



CCA Enterprise Monitoring Strategy (EMS)

Transforming IT "Management" into Business "Meaning" with Business Service Management

Steve de Souza, Thursday, 28th July 2011





Overview of Presentation

Who we are

What EM used to mean

Where we came from

Our vision for a monitoring solution

Proposed Solution

The new EM

Why BSM

Making Alphabet Soup

Key CCA Services to be BSM'd

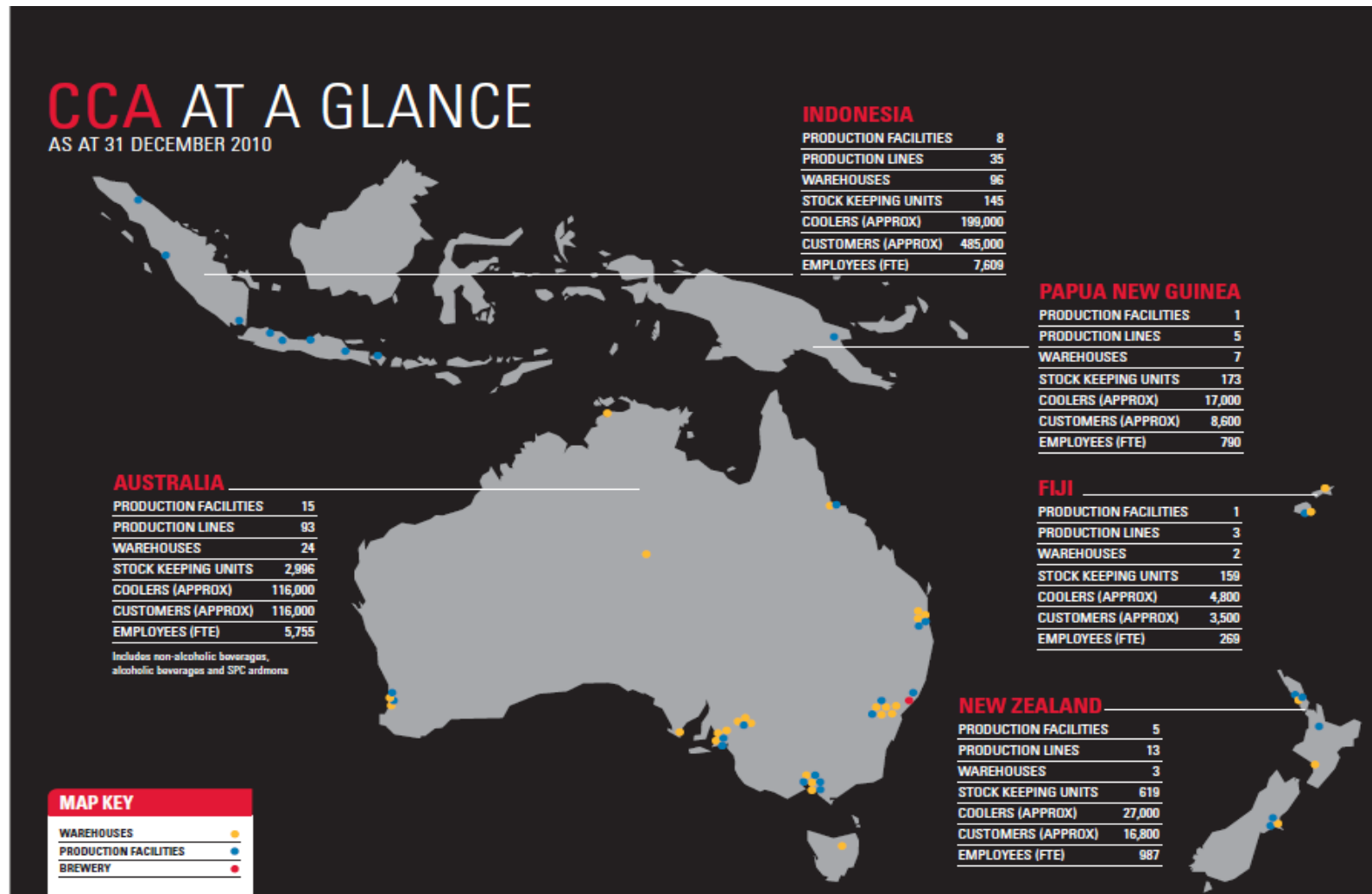
How are we going to do this?

