

Server Administration Dashboard

System Requirements

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Overview

This application is an information dashboard for displaying server status and was developed as a project for an advanced User Experience class at Washtenaw Community College. The design was based on a server management tool used by the Cash Express group at FIS. The application is intended to be used by system administrators overseeing a large number of servers; 15 servers are depicted in this project.

System administrators may be either Managers with server dashboard administration privileges or System support specialists with server dashboard viewing privileges.

Dashboard Metrics

All metrics displayed in the dashboard are for year-to-date and include:

- Uptime: the time the servers are up and running
 - Average uptime percentage
 - Average time all servers have been up
 - Uptime percentage for each server
- Downtime: the time servers are down; either scheduled or unscheduled
 - Overall unscheduled downtime in hours/minutes/seconds
 - Overall scheduled downtime in hours/minutes/seconds
 - Unscheduled downtime in hours/minutes/seconds for each server
 - Scheduled downtime in hours/minutes/seconds for each server
- Resource utilization: how much of the servers resources (memory, etc.) are being used
 - Current resource utilization per server
 - Ranges from 0% to 100%
 - Current resource utilization rates also need to have a status reflected visually so system administrators can glance at this and see the servers in danger
 - 0% - 40% being fine
 - 40% - 74% being warning
 - 75% - 100% reflecting a critical situation
 - Historical resource utilization rate per server. System administrators will look at this to determine the pattern of activity; does the server max out at certain times, does it spike at regular intervals.
 - Tracking fluctuating percentage for the past hour
 - Percentage recorded every 5 minutes
- Current status of server: whether server is up or down
 - If the server is down, whether the outage was scheduled or unscheduled.
- Schedule of planned outages (for maintenance, etc.) for each server. System administrators need to know when there is a planned outage coming up.
 - Date, time, duration of outage
 - Reason for outage