BusinessConnect and SolutionsConnect
It's time to make bold moves.

IT Operations Analytics

Predict outages before they occur and increase service levels

Dean Hayes
Tze Ping Yeo

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0
15
30
45
60
20
40
60
80
100
120
140
160
180
200
220
240
260
280
km/h
0
1
2
3
4
5
6
7
8
1/min
x1000
50
100
150


000 MPH
SHUTE OK

There Is A Need for Agile & Leaner Operations

Operational Visibility

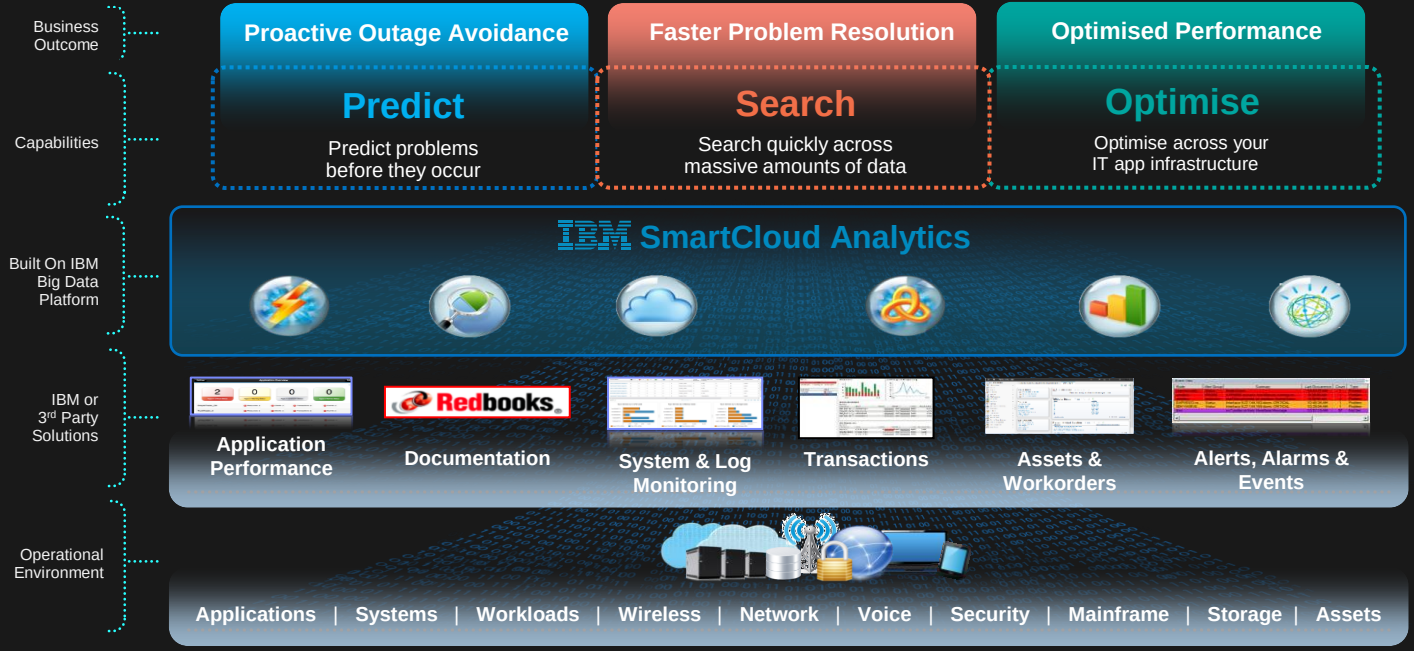
IT Overwhelmed by Data

- Large enterprises generate TB of data per day
- 50% growing dissatisfaction with traditional performance management solutions for production IT
- No way to proactively detect problems
- Looking to gain actionable insights from raw data

…by churning through piles of data and translating this to understandable, relevant information, and actionable insights.

..to avoid or shorten outages that might cost millions of dollars per hour

Introducing IBM SmartCloud Analytics



User Scenario

Proactive Outage Avoidance
Predict

Predict problem before they occur

App Performance

APM data

Predictive Insights

PI behavioral learning on APM data

1. Monitor full service stack
2. Learn normal behaviour
3. Alert on abnormal deviation
4. Diagnose abnormality with log search to find problem

