

NSW Department of Lands relies on ICE Systems and GroundWork for IT Monitoring



Customer Name: NSW Department of Lands

The New South Wales Department of Lands (Lands) represents knowledge, heritage, and responsible land management. Since we documented the first State land records, we have continued as the guardians of all land information in NSW. Today, with new technologies and greater expertise in the field, we are a world leader in land information and management.

Industry: Government

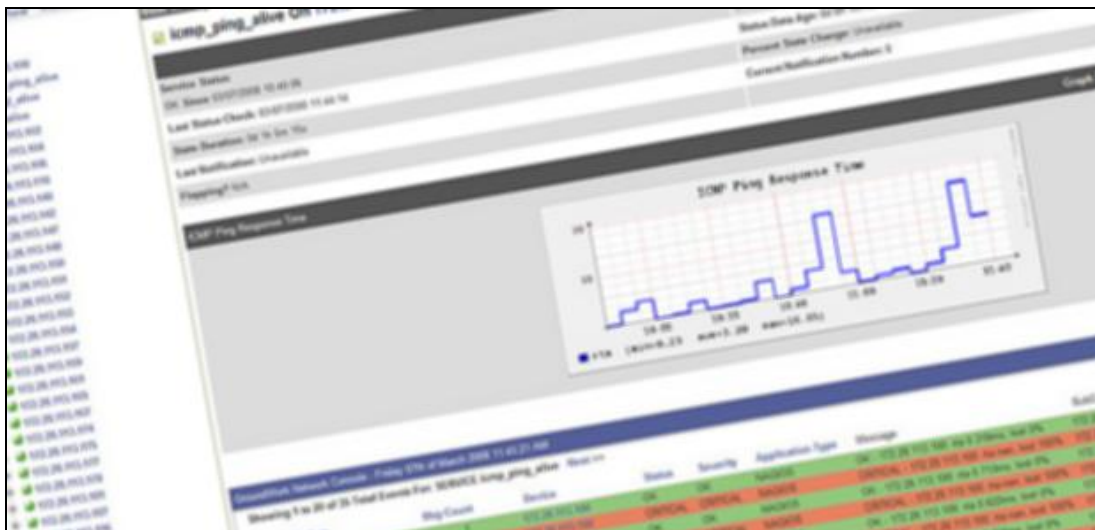
Website: <http://www.lands.nsw.gov.au>

Business Requirements: The NSW Department of Lands required a flexible, cost effective monitoring solution capable of monitoring hardware, application and network performance and status.

Solution: GroundWork Open Source IT monitoring.

Software: GroundWork Monitor Enterprise, Traffic Graphing Module, Network Map Module, Status Map Module.

Background: The NSW Department of Lands is a geographically dispersed environment. Their two data centres are geographically separated by approximately 200km and each centre acts as a disaster recovery site for the other. There are over 70 remote locations around the state that have server and/or network infrastructure that required monitoring.



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The NSW Department of Lands required a redundant monitoring system that could be controlled from either data centre. The ability to build dashboards for various groups e.g. business managers, helpdesk and system administrators was a key requirement as was the ability to monitor hardware devices, applications and to analyse and report on network activity and performance.

Solution: ICE Systems in conjunction with GroundWork Open Source designed an IT monitoring solution that was capable of covering the NSW Department of Lands disparate range of infrastructure ranging from air conditioners and diesel generators, servers and network infrastructure, through to application stacks. Along with the up-time monitoring, the solution was designed to monitor and report on network performance to help ensure any network bottle-necks or application degradation of performance was immediately recognised and notifications sent.

The solution was designed to allow role based access and dashboard reporting capabilities. This provided the NSW Department of Lands personnel the capability to monitor what was specific to an individual's responsibility. This improved security through locking accounts down to specific duties, and improved user satisfaction by only providing required information.

On-site customised GroundWork Open Source training delivered the knowledge and skills necessary to the personnel responsible for the systems being monitored enabling them to deliver further benefits and return on investment.

Benefits: The GroundWork Open Source IT monitoring solution provided a redundant monitoring solution with role defined access, and the ability to monitor infrastructure up-time and performance. ICE Systems has designed an IT monitoring solution for the NSW Department of Lands that covers all technical and functional requirements including;

- Redundancy.
- Improved security through role-based access control.
- Increased user satisfaction.
- Tailored to NSW Department of Lands requirements.
- Cost effective.
- Scalable.
- Easy to use.



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