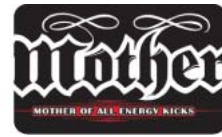
The Journey

Summary



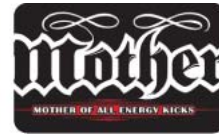
Who is CCA?





Some of the products/brands





Original Monitoring Solution

Ensuring key resources and processes are actively monitored 24x7x365.

15 disparate monitoring systems

Traditional mentality



Original Monitoring Mentality

Old School (being server oriented)

- Servers are up
- Processes are running
- Filesystems have enough space

We're doing a great job!

- ...but what about the services that the business expect to be running???



What did we want to achieve?

Consolidate 15 disparate monitoring systems into one view of our environment

Become service oriented

Remove infrastructure bottlenecks



Why do Enterprise Monitoring?

It's our job!

Become proactive, not reactive

It may even be possible for EM to proactively fix an issue before the problem manifests itself.

Find root cause fast



Enterprise Monitoring Vision

Provide real added value to the business

Replace multiple legacy monitoring systems with a single system

Phased implementation

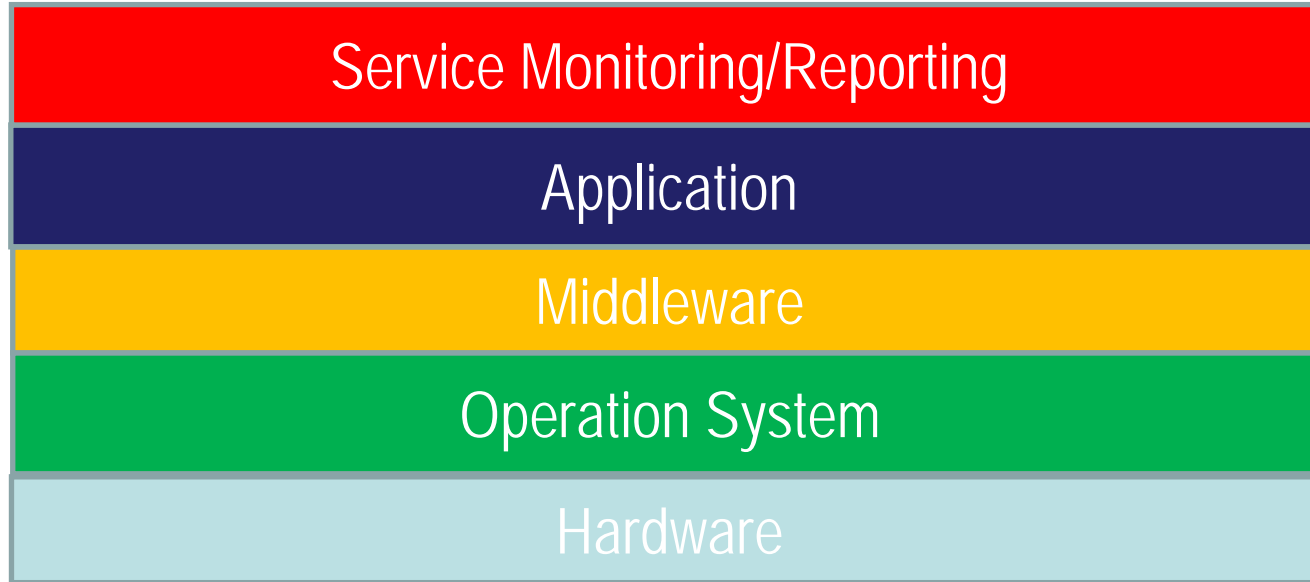
- Core Tivoli Infrastructure
- Hardware/Software(OS)
- Application Monitoring
- Service Monitoring/Reporting