PI sends anomaly alert to Event Mgmt

Faster Problem Resolution
Search

Quickly search across Massive amounts of data

Log Analysis

OMNIbus

LOB Admin.
Or IT Operations

In-context search from anomaly event to find and resolve problem in logs

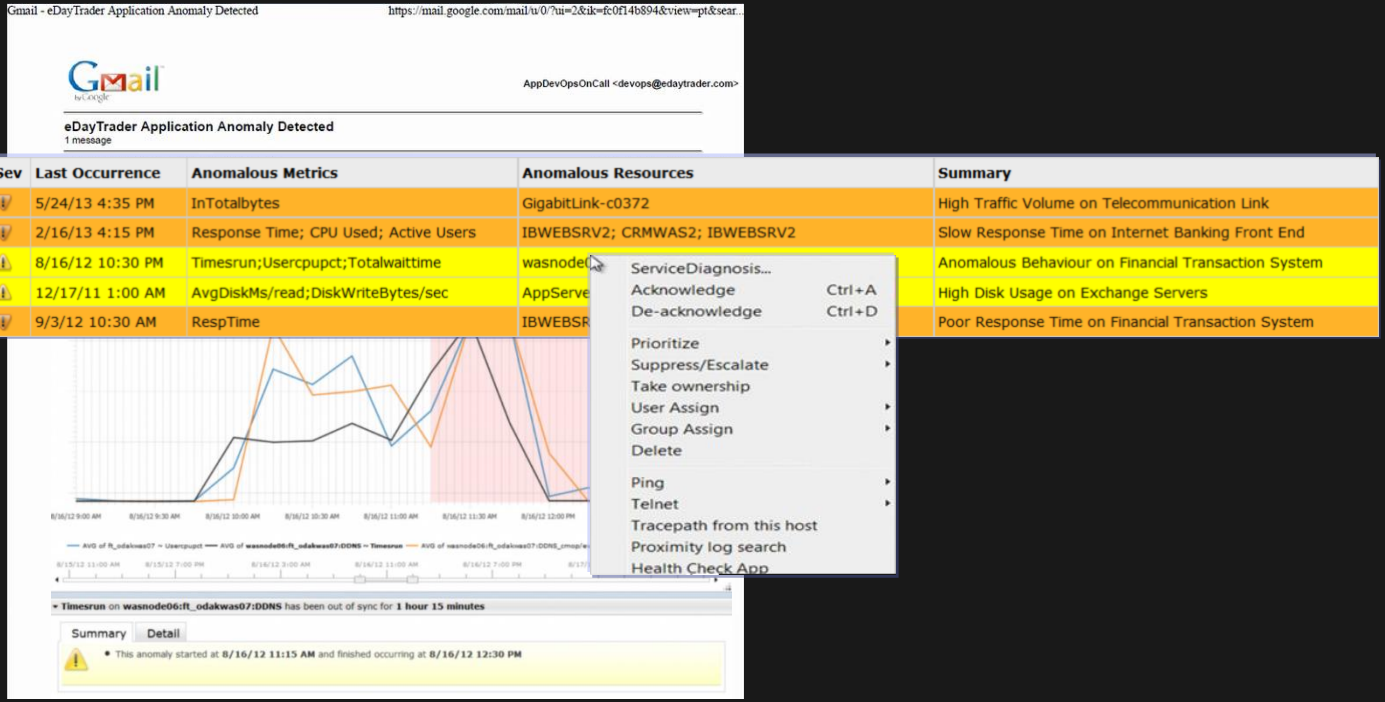
Joe, the App Dev/Ops SME

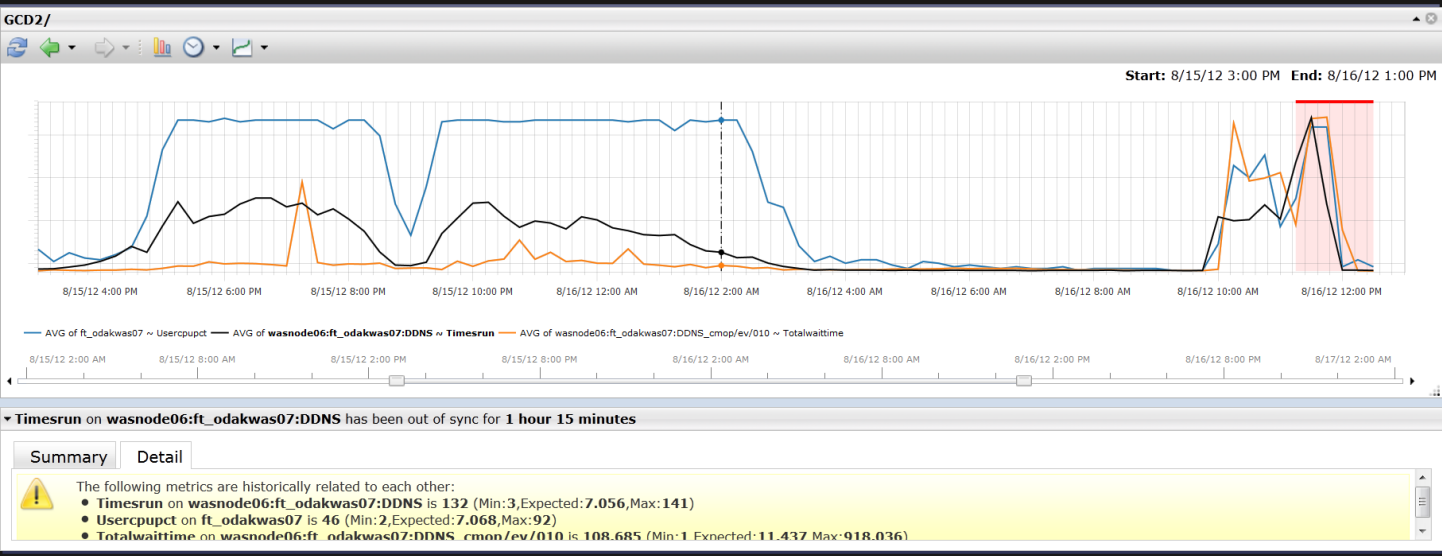
Joe is a Dev/Ops Engineer on the eDaytrader team. He supports the full lifecycle of the eDaytrader application including release automation, monitoring and infrastructure.

