



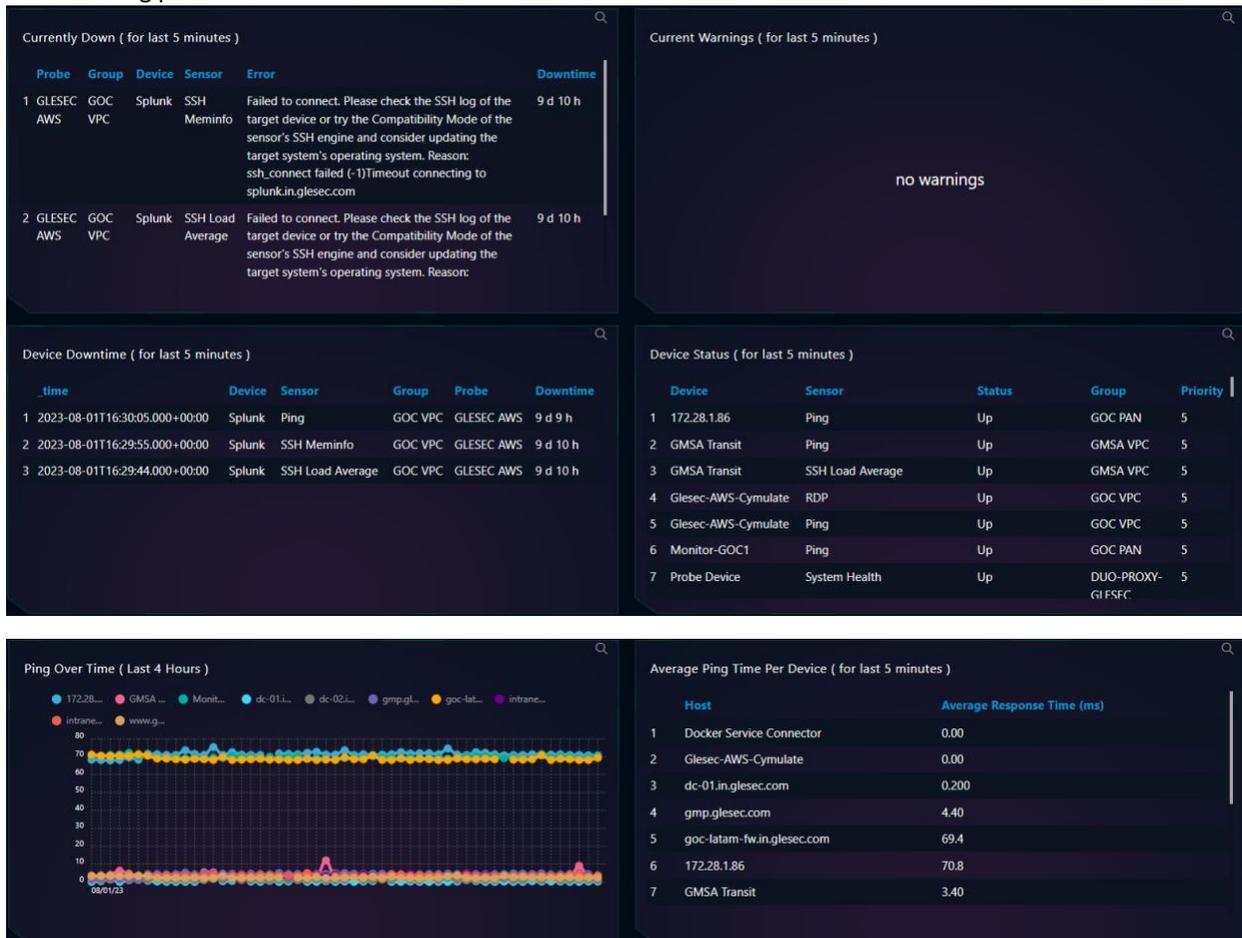
CRITICAL SERVICE MONITORING (MSS-CSM and MSS-CSME)

This document is a briefing that describes the operation and use of the MSS-CSM Service, and it is meant for all users of SKYWATCH WEB Platform.

Purpose of this Dashboard

This SKYWATCH Dashboard(s) provides **visibility** to the technical and executive users of SKYWATCH about the **MSS-CSM** and **MSS-CSME** Service and an on-demand **report** for this service (with the information of the dashboard). These are two of the deliverables for this service. There are more consolidated reports that combine the information of this service with other contracted services. Also certain of the parameters defined on this Dashboard are used as indicators to trigger SKYWATCH automations (GLESEC NOTABLE EVENTS – GNE) and this activates the GLESEC OPERATION CENTER(s) (GOC) into action to further investigate and for incident-response.

The following presents the SKYWATCH MSS-CSM.





Detailed Description of functionality of the MSS-CSM Dashboard

Below the description and use cases of each of the components.

ITEM	DESCRIPTION
Currently Down (For Last 5 Minutes)	<p>Displays a table that shows what sensors are down and why they are down.</p> <p>For the SKYWATCH WEB the refresh rate is once every day. The information represents live data.</p> <p>This information can be used to see what sensors are down, where they are down, and what is wrong with them.</p>
Current Warnings (For Last 5 Minutes)	<p>Displays all the current warnings on the sensors.</p> <p>For the SKYWATCH WEB the refresh rate is once every day. The information represents live data.</p> <p>This information can be used to monitor the possible warnings and where they are located.</p>
Device Downtime (For Last 5 Minutes)	<p>Displays a table that shows devices that are currently down and how long they have been down for.</p> <p>For the SKYWATCH WEB the refresh rate is once every day. The information represents live data.</p> <p>This information can be used to monitor how long down devices have been inactive.</p>
Device Status (For Last 5 Minutes)	<p>Displays a table that shows all of the devices and sensors what their current status is.</p> <p>For the SKYWATCH WEB the refresh rate is once every day. The information represents live data.</p> <p>This information can be used to monitor all of the devices and sensors and see which ones are up or down.</p>
Ping Over Times (Last 4 Hours)	<p>Displays the top 10 devices in a graph and shows how many times they were pinged.</p> <p>For the SKYWATCH WEB the refresh rate is once every day. The information represents data from the last 4 hours.</p> <p>This information can be used to see how many times these devices are being pinged in the 4 hour span.</p>
Average Ping Time Per Device (For Last 5 Minutes)	<p>Displays in a table how long it takes for each device to respond to the ping.</p> <p>For the SKYWATCH WEB the refresh rate is once every day. The information represents live data.</p> <p>This information can be used to see which machines are taking longer than others and if that is to be expected.</p>
REPORT	<p>This action button will generate a MSS-CSM REPORT based on the data of the dashboard with the corresponding TLP AMBER designation.</p>