



IT Service Availability and Performance  
Management tooling by ITCAM for  
Transactions and Tivoli Business Service  
Manager.

# PulseANZ2010

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advance your infrastructure





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## Vuvuzela FREE zone





## Agenda

- Requirements and pain points to be addressed.
- Description of the Application middleware componentry.
- The Architecture and approach to be used.
- Implementation
- Product integration and dashboard design.
- The gotcha list.



## Pain points

- No visibility across infrastructure
- Takes too long to diagnose fault
- High number of non service impacting events
- Incidents incorrectly diagnosed
- Lack of historical information for diagnosis and trending



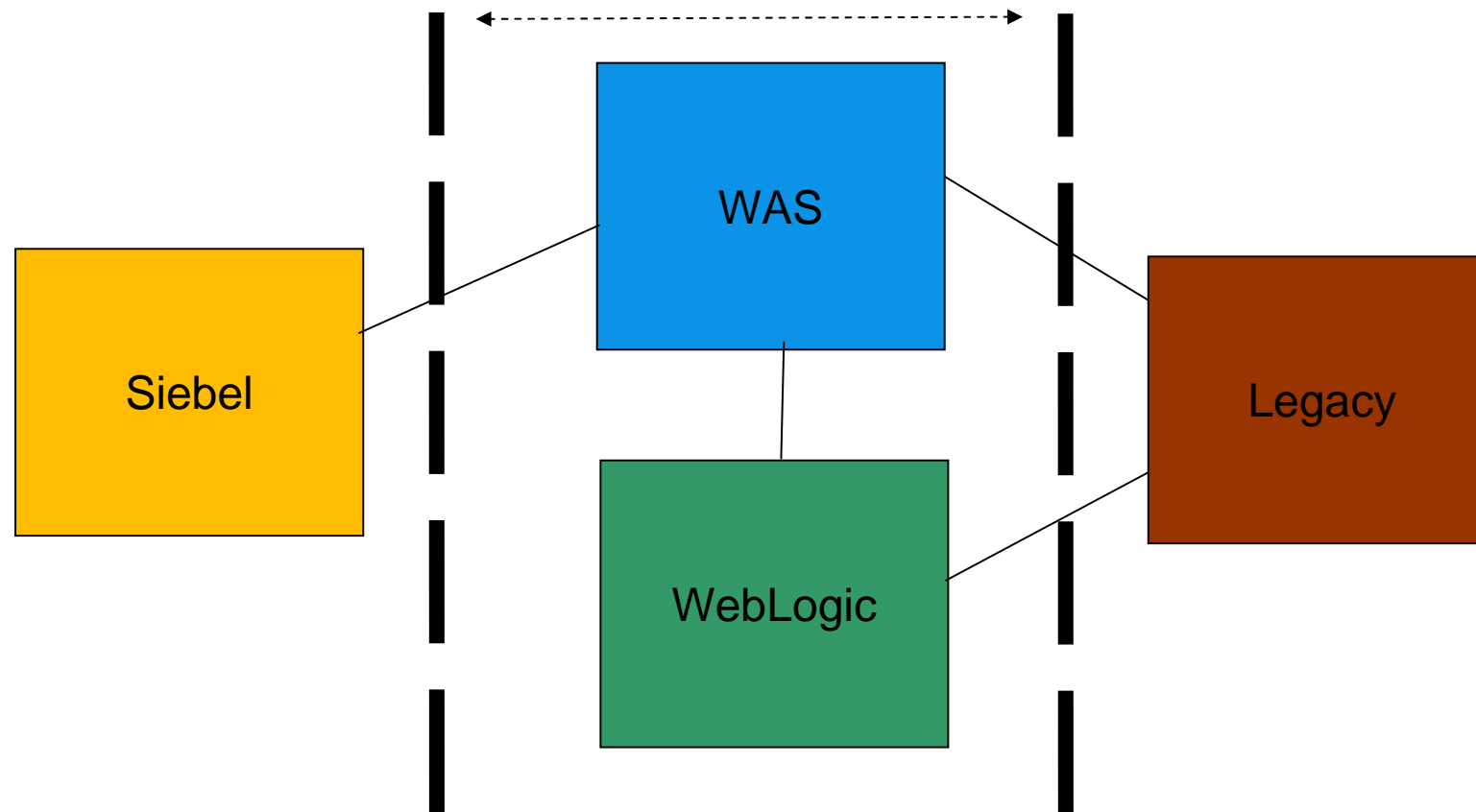
## Goals of POT

- A “Single Pain of Glass”
- Audience driven dashboards
- Drill down to detail for incidents
- Measure response times for the applications
- Demonstrate reduced diagnosis time



