No Heartbeat Received for Critical Service

Query Database to Identify Associated Server → Collect Available Network and Server Logs → Check Network Path to Server → Is Server Reachable?

Yes → Try to Connect to Server → Is Server Available?

Yes → Try to Connect to Service → Is Service Available?

Yes → Open Port for Network Reimaging on Firewall and Allow only Server on ACL

Determine Associated Firewall

Restart Server → Verify Installation → Verify that Boot over Network on Restart is Enabled on Server

Is Image Compliant?

Yes → Backup Updated Image

No → Update Image

Close Port on Firewall → Bring Server Back On-line → End Workflow

No → Generate Enriched Alert and Send to Operator

Operator Selects Rebuild Server?

Yes → Exit Workflow

No → Exit Workflow

End Workflow