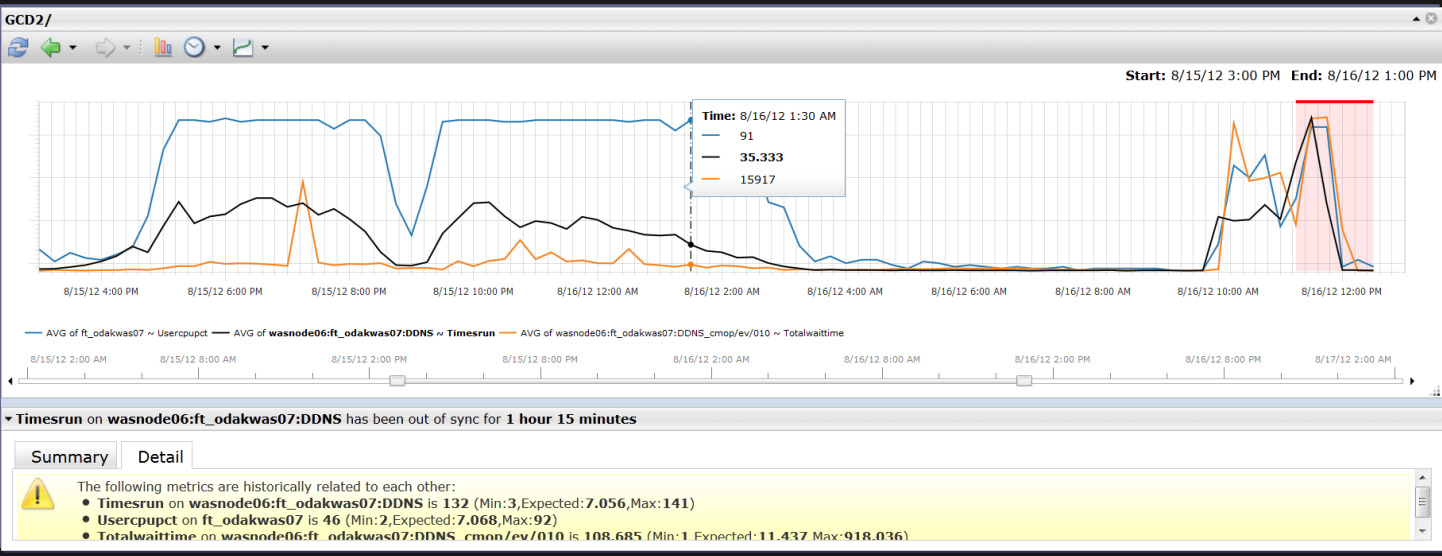
The **business prides itself in providing an exceptional online experience and quality of service to their eDaytrader customers.**

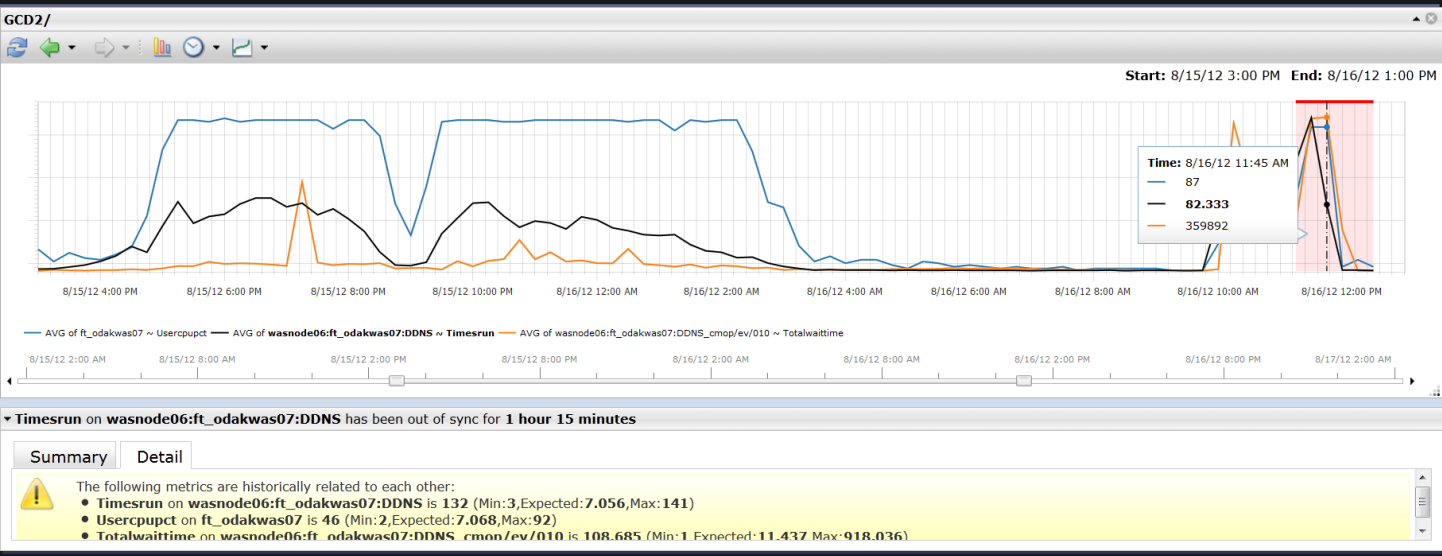
These are their **key differentiators separating their boutique online trading application** from the larger incumbents.