## Application Domain Components

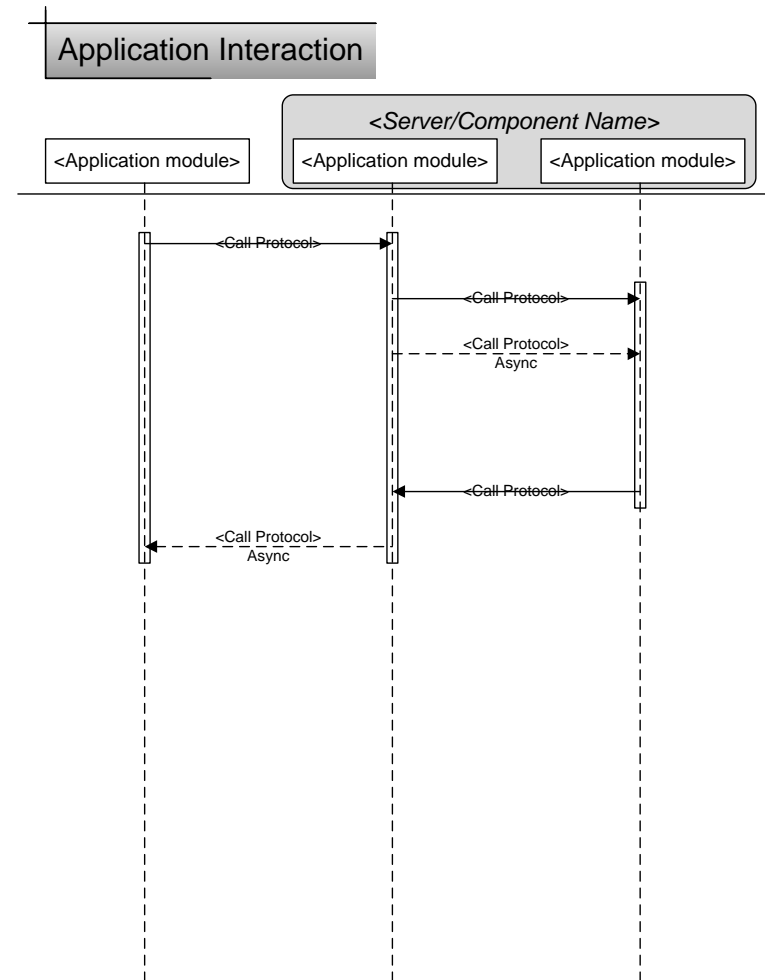
- Block diagram of the middleware application infrastructure  
→ very high level





# Requirement Gathering – Transaction Tracking

1. Pick out a key transaction which traverse through your application domain
2. List the transaction flow through the key components within the domain
3. List the protocols used to communicate between components
4. Verify that Transaction Tracking supports all the domains
5. Obtain expected volumes from a business application perspective – x transaction per second
6. Firewalls
7. Change Processes