The Solution

High Level Model

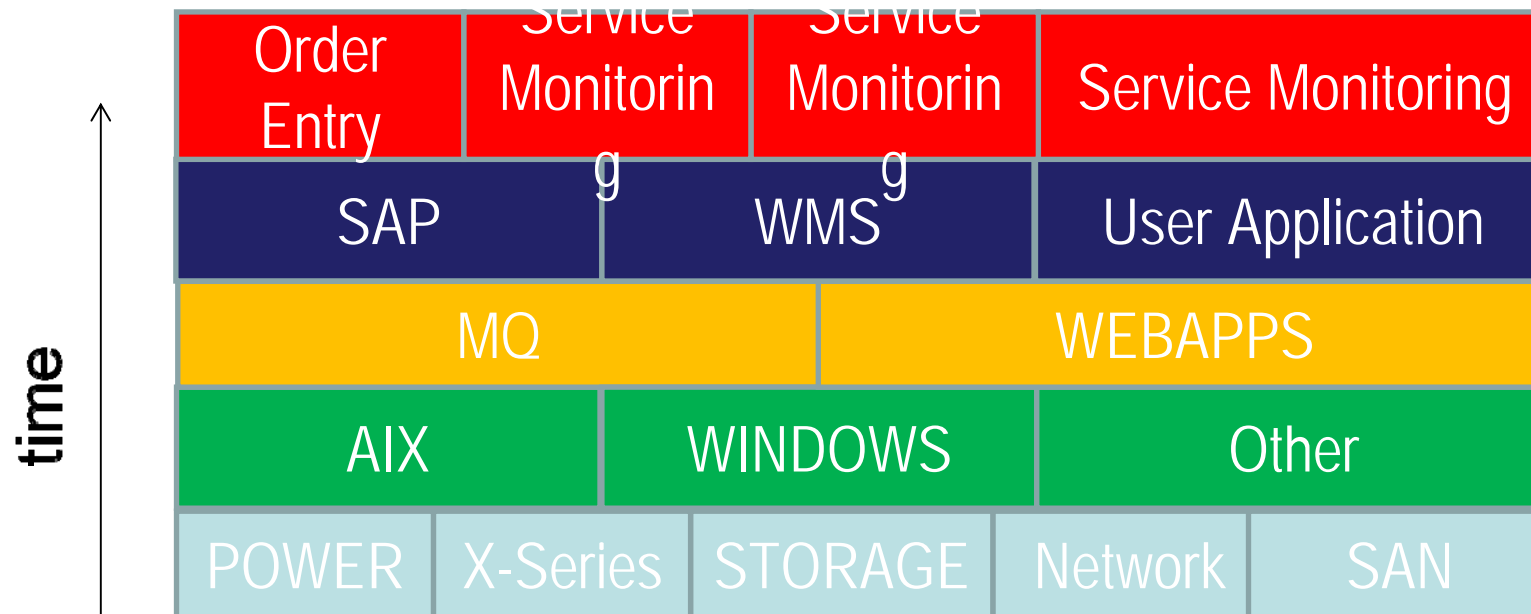
time ↑





The Solution – next level

Build the solution up, one by one





How are we going to do this?

A subset of IBM's Tivoli suite will be used to form the core of the monitoring strategy.