This is at the **heart of the company's culture** and each employee places great emphasis in the role they play in this. *(this is dev/ops)*







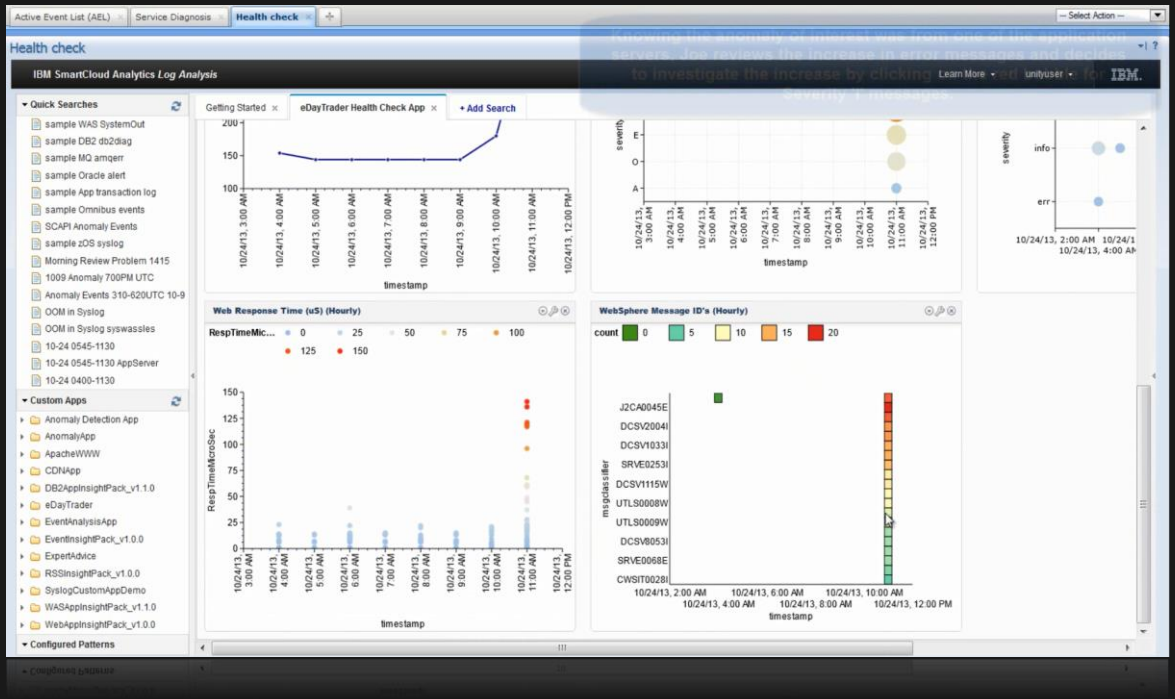


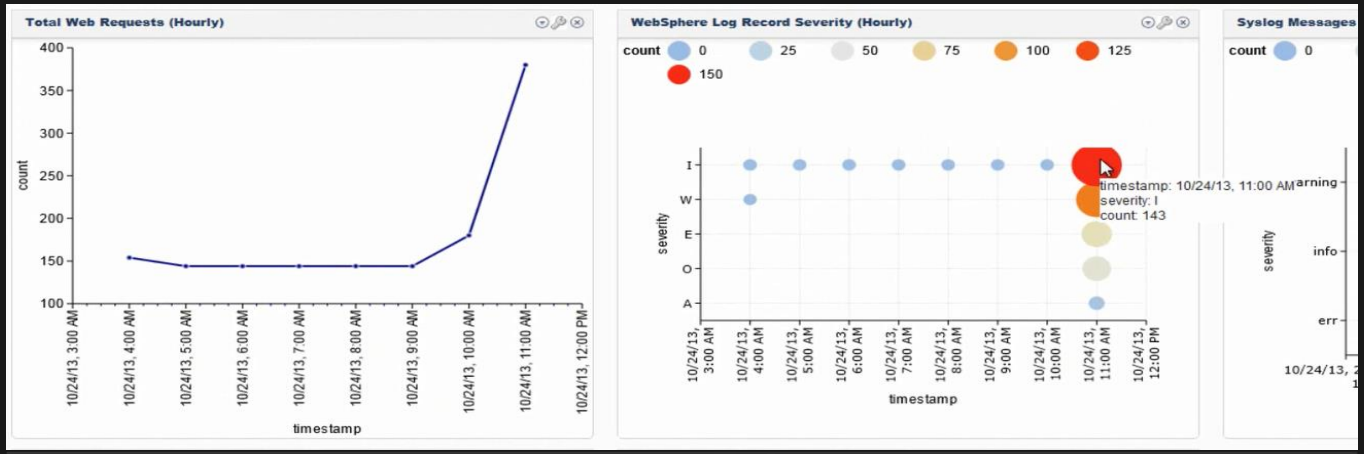
Timesrun on **wasnode06:ft_odakwas07:DDNS** has been out of sync for **1 hour 15 minutes**

