

# Microsoft SCOM Cheat Sheet

Everything you need to know to run SCOM like a professional

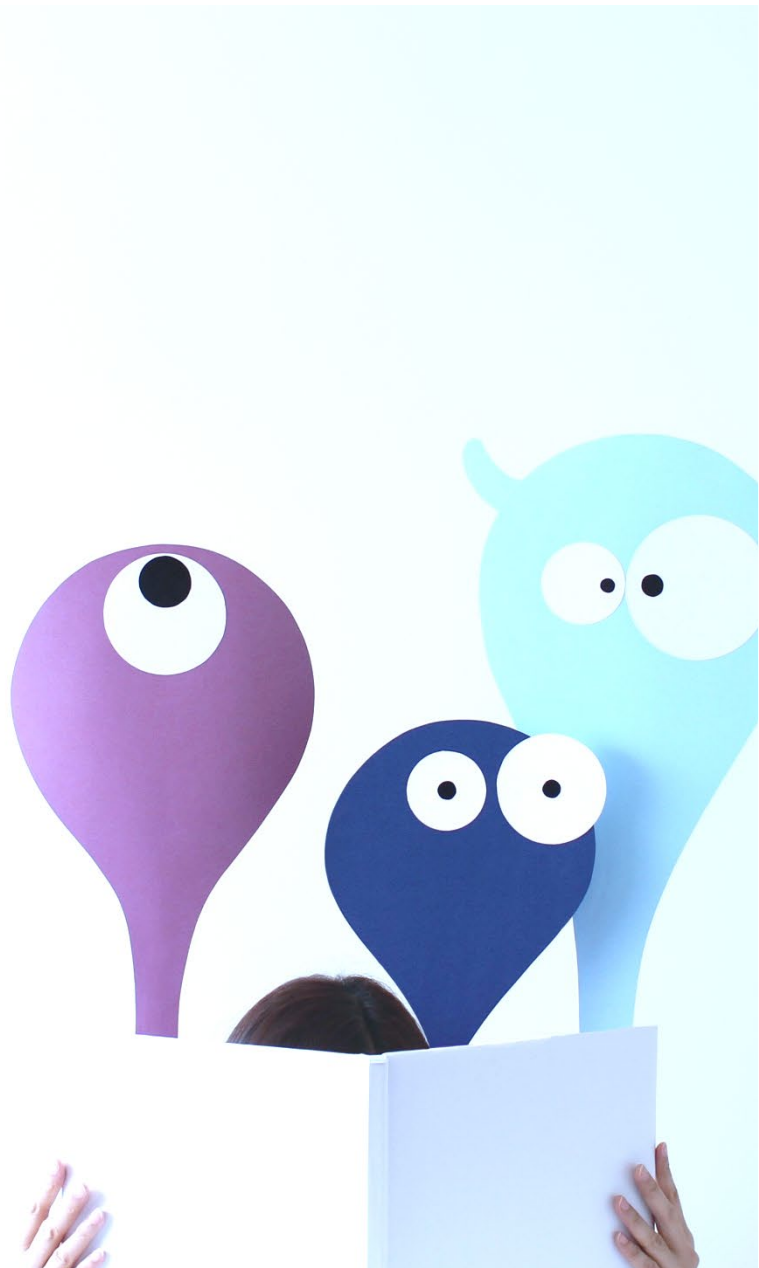
A Whitepaper by NiCE IT Management Solutions

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## Overview

Microsoft SCOM is a powerful monitoring platform — when it is designed and operated correctly.

This cheat sheet summarizes the key principles we consider essential for running SCOM in a stable, professional enterprise environment.



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## SCOM Is a Framework, Not a Plug-and-Play Tool

SCOM provides a monitoring framework. Operational value comes from **design, governance, and continuous tuning** — not from default settings.

**Key principle:** If it wasn't designed for your services, it won't work for your operations.

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## Monitor Services, Not Just Components

Component-level monitoring creates noise. Service-oriented monitoring creates context.

### Best practice

- Define business and technical services
- Map components to services
- Alert on service impact, not isolated metrics

**Outcome:** Clear priorities and faster decisions.

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# Alerting Must Be Intentional

Every alert should have a purpose.

