastructure)

Configure Service Health - Make better business decisions, faster with real-time service visibility and context. Configure the following functionality:

- Business Service Models (one (1) model, up to thirty (30) CIs)
- Business Service Dashboards (one (1))

Configure Incident Automation - Keep your CMDB up-to-date so you can fully automate incidents and more by integrating SL1 with your ITSM Service Desk and CMDB. Configure the following functionality:

- Incident Creation, Update, and Close
- CMDB Enrichment based on monitored environment

Validate

Train Users on Infrastructure Health - Deliver five (5) days of onsite training using standard training material customized to customer's implementation.

- Test and Validate functionality

Validate – Optional Add-Ons

Train Users on Service Health - Deliver two (2) days of onsite training using standard training material customized to customer's implementation.

Train Users on Incident Automation - Deliver two (2) days of onsite training using standard training material customized to customer's implementation.

Transition

Knowledge Transfer – Ensure you are self-sufficient and successful. Transfer knowledge to your SL1 Administrator about the configuration so they can sustain the system when the Professional Services engagement is completed.

Go-Live

Communication Plan – Execute a communication plan to inform users and conduct the appropriate level of end-user training required by the customer.

Promote SL1 into production – Ensure SL1 is operating successfully in the customer environment and complete any necessary fine-tuning.

Why Partner with ScienceLogic Professional Services?

Speed and quality. The ScienceLogic team of professional services consultants have years of industry experience and service customers globally. Customers benefit from ScienceLogic professional services' direct access to ScienceLogic world-class technical support and product engineering teams. Questions can be clarified quickly and an entire team of technical experts can collaborate to solve even the most complex business and technical challenges.

ScienceLogic Professional Services engagements are delivered by one or more professional consultants in an on-site fashion. Projects are scoped based on the size and complexity of the customer environment, and the customer's chosen ScienceLogic SL1 solutions.

To learn more, contact ScienceLogic using any of the methods notes below.