LM Optimize

LogicMonitor is highly automated, powerful and extensible - is your portal tuned with best practices in mind? Or maybe you have new LM administrators taking over operations? Let our experts consult your team toward an optimized LogicMonitor configuration. Our product experts take a deep, comprehensive look at your LogicMonitor environment and provide training, best practices, and recommendations for tuning, re-configuring and optimizing your monitoring solution.

Ideal For

- Existing customers (3 months or longer)
- Customers with new LM administrators or no prior Professional Services implementation
- **Up to 5000** devices monitored

Customer Prerequisites

1. One or more customer LM admins with availability to engage with Professional Services
2. LogicMonitor Certified Professional required for LM admins
3. Access to all device and website inventory (IP addresses, hostnames, URLs, subnets)
4. Access to all device and website monitoring credentials (SNMP, WMI, ESX, etc.)
5. Admin access to devices to perform configuration changes (if necessary)
6. Admin access to alerting integration destination (if applicable - Autotask, ConnectWise, PagerDuty, ServiceNow or Slack)
7. Admin access to collectors' servers (if necessary)
8. Understanding of internal change management procedures and lead times
9. Access to resources and stakeholders required to:
    - Provision collector resources (if necessary)
    - Perform internal network security changes (if necessary)

What's Included

- Up to **6 weeks** of consultative LogicMonitor re-alignment
- **Single**-**team** engagement with Professional Services
- Up to **2** two-hour working sessions per week with our experts
- **Comprehensive** LogicMonitor product area review and consultation
- Project coordination and task tracking

Our Approach

Our re-alignment project is designed to give your LM admins the appropriate knowledge they need from our Professional Services experts. The services we offer through this Professional Services engagement are:

- **Discovery** - gathering your use cases and requirements
- **Verification** - assistance with or validation of LogicMonitor configuration plans
- **Guidance** - providing best practices, training or LogicMonitor configuration examples
- **Deployment Assistance** - executing configuration tasks in your LogicMonitor portal

Your Professional Services engagement will be led by:

- **Technical Trainer** - product expert responsible for providing advanced administrator training
- **Project Manager** - accountable for coordination, scheduling and status reporting of the engagement
- **Solutions Engineer**(s) - product experts responsible for providing the bulk of the services (listed above)

Week 1: Advanced Training and Enhanced Health Check

Professional Services assessment of LogicMonitor issues and symptoms:

Top 15 LogicMonitor Issues and Symptoms as seen by customers				
COLLECTORS • Gaps in data collection • Missing Device data or No Data issues	**RESOURCES – DEVICES** • Missing or Dead Devices • Disorganized Devices and Group structure • Missing or broken cloud account monitoring • Missing Traffic Flow data	**WEBSITES** • Disorganized Websites and Group structure • Web Checks not working	**ALERTS** • Alerts - too many or missing alerts	**ALERT ROUTING** • Alerts misrouted or not routing
ALERTING INTEGRATIONS • Alerting Integration issues (Autotask, ConnectWise, PagerDuty, ServiceNow, or Slack)	**LOGICMODULES** • Missing or outdated data monitoring (DataSources, EventSources, PropertySources, ConfigSources)	**USER ACCESS** • Role-based access control and authentication issues	**REPORTS** • Outdated or misconfigured Reports	**DASHBOARDS** • Broken or inaccurate Dashboards

Weeks 2 - 6: Remediation and Optimization of LogicMonitor

- 1.5-hour pre-implementation training for LM admins
- Professional Services builds a comprehensive, collaborative project plan to remediate and re-configure LogicMonitor with the customer, where necessary:

LM Issues & Symptoms	Services Offered by Product Area
Gaps in data collection Missing Device data or No Data issues	**Collectors** • Collector groups • Auto Balanced Collector Groups • Collector down alert: enablement • Collector network communication • Collector size selection • Collector failover
Role-based access control and authentication issues	**Users and Roles** • Single sign-on • User creation
Missing or Dead Devices Disorganized Devices and Group structure Missing or broken cloud account monitoring Missing Traffic Flow data Disorganized Websites and Group structure Web Checks not working	**Resources** • Static device groups • Dynamic device groups • Device properties: assignment • Device import: manual • Device import: advanced NetScan CSV • Device import: basic NetScan • Device import: advanced NetScan ICMP ping • Netflow analysis: enablement **Websites** • Website groups • Standard Web Check: basic up/down • Standard Web Check: basic login form • Standard Web Check: whitelisting • Ping check **LM Cloud** • Cloud account import - AWS, Azure or Google Cloud Platform

Alerts – too many or missing alerts Alerts misrouted or not routing Alerting Integration issues (Autotask, ConnectWise, PagerDuty, ServiceNow, or Slack) Missing or outdated data monitoring (DataSources, EventSources, PropertySources, ConfigSources)	**Alerts** • Alert routing • Alert rules • Escalation chains • Recipient groups • Alert deficiency remediation • Alert storm remediation **Alerting Integrations** • Alerting integrations: Autotask, Connectwise, PagerDuty, ServiceNow, Slack or Custom Email Delivery – **up to 1** **LogicModules and LM Config** • SNMP SysOID map • LogicModule repository update
Broken or inaccurate dashboards Outdated or misconfigured reports	**Dashboards** • Auto-dashboard import • Auto-dashboard customization • Dashboards: creation / update – **up to 1** **Reports** • Report groups • Standard report – **up to 5**

What's Not Included

The following are not covered or provided in the LM Optimize re-alignment package.

Custom Solutions

- **Custom alerting integration** – alerting integration from LogicMonitor to another tool's API or email address using custom delivery integrations
- **Custom device discovery** – automated discovery of devices from another system using script advanced NetScans
- **Custom device monitoring** – monitoring of system or application performance using custom LogicModules (DataSources, EventSources, PropertySources or ConfigSources)
- **Custom integrations** – any one-way or two-way integration between the LogicMonitor REST API and another tool (CMDB, BI tool, etc.)
- **Custom portal automation** – automating the exporting, updating, creation or deleting of items using the LogicMonitor REST API (external scripts, custom LogicModules)
- **Custom website monitoring** – monitoring the status, value, response or transaction of a website using custom LogicModules or script Web Checks

Other Situations

- **Multiple-team engagement** – multiple, separate teams engaged with Professional Services
- **IT Ops administration** – Professional Services' direct access to any tools or systems outside of LogicMonitor