

IBM FileNet System Monitor Overview

Steven Bass

Consulting I/T Specialist, FSM SME



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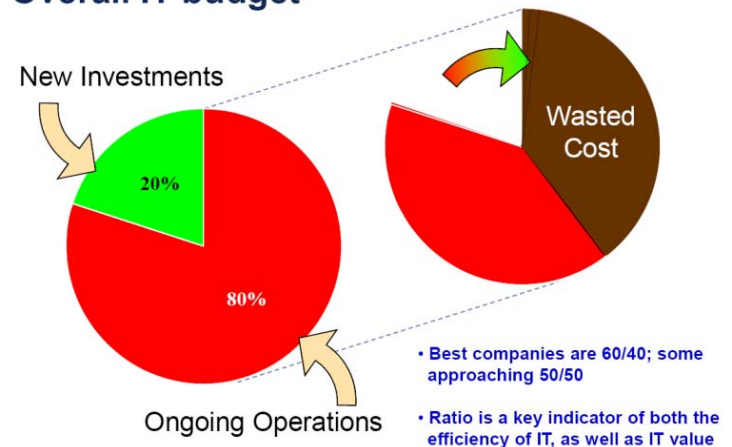
Agenda

- Overview
- Capabilities
- What's New in FSM 4.0.1?
- Customer Success Stories
- Demo
- Key Sales Contacts, Collateral

IBM FileNet is essential – Customer Feedback*

- BPM and CM support mission-critical business processes
- Image Manager is repository for vital documents, e.g. customer correspondence, contracts and policies, etc.
- Availability of P8 & CM8 is crucial to customer satisfaction and productivity of IBM / FileNet's customers
- To reduce TCO, the operation of P8 & CM8 needs to be covered by Data Center / centralized operations teams (24x7)
- ECM specialists need to focus on trouble shooting, system optimization and project support, not on routine monitoring

Overall IT budget



Source: Forrester Business Technographics Survey, 2006

* Findings of Total Customer Experience Initiative by FileNet Corp. 2004

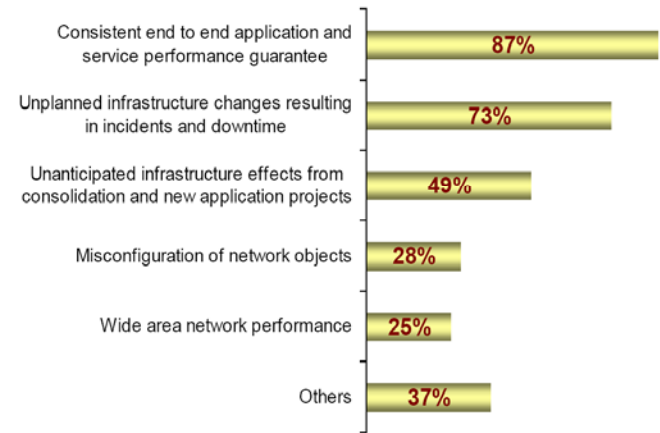
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IBM FileNet is essential – Industry Findings

- Studies: 80% of downtime is related to application or operator errors, only 20% to hardware failures – HA Clusters are not enough to ensure uptime!
- Service Management Studies:
 - 73% of problems reported by enduser, not detected by administrators
 - 63% of problems require 4+ hours to isolate root cause
 - 38% of enterprises involve 10+ specialists to solve one enduser problem
- IT Infrastructure Library: Availability Management is crucial element for Service Operations

The top five challenges of IT management continue to be



Source: Forrester Research Survey 2005

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It's NOT FileNet/IBM CM!

Capabilities



Before IBM FileNet System Monitor

- no proactive monitoring of app health status

IBM, **Tivoli**, software



Processes
– up/down



No application health status information
= black box!



Processes and details –
up/down, tablespaces, etc.