- IBM Tivoli Monitoring (ITM)
- IBM Director
- Netcool/OMNIBUS
- IBM Tivoli Network Manager (ITNM)
- Tivoli Business Service Manager (TBSM)
- Tivoli Common Reporter (TCR)
- ITCAM Agents



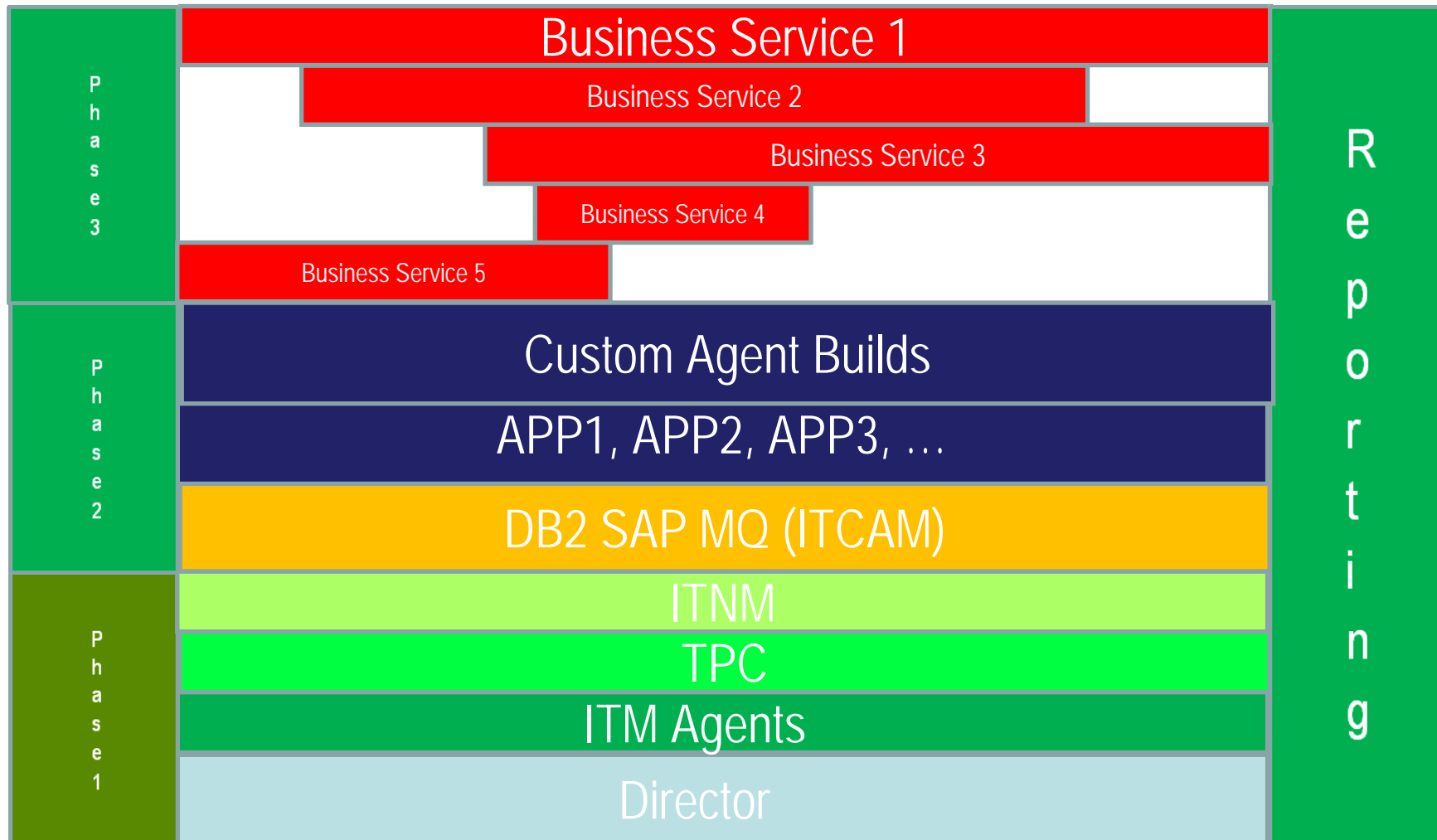
Implementation Approach

Phased Approach

- Phase 1: Configure ITM Infrastructure and basic alerting
- Phase 2: Configure Middleware monitoring
- Phase 3: Configure Service Monitoring



What does the goal look like?





