Continuous Monitoring Administration Procedure

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<th>Version</th>
<th>Approval Date</th>
<th>Owner</th>
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<tr>
<td>1.1</td>
<td>March 19, 2019</td>
<td>Technical Operations</td>
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1. **Purpose of Procedure**
The purpose of this procedure is to ensure that there’s general steps to manage alerts received from HSX’s continuous monitoring systems.

2. **Procedure Scope**
All HSX technical operations employees will oversee monitoring and mitigating alerts received through HSX slack messaging system and HSX command center. The following systems will be monitored using this procedure.

- MC Connect Prod 1-4
- MC Connect Dev 1
- Provider Directory
- Diameter Server
- Elastic Load Balance

3. **Procedure Monitoring**
- All metrics will be refreshed every minute.
- Screen 1: Monitors the amount of ED admits within the southeast Pennsylvania region for any potential UPAL activation.
- Screen 2: Monitors the HSX Mirth infrastructure and its resources.
  - MC Prod 1-4
  - MC Dev 1
  - CPU usage
  - Message queues
  - Memory utilization
  - Free disk space
• Screen 3: Monitors the elastic load balance infrastructure.

• Screen 4: Monitors the provider directory server and diameter CCD validator server.
  o Network traffic
  o Queues
  o CPU usage
Alerting

- All slack alerts will contain notes and contact information for any staff to follow.
- All alerts are pushed to the HSX support staff within the #Alerts channel in real time.
- Any back to back alerts of the same type will indicate a major issue. Please notify staff via the Technical Operations channel and stop the alerts feed with the following slack command: /alerts stop
- The following conditions will trigger an alert:
  - Message queue >250
  - Channel Idle for >=2hr or >=1hr depending on the channel
  - Destination connector error
4. Definitions
Definitions are referenced in the glossary

5. References
Regulatory References:
- HITRUST References: XX.y CSF Control Reference, XX.y Another CSF Control Reference

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<tr>
<th>Responsible Owner:</th>
<th>Contact: email</th>
<th>Approved By:</th>
<th>Current Approval Date:</th>
<th>Previous Approval Date</th>
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<tbody>
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Date Procedure to go into Effect: April 1, 2017

Related Documents:
- Glossary
- Information Security Policy