IBM FileNet System Monitor Automates the Management of your ECM Systems

Problem



ECM System

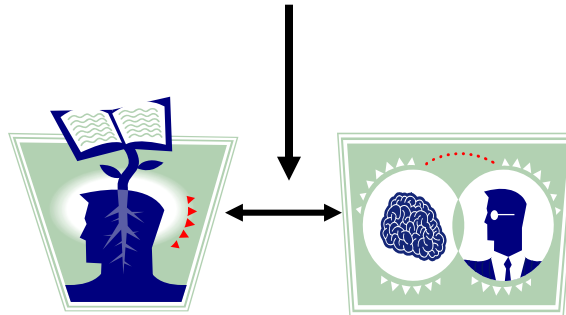
1. Database error prevents document access



Solution



2. System Monitor identifies error, alerts Administrator who instantly solves the problem with the built in knowledge base, or SysMon can auto correct the outage



Result

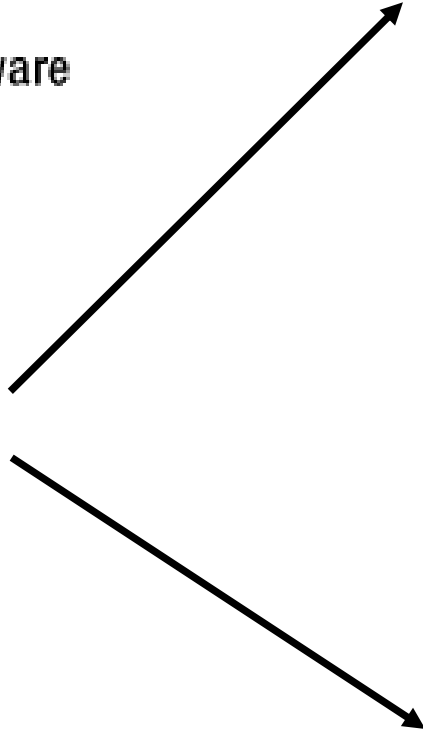


3. Increased uptime, meeting your SLA, satisfied users



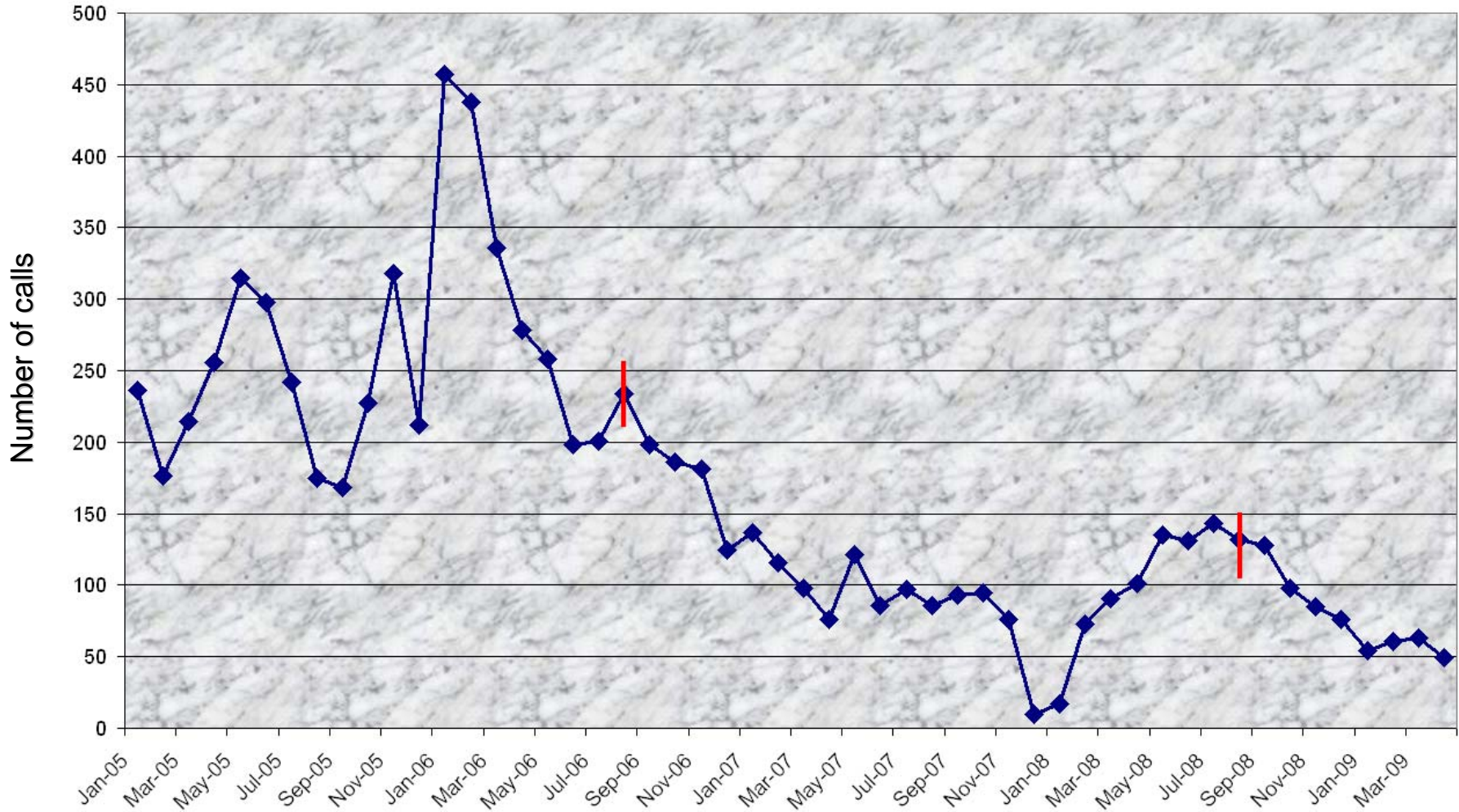
After IBM FileNet System Monitor – Proactive monitoring in a web console