## Before enabling an alert, ask

- Is this actionable?
- Who owns it?
- What is the expected response?

## Rules of thumb

- Fewer alerts, higher quality
- Use severity consistently
- Avoid alerts without operational relevance

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# Management Packs Are Starting Points

Default management pack settings are rarely suitable for production environments.

## Professional approach

- Review thresholds and overrides
- Disable irrelevant rules and monitors
- Document all customizations

**Tip:** A “green” SCOM is not necessarily a healthy environment.

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# Reporting Turns Monitoring into Management Information

Monitoring without reporting stays operational. Monitoring with reporting becomes strategic.

## Effective SCOM reports should

- Support SLA verification
- Show trends, not just snapshots
- Be understandable without deep technical context

**If no one reads the report, it has no value.**

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# Dashboards Are Communication Tools

Dashboards are not for collecting data — they are for **communicating status**.

## Good dashboards

- Show service health at a glance
- Separate operational and management views
- Avoid technical overload

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# Alert Fatigue Is a Design Problem

Ignored alerts are a symptom, not the root cause.

## Common causes

- Overlapping rules
- Static thresholds
- Missing context

**Solution:** Regular tuning based on real operational feedback.

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# Ownership and Processes Matter

SCOM cannot replace operational processes.

## Every alert needs

- A clear owner
- A defined escalation path
- Integration into incident and change processes

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# SCOM Requires Continuous Maintenance

Monitoring environments evolve with the infrastructure.

## Ongoing tasks include

- Management pack updates
- Threshold reviews
- Service model adjustments
- Reporting optimization

**Monitoring is an operational discipline, not a one-time project.**

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# Measure the Monitoring Itself

A professional SCOM setup is measurable.

## Key indicators

- Alert volume vs. incident volume
- Repeated alerts for the same root cause
- Time to resolution
- Report usage and feedback

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## Final Thought

A well-run SCOM environment does not try to show everything.

It focuses on **what matters, when it matters, and to whom it matters.**

Professional monitoring is not about visibility — it's about control.

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# About NiCE

NiCE Services for Microsoft System Center encompass consulting services tailored to System Center Operations Manager, Configurations Manager, and Service Manager. Our offerings include SCOM Health Assessments, training, advice and provisioning for third-party SCOM tools, as well as SCOM-centric monitoring solutions for business elements such as applications, databases, operating systems, services, and custom applications.

**NiCE Management Packs for Microsoft SCOM** are available for AIX, Azure AD Connect, Entra ID, Citrix VAD & ADC, Custom Applications, HCL Domino, IBM Db2, IBM HMC & VIOS, IBM Power HA, Linux on Power Systems, Log Files, MariaDB, Microsoft 365, Microsoft Teams, Microsoft SharePoint, Microsoft Exchange, Microsoft OneDrive, Mongo DB, NetApp ONTAP, Oracle, Veritas Clusters, VMware, and zLinux.

## Our commitment

1. Ongoing development, incl. latest version support
2. Top required metrics come out-of-the-box
3. Integrated source knowledge to solve issues faster
4. Custom development & coaching
5. Highly responsive support team
6. Easy onboarding & renewals
7. Largest set of Microsoft SCOM Management Packs

## About Microsoft System Center Operations Manager (SCOM)

Microsoft SCOM is a powerful IT management solution designed to help organizations monitor, troubleshoot, and ensure the health of their IT infrastructure. SCOM provides comprehensive infrastructure monitoring, offering insights into the performance, availability, and security of applications and workloads across on-premises, cloud, and hybrid environments. With its robust set of features, SCOM enables IT professionals to proactively identify and address potential issues before they impact the business, improving overall operational efficiency and reducing downtime. By leveraging SCOM, businesses can achieve greater control over their IT environment, ensuring a seamless user experience and enhancing the reliability of their services.

Take advantage of all the benefits of advanced monitoring using NiCE Management Packs for Microsoft System Center Operations Manager. Contact us at [solutions@nice.de](mailto:solutions@nice.de) (EMEA, APAC), or [solutions@nice.us.com](mailto:solutions@nice.us.com) (US, LATAM) for a quick demo, and a free 60 days trial.

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