

7 Stages of IT Monitoring Grief

A Zenoss eBook



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The Challenge of IT Monitoring

Let's face it; a "challenging" career within IT has never been a relaxing walk in the park. Whether it is the pressure of maintaining legacy systems on a shoestring budget, the challenge of learning new technology, the stress of constant outsourcing pressure, the rewards of carrying a pager (yes, a pager), the pleasure of working a few weekends a month, or the joy of being the defacto computer genius for your family and friends; you are the backbone of your company and your circle of influence is both wide and deep.

IT monitoring is designed to eliminate these challenges. Or...



Is the IT monitoring challenge like Pi, endless?

In reality, today's prevalent IT monitoring solutions were built for a static paradigm that is yielding to today's dynamic paradigm of cloud computing. Making matters worse is that critical, legacy IT infrastructure cannot be retired and the pressure is building on IT to improve agility and operate as a service.

Weren't these challenges supposed to be solved a decade ago? How many solutions, tools, platforms or frameworks will it take to get these challenges solved?

If the following rings true to you, step away from your desk for a moment and ask yourself if it's time to take a new approach.



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Excitement

Found a new solution

Fraught with the day-to-day challenges of IT monitoring while contemplating dramatic changes within your IT Operations and data center design, excitement begins when you find a solution or approach that has potential.

However, experience has shown that additional investigation is needed including cross-functional demonstrations, an evaluation and in-depth deployment conversations. Once the solution has passed further investigation, the excitement is overwhelming as you begin to envision a new way to run your IT monitoring operations.



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Frustration

Attempted to implement solution

Internal and external roadblocks threaten to delay the project as IT continues to feel the strain of various critical business projects. Finally, the pieces of the puzzle are coming together; the equipment has arrived, change control has approved your requests and the date for solution installation is set. Once the solution is operational, you begin to rollout an enablement plan but find cross-functional support for the project is waning. Frustration is rising as IT monitoring waits, potentially for credentials and access to critical systems while your new IT monitoring operation vision is in jeopardy.





Denial

Challenges with solution

Years of experience have shown you that every solution has its challenges, but history has also shown your ability to overcome any and all obstacles. With the solution now configured and operational, both trained and untrained personnel descend on the solution. Management is briefed on the progress and overall success of the project. Almost immediately, users of the solution begin to report issues with the software and functionality; gaps are identified. The vendors are notified and when faced with the realization that cross-domain IT functions are using the solution in ways that were never intended; denial begins.





Anger

Threaten solution provider

As the issues with the solution continue to mount, the pressure for you to get the project back on track is deafening. You are reminded that the entire project was justified on streamlining monitoring operations and supporting key business goals. With nowhere to turn, you instinctively begin to threaten the solution providers and demand daily or weekly status updates on critical issues. All at once, your life has become a gluttony of internal and external status updates. Meanwhile, your other IT responsibilities are piling up at an alarming rate. Your anger is unleashed as the vendors ask for more time or money to fix the issues





Disappointment

There is no solution

After months of planning and hours of hard work, the solution has reached its natural equilibrium. While the project wasn't the game-changer you had hoped, it has become a valuable tool in your ever-growing IT tool belt. Unfortunately, the weight of that belt is pulling down your productivity and the tools themselves don't quite fit in today's IT paradigm of cloud computing and converged infrastructure. Looking back, you are disappointed at the results and question whether a solution exists in the market.





Resolve

We can do this ourselves

With a renewed focus on your day-to-day activities and the backlog of priorities under control, your attention turns to strategic planning. Your team leads have proposed an ingenious solution to a high-pain problem to monitor a critical infrastructure solution. Fresh off the last project, they propose an internally developed solution based on either homegrown or open source technology. Promising to work on the solution during 'off-peak times' and deliver a prototype within weeks, their enthusiasm is contagious and you approve the project. Your resolve is rising that we can do this ourselves and your team is the key to success.





Hope

Searching for a solution

Alexander Pope wrote in *An Essay on Man*, “Hope springs eternal in the human breast.” This is no different within IT, as curiosity, learning, and experimentation rain true. Whether the inspiration comes from talking with peers or staff, reading an online magazine or blog, attending a trade-show or webinar, or reading an eBook, you hope of finding a solution to your challenges is rooted deep in your spirit. It is within this cloud of hope that you begin to explore new solutions, to seek out new technology and to take IT monitoring and operations where it has never gone before.



The Zenoss Approach

Zenoss provides a new approach to these challenges that is built for today's dynamic paradigm while providing a bridge to yesterday's static paradigm. As a commercial open source company, Zenoss offers the benefits of a growing open source community with the confidence of a commercially backed solution. Zenoss utilizes a real-time service model (RTSM) that is object oriented and maintains key relationships between your dynamic infrastructure including virtualization and cloud. The RTSM is combined with performance and availability monitoring and integrated with a high performance event management solution.

Additionally, Zenoss provides an open and extensible solution via our ZenPack framework. ZenPacks allow for unparalleled customization and agility that is both supportable and can be contributed to the broader Zenoss open source community.

Finally, Zenoss is moving beyond elemental monitoring to a service-based approach that provides for service impact and deep root-cause analysis. This approach leads to faster MTTR and service assurance across your entire infrastructure. Better yet, all of this data is made available via an advanced analytics solution that provides a business intelligence layer for your infrastructure.



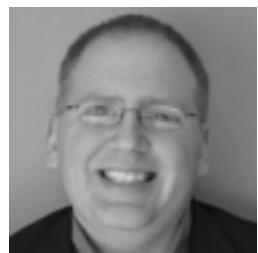
About Zenoss

35,000 of the world's largest IT infrastructures like VMware, Sungard, Rackspace and LinkedIn depend on Zenoss monitoring software to guarantee uninterrupted service. Leaders at these institutions enable revenue growth and cut costs by consolidating onto a single unified IT operations platform from which to manage their hybrid networks of on-premise servers, storage, and networking equipment, alongside virtual and cloud infrastructures. IT teams gain 360° visibility as to the stability and capacity of their IT operations, and their business, academic and government counterparts assure delivery of mission-critical services.

To learn more about Zenoss:

- [**Check out the Zenoss Product Tour**](#)
- [**Watch the on-demand webinar Zenoss Investigates: Why Monitoring Sucks**](#)

About the Author



Floyd Strimling is Vice President of Community, Technical Evangelist at Zenoss. He enjoys creating, debating, and following technology trends with the goal of making useful stuff rise to the top. With a background spanning hardware and software, he's been following Networking, Security, Datacenter Automation Virtualization, and Cloud Computing for 17 years.

