

Centre Informatique de l'Etat- Luxembourg



Critical Alert Management Solution for an efficient alerting of staff during Luxembourg EU Presidency

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Daniel NICKELS

Centre Informatique de l'Etat

Company Overview



Founded in March 1974, the Centre Informatique de l'Etat is the state-data processing center and ISP for the government of the Grand Duchy of Luxembourg. Its mission is to promote, organise and co-ordinate the use of IT in the State administrations, with regard to the data collection, circulation and processing. The aim of the CIE is to rationalise the public administration services and provide unified and co-ordinated services to both the State employees and the public. As an ISP, CIE also provides Internet access, web hosting and e-mail services for at least 8,000 users.

The Challenge



Luxembourg heading the EU presidency in the first half 2005, it was essential to the CIE to maintain a high availability and performance of its infrastructure. Monitoring tools like Nagios already in place needed to link to an efficient alerting solution, in order to provide pro-active 24/7 notification in case of critical outages.

The Solution



Thanks to AlarmTILT BC, 20 members of staff could be alerted day or night via email, SMS or voice alert in case of critical disruptions in CIE's network. Nagios events, sent in structured mail format, were parsed, analysed, translated by AlarmTILT BC. Connectivity between CIE's environment and AlarmTILT BC hosted solution was monitored via an intelligent heartbeat system. CIE administrators put incident rules in place, destination groups were alerted depending on - the nature of the problem - the person in the group on duty at that moment Escalation procedures were deployed, in order to ensure a rerouting of the alert, in case of no response from main person on duty.

Benefits



Intervention time in case of outages and disruptions was reduced dramatically, since using AlarmTILT with Nagios. CIE improved its quality of service by being able to solve a problem, or at least identify it before its internal customers noticed it. The escalation procedures put in place made sure, that at least one person was reached within 15 minutes in case of an alert procedure. AlarmTILT BC's "acknowledge system" enabled other people in the alert chain to be informed of who intervened, avoiding the very common but annoying and time-consuming cross-calling effect between participants. "AlarmTILT helped us considerably in cutting down-times. The escalation procedures and feedback messages gave us the guarantee that every problem was treated in a timely manner by our teams" says Daniel Nickels, responsible for operations at CIE.