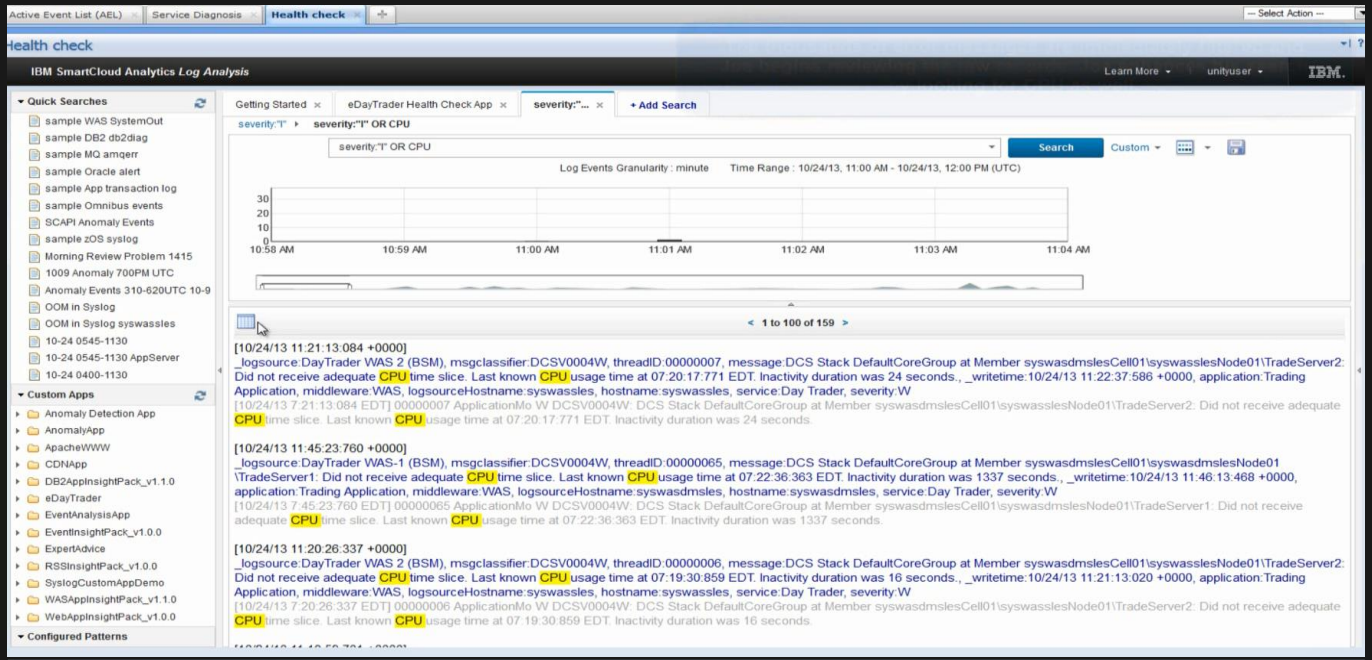
Summary | Detail

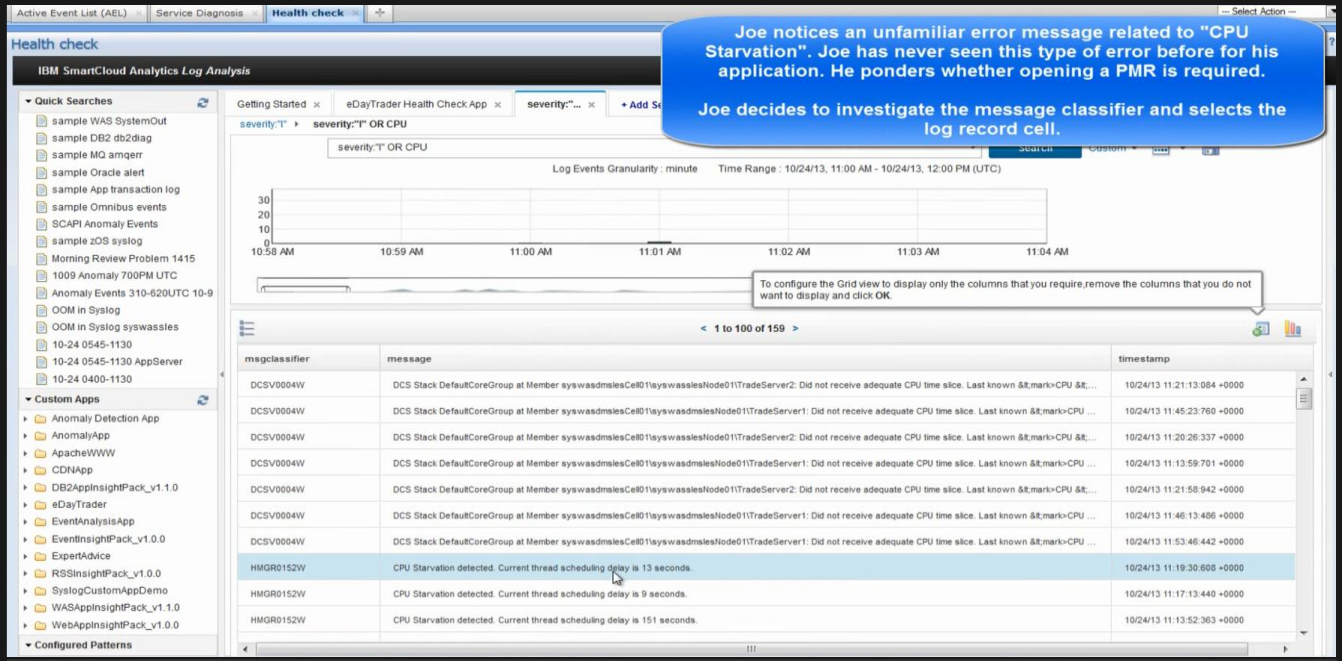
The following metrics are historically related to each other:

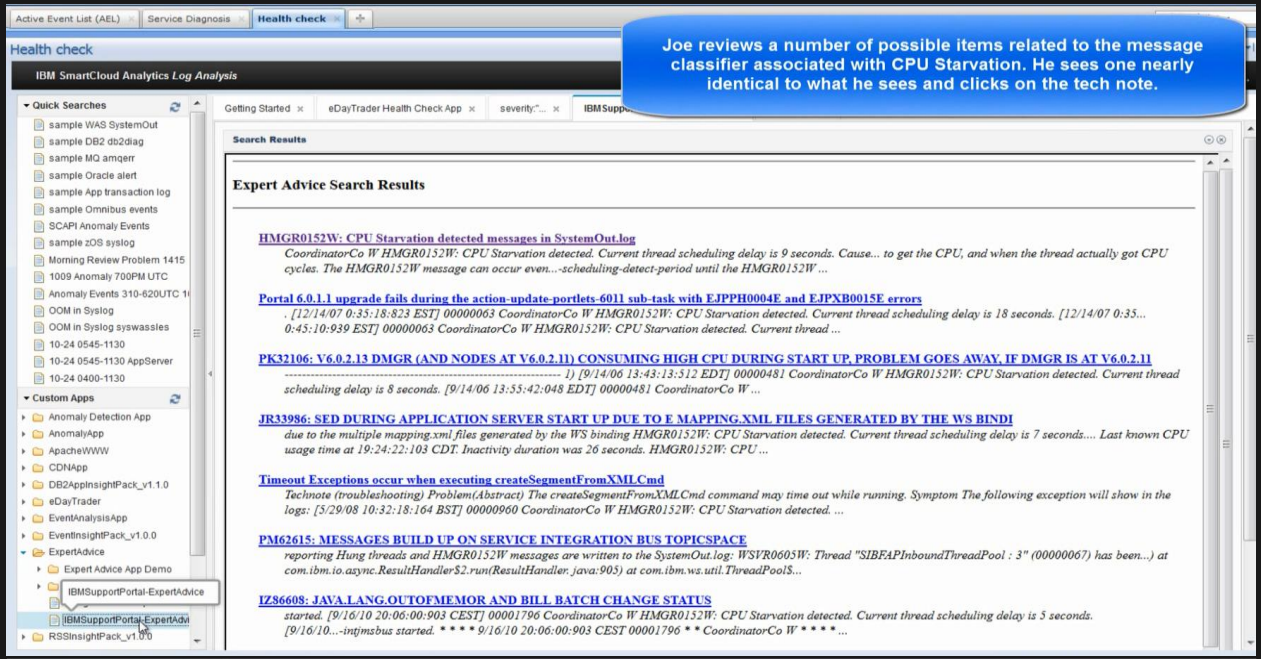
- **Timesrun** on **wasnode06:ft_odakwas07:DDNS** is **132** (Min:**3**,Expected:**7.056**,Max:**141**)
- **Usercpupct** on **ft_odakwas07** is **46** (Min:**2**,Expected:**7.068**,Max:**92**)
- **Totalwaittime** on **wasnode06:ft_odakwas07:DDNS_cmop/ev/010** is **108.685** (Min:**1** Expected:**11.437** Max:**918.036**)

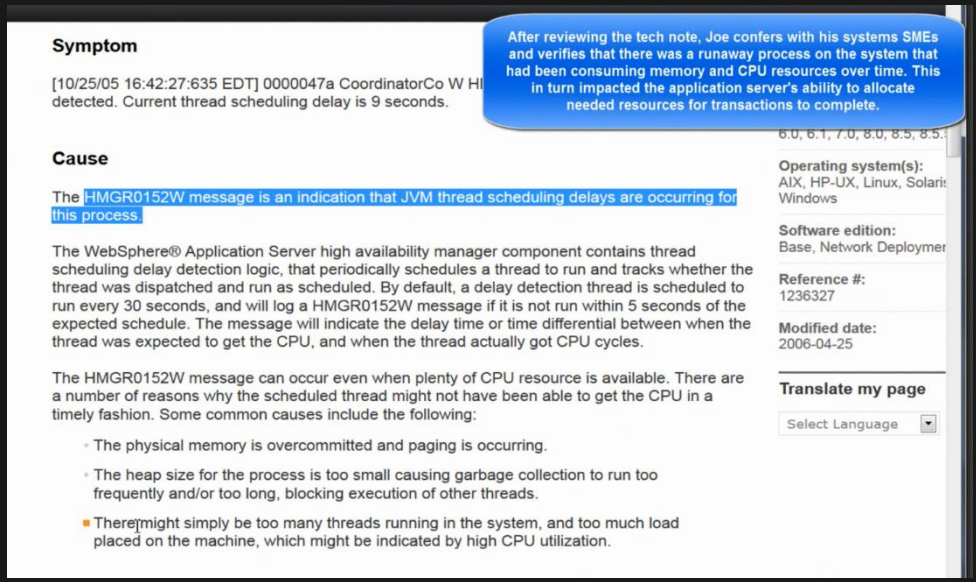


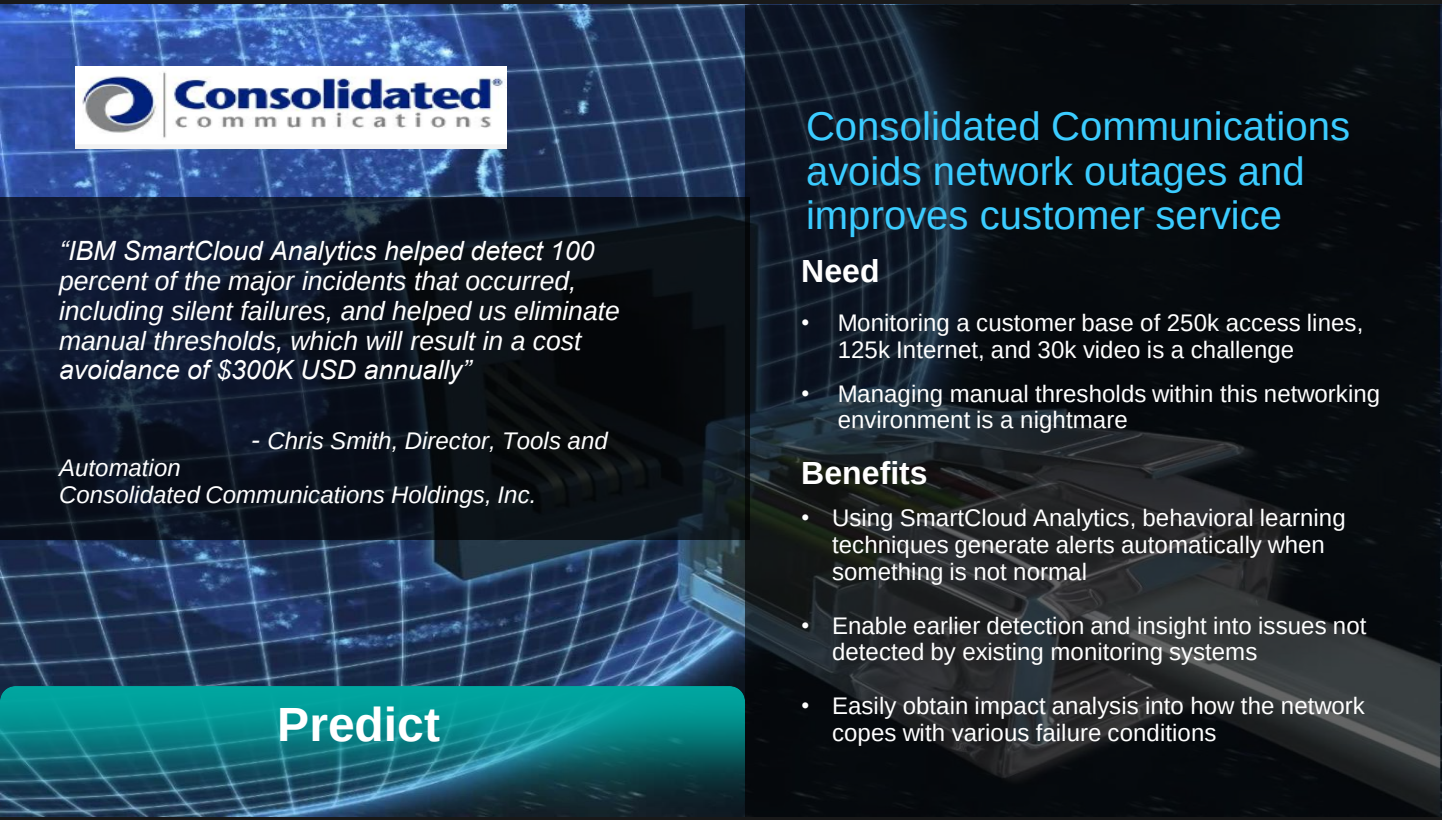












Leading pharmaceutical company optimises VMWare server resources, realising an annual cost savings of $150K

Need

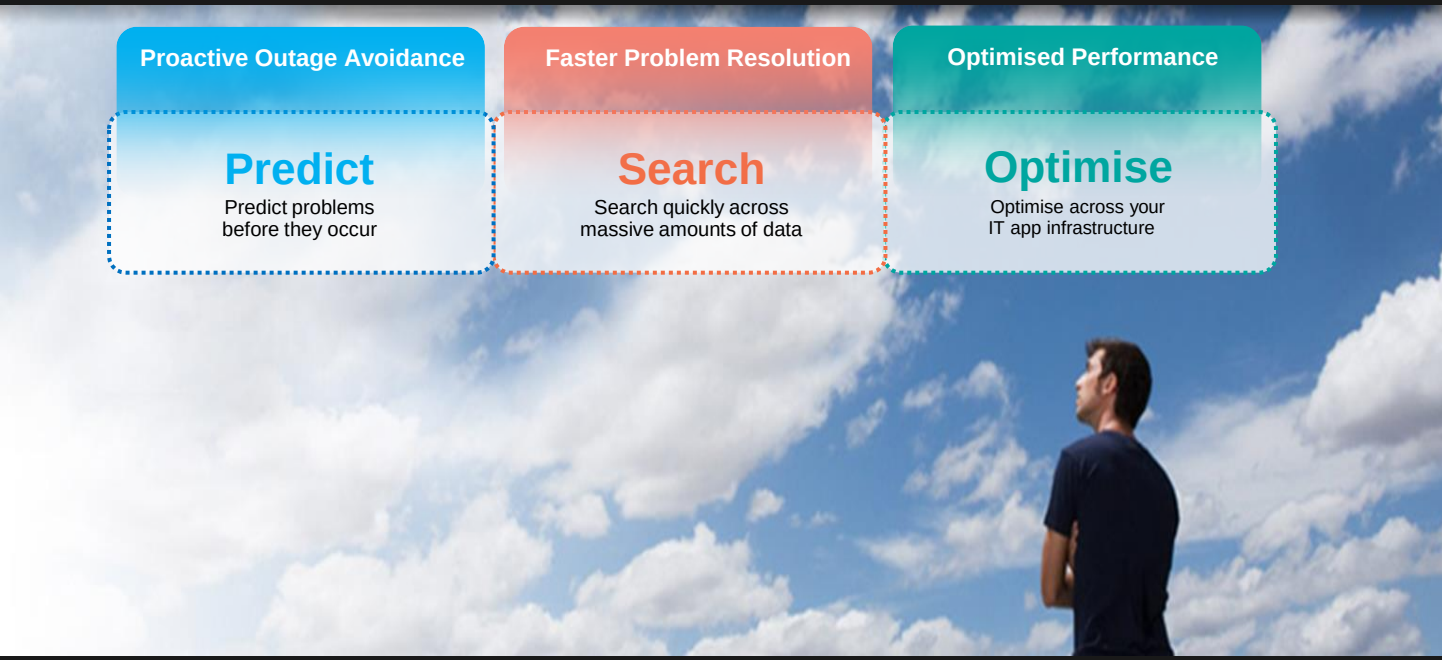
- Customer was lacking formal analysis of resource capacity
- Unclear if resources were over-allocated with associated increased costs or under-allocated risking SLA commitments

Benefits

- Capacity optimisation solution provided clear visibility and insight into virtualisation usage patterns
- Ability to right-size virtual machine resources to efficiently service workloads while reducing costs

Optimise

IBM SmartCloud Analytics




NO!
NO!
x1000RPM
UNLEADED FUEL ONLY
MPH
km/h