IBM, Tivoli, software



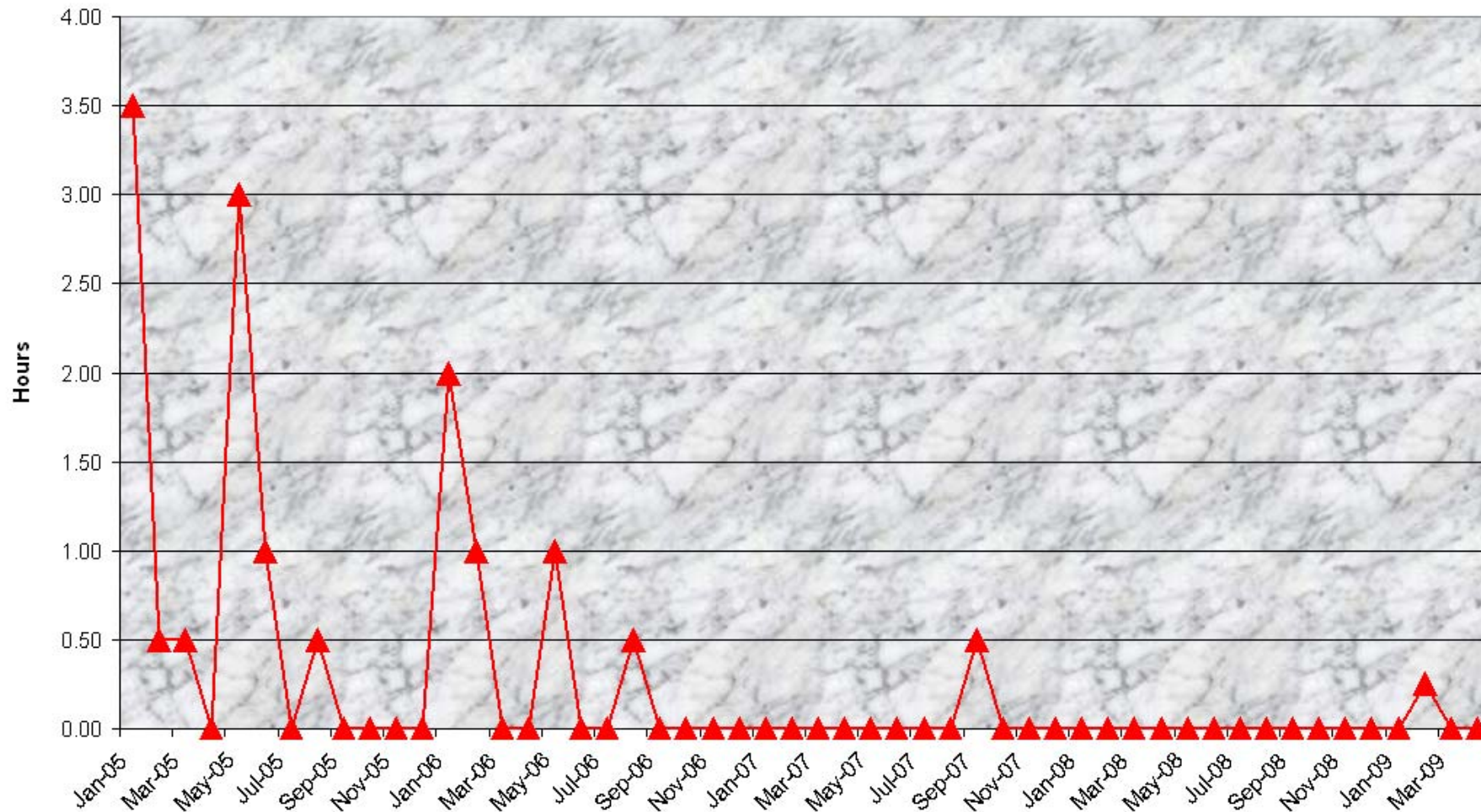
Benefits – before and after FSM Installation

Calls Routed from the Help Desk

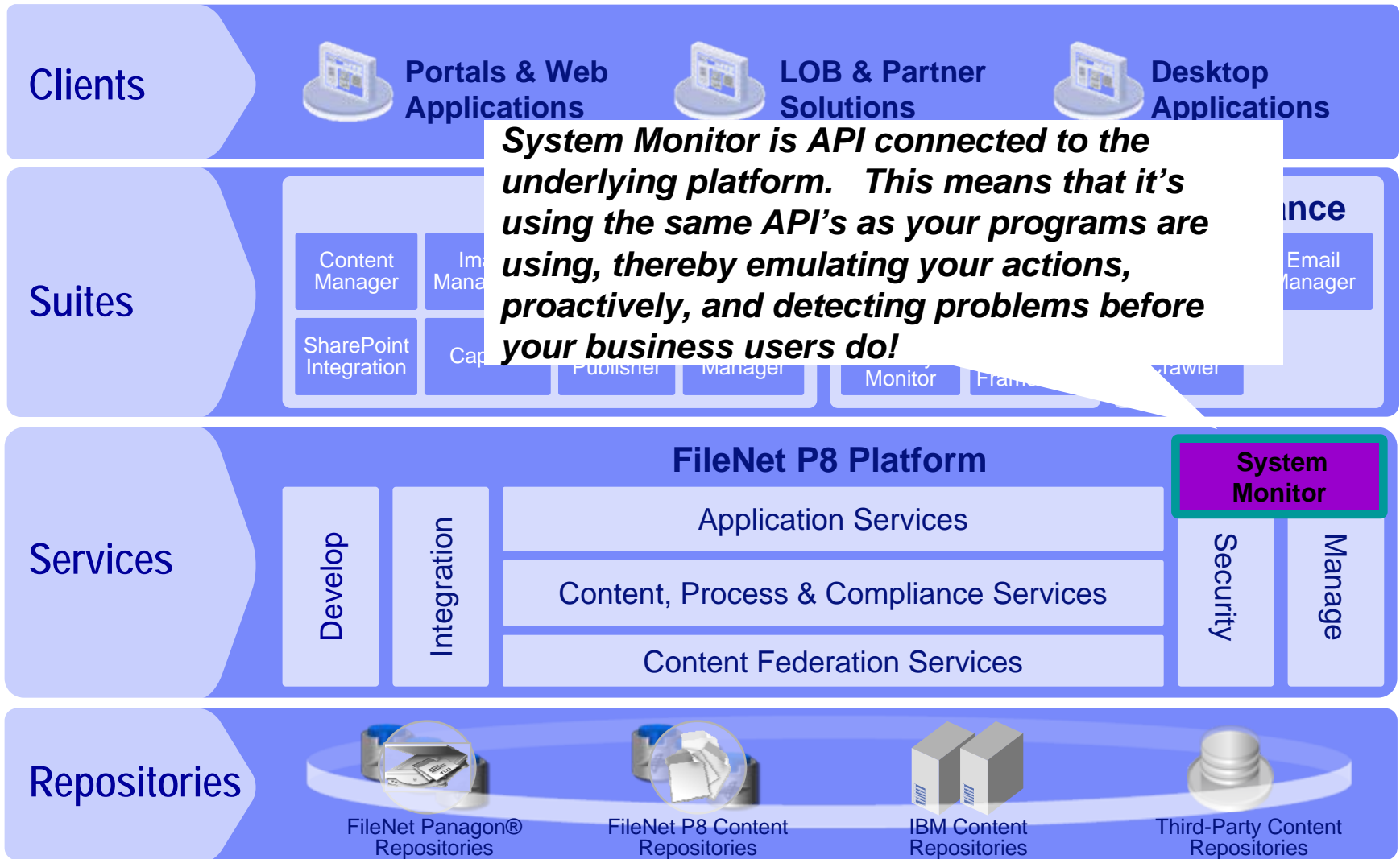


Benefits (continued)

Production impact



FSM is part of the Enterprise Reference Architecture



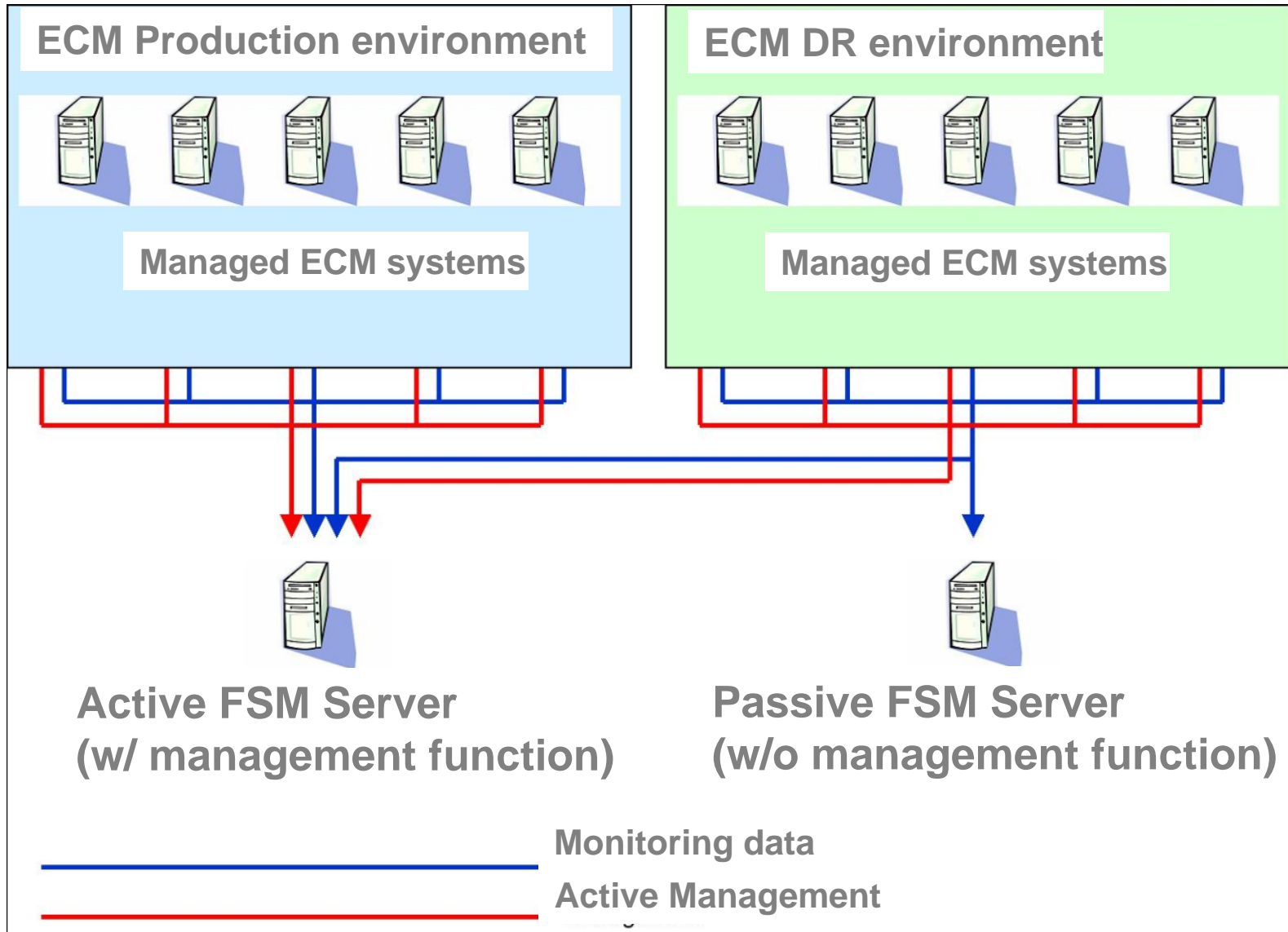
IBM FileNet System Monitor is the Answer to Address These Challenges

Challenge	Benefits
End user knows FileNet application is down before you do	✓ Immediately notifies you before end users do (proactive vs. reactive)
Unable to meet Service Level Agreement (SLA) / uptime requirements	✓ Increases uptime and ability to meet SLA
Trouble diagnosing problems and determining the corrective action to take	✓ Faster time to diagnose problems by providing corrective actions, knowledge base
Data Center / Network Operations unable to remotely monitor FileNet applications	✓ Enables Data Center / Network Operations to remotely monitor FileNet
Unable to increase productivity of FileNet administrators	✓ Increases productivity by automating manual tasks

IBM FileNet System Monitor Capabilities

- **Proactive monitoring**
 - 1200 performance & system parameters
 - Operator console for defining thresholds
 - Real-time alerts via Blackberry, pager, email, console, SMS
- **Real-time monitoring of 28 logfiles**
- **Real-time system performance**
- **Automate 85 manual administration tasks**
- **Seamless integration with enterprise system mgmt. tools**
 - Pre-defined SNMP MIB
 - Logfile
- **Management reports and knowledge base**
 - Analysis of historical events – identifying weak spots
 - Analysis of resource utilization – trending and capacity planning

IBM FileNet System Monitor Architecture



Monitors for...

Over 400 Parameters

- Image Manager Active Edition
 - Image Services
 - Oracle / MS SQL-Server
 - WorkFlo Services
 - Web Services / Open Client
 - HPII / MR II (high-volume ingestion)
 - Storage (EMC Centera, NetApp Snaplock, MSAR, OSAR)
 - Application Connector for SAP
 - Logfile management

Monitors for...

Over 60 Parameters

- Capture / Print / Fax Support
 - Capture Professional
 - Capture ADR
 - Remote Capture Services
 - FAX
 - Print
 - DataCap
- Content Federation Services for Image Services
- Process Analyzer

Monitors for...

Over 85 Parameters

- Content Services
 - Content Services
 - MS SQL-Server / Oracle
 - Verity Search Engine
 - Web Services / Open Client
 - Logfile management

Monitors for...

Over 230 Parameters

- IBM ECM Products
 - Content Manager
 - Content Manager on Demand
 - IICE
 - CommonStore
 - IBM Content Collector
 - Logfile management

Monitors for...

Over 250 Parameters

- Business Process Manager / Content Manager
 - Application Engine
 - Component Integrator
 - Content Federation Services
 - Content Engine
 - Content Engine Cache
 - Object Store Service
 - File Store Service
 - Content Engine Database
 - Process Engine Database
 - PPMs
 - Queues
 - Rosters
 - Routers
 - Logfile Management

Monitors for...

Over 100 Parameters

- Compliance Suite
 - Records Crawler
 - Email Manager
 - Records Manager (via JMX)
- Monitor types available include
 - Customized DB monitors
 - Specific process and services
 - Log file monitoring

Monitoring of Third Party Components

Over 100 Parameters

- Generic JMX Monitoring
 - Know what's happening inside your Application Server – including your memory footprint!
 - WebLogic, WebSphere, JBoss
 - Workplace, Records Manager, Business Activity Monitor

Intelligent Logfile Management | 28+ FileNet Logfiles

Real-time Logfile Monitoring

- Processing of unknown events, classification by FileNet error numbers
- Event information contains original error message, error description from FileNet error catalog, possible error cause and corrective action
- Instructions can be extended by customer
- Filtering and adjustable duplicate recognition
- Self-monitoring

FileNet Logfile Coverage

- ELOG / WAL / ISRA
- HP11 / MR11 / ServerLink
- CS Index and Replication / Verity
- CS Auditlog database entries
- BPM RMI, PPM Trace and Router
- Content Engine
- Process Engine
- Process Analyzer
- Component Integrator
- All FileNet related messages in Windows Eventlog

Task Management | Automate 85+ Manual Tasks

Configuration tasks

- Configure FileNet domain
- Configure module for a FileNet server
- Configure FileNet ELOG logfile adapter
- Setup TEC event server for FileNet
- Setup FileNet logfile adapter filepacks
- Setup event console for FileNet

Administrative tasks

- Starting/stopping of systems, domains
- Starting and viewing of reports and statistics, e.g.:
 - Capacity reporting of databases and cache server
 - Status of services
 - Statistics of roster and queues
 - Statistics for license compliance (how many users, which users, etc.)

FSM 4.0.1



What's New in FSM 4.0.1?

Shipping now

- Support for P8 4.5.1 (FileNet Content Manager, BPM, Image Services