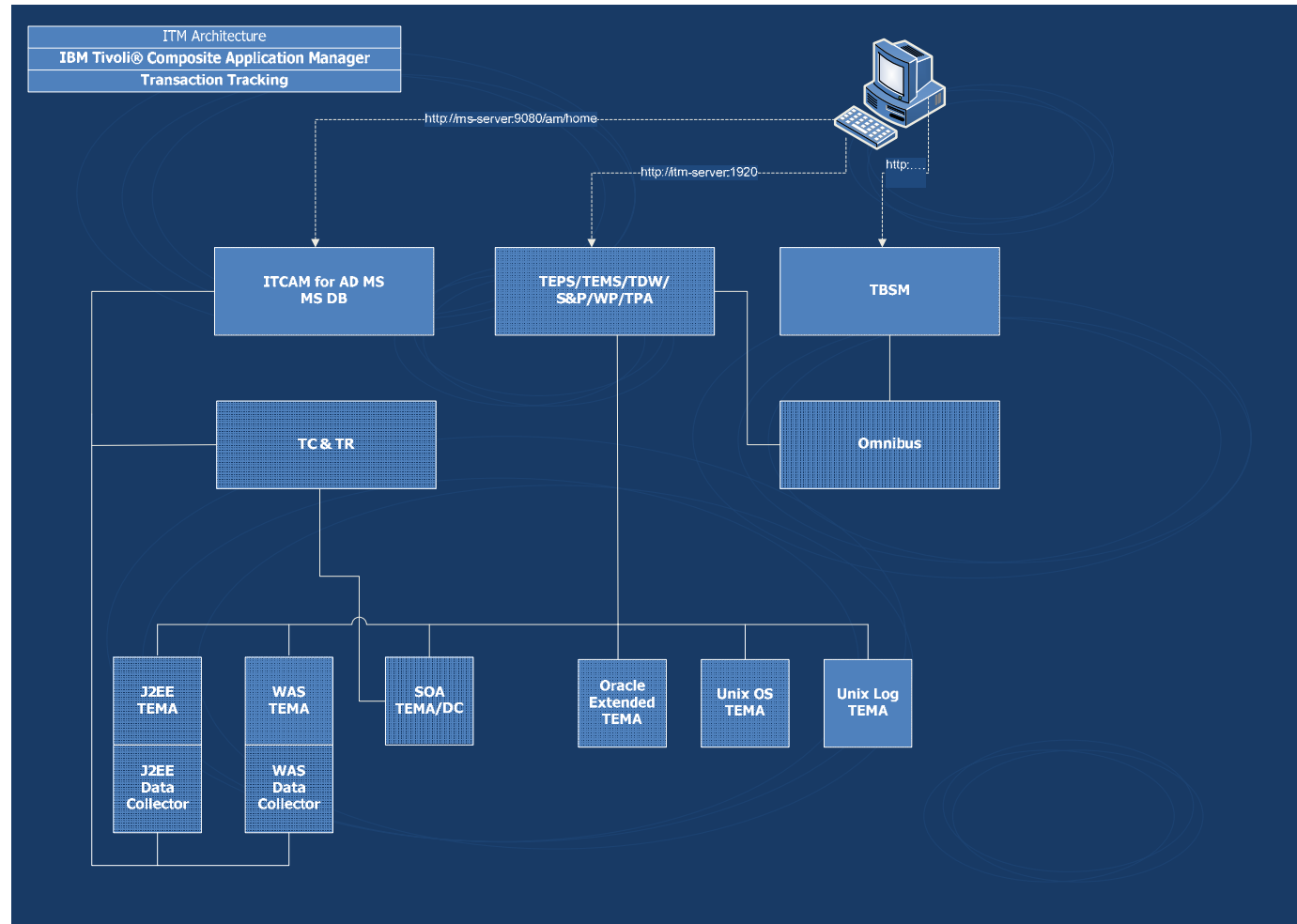


## List of Agents Involved

- ITM Agents:
  - OS Agents
  - Log Agents
  
- ITCAM Agents:
  - WebSphere
  - SOA
  - J2EE – WebLogic
  - Oracle Extended



# Monitoring Architecture





# Supported Domains

## Transaction Tracking

Updated June 2010

Software	Version
IBM Tivoli Monitoring	6.2.2 6.2.1 See the <a href="#">IBM Tivoli Monitoring InfoCenter</a> for IBM Tivoli Monitoring server supported platforms.
ITCAM for Application Diagnostics	7.1
ITCAM for WebSphere Application Server	6.1 Fix Pack 3, <a href="#">iFix15</a> 6.1 Fix Pack 5 or later
Tivoli Enterprise Console	3.7.1 3.8 3.9
Tivoli Data Warehouse	2.1
Client Transaction Tracking: ARM	2.0 4.0
CICS Tracking	CICS TS 3.0.1 or later Transactions Base 7.1 or later
CICS TG Transaction Tracking (Requires ITCAM for Transactions 7.1.0.1 or later)	CICS Transaction Gateway 7.1; CICS TS 3.0.1 or later For z/OS: Transaction Tracking for z/OS V7.1; CICS Transaction Gateway V7.1 or later; CICS Tracking V7.1 with APAR OA27103
IMS Tracking (Requires ITCAM for Transactions 7.1.0.1 or later)	IMS 8.1, 9.1, 10, or 11 Transactions Base 7.1 or later
WebSphere MQ Tracking (Requires ITCAM for Transactions 7.1.0.1 or later)	WebSphere MQ: 5.3.1 or later



## Supported Domains

WebSphere Message Broker (Requires ITCAM for Transactions 7.1.0.1 or later)	WebSphere Message Broker: 6.0.5 or later
WebSphere Application Server Transaction Tracking (Requires ITCAM for Transactions 7.1.0.2 or later)	WebSphere Application Server: 6.0.x, 6.1.x, 7.0.x WebSphere MQ 5.3.x, 6.0.x WebSphere MQ 7.0.x on WebSphere Application Server 6.1 or later
Tuxedo Tracking (Requires ITCAM for Transactions 7.1.0.2 or later)	Tuxedo 9.0 or later
ITCAM for SOA integration (Requires ITCAM for Transactions 7.1.0.2 or later)	ITCAM for SOA 7.1 or later
ITCAM for J2EE integration (Requires ITCAM for Transactions 7.1.0.2 or later)	ITCAM for J2EE V6.1 FP4 IF2 or later <b>Note:</b> Supported J2EE application servers with Transaction Tracking integration are: BEA WebLogic, JBoss, and SAP® NetWeaver.
IBM Optim Performance Manager integration (Requires ITCAM for Transactions 7.2.0.1 or later)	IBM Optim Performance Manager Extended Edition V4.1 for DB2 for Linux, UNIX, and Windows
ARM supported applications	IBM HTTP Server ODR WebSeal



## TBSM

- 'Single pain of Glass'
- Audience driven dashboards
- Leverage common data model
- Integration with Monitoring Tools
  - Launch in Context
  - Dynamic Library Adapters



## Learning Pains

- Firewalls
- Access to servers
  - Enough time to debug issues and implement the agents/data collectors
  - Enough access to the servers to perform installs and configuration; i.e sudo access, enough disk space, enough memory, ability to increase heap size.. etc
- Access to SME who can run transactions for you after you have implemented the agents/dc
- Access to developers/architects to verify the topology retrieved



## Technical Team

- Local Team
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  - Yulei Liu
  - Chris Jordan
- Overseas Team
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  - Robert Cheung
- ITCAM AD Lab
  - Xiaojun Chai
  - Jiawen Chen
  - ... lots more from China Labs, and across US



**Thank you and any Questions?**