What is the new EM?

Enterprise Wide

More than just making sure that computers are OK!

Holistic health check with real time data

- Alerting
- Proactive
- Reporting Tools, Trending
- Real-time/Historical data analysis
- Performance Management
- Application/Transaction Performance Monitoring

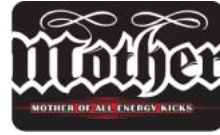


Why go for BSM?

By employing Business Service Management,
we want to take EM to the next level,
which lets us know what our key E2E business service
health is like

BUT WHY?

- Lead to better SLA/KPI management
- Adding real value to the business
- Real time data=instant decisions
- => Keeps your business happy!



Business Service Management

Forces us to be Business focussed, instead of the traditional IT-focussed

Alignment of IT Service to Business Service

Tying all the little pieces together

Simplified visualisation of business service

Real-time service status

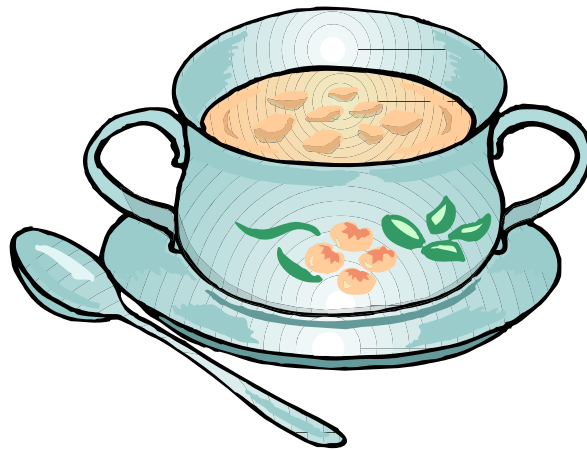
Get to root cause fast

Define and monitor KPI's



BSM: Making Alphabet Soup

Combine individual components in various ways to build a great (tasting) story





What key services require monitoring?

What business processes do you want to know are working correctly?

- Order entry
- BDE applications
- Warehouse management system
- Transaction performance
- Batch/EOD/EOM jobs
- Also need KPI's/SLA's



KPI's and SLA's

Gone from traditional methods/disparate monitoring

- Scripts, NMON, manual checking, emails etc

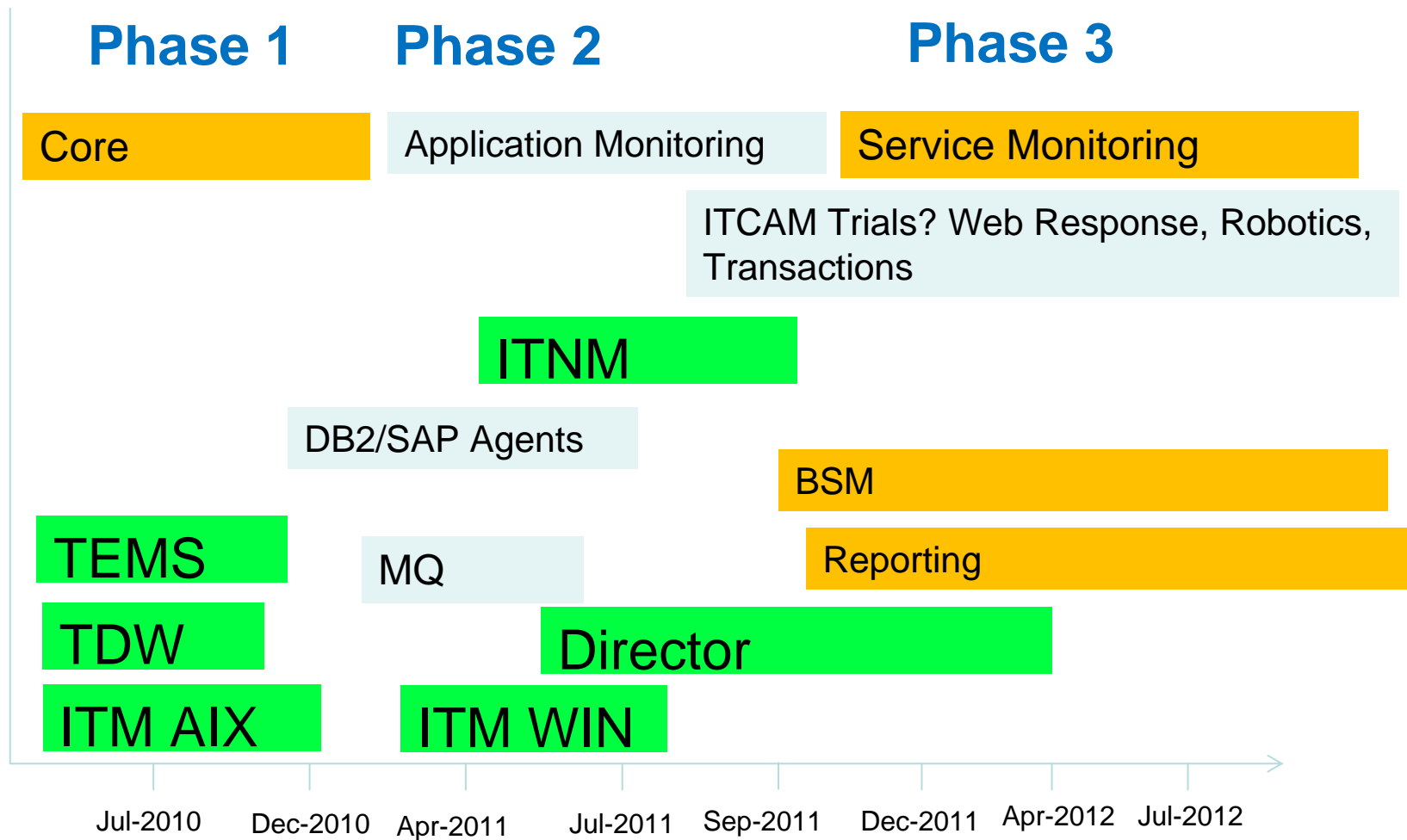
To real-time and reporting

Historical reporting against TDW

Understanding performance baselines



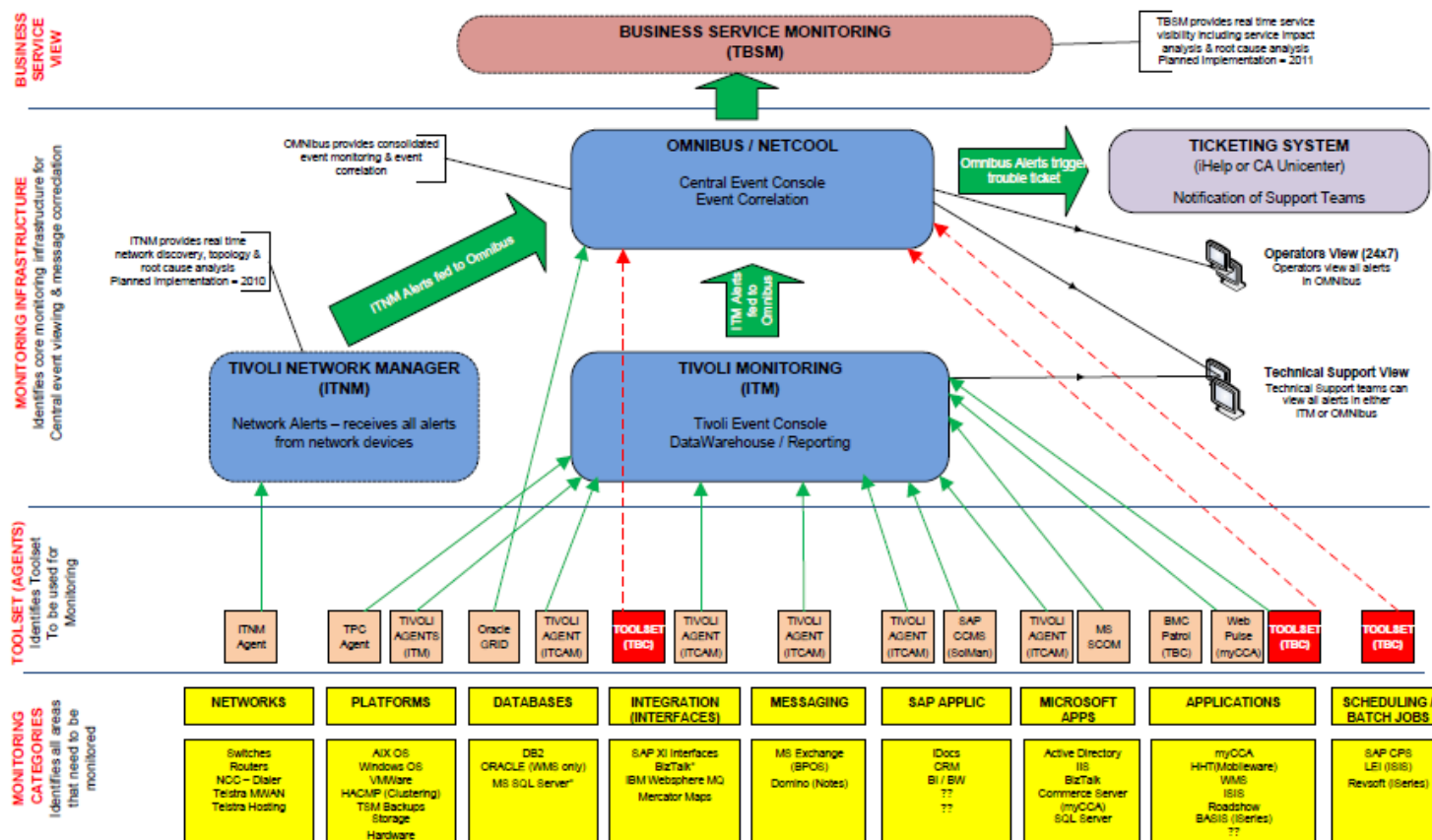
Timeline





Technical Structure

CCA ENTERPRISE MONITORING: Alert Configuration & Flow Design



* Microsoft Application – see separate monitoring category (MS SCOM default agent to be used for monitoring)



What have we got right?

Architecture

EM Core Infrastructure setup

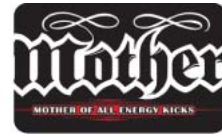
Testing the infrastructure for DR

The people!

Service oriented mindset

Building dashboards according to user-needs

Phase 2 near production-ready



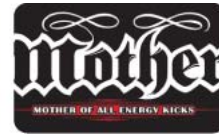
Learnings

Very complex to set up

Takes time

Single TIP not that straight forward

Make use of evaluation periods/trials/beta programs



Are we there yet?

No...but getting there

TBSM status?

Building 'test' services to see how it all works

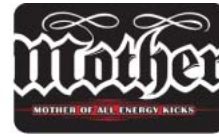
Reporting & ITNM implementation in progress

Continuing evaluation of further ITCAM tools

Refining ITM dashboards

TDW failover still to be done

User training



In Progress

VMWARE Agents

SAP Agents – getting the right data out of it

TPC

ITCAM for Databases, SAP

TCR

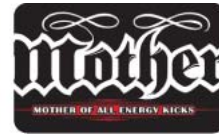
ITNM

Director

Impact/TBSM (BETA Program)

ITCAM for Web Resources (evaluation)

ITM dashboards for key users



Summary

New age thinking

Promote the value-add and ability of BSM

Build your EM solution, one service at a time

Monitor only as much as you need

Plan, Plan, Plan...Test, test, test

Finally....

- Make great soup – not dishwasher!



Thankyou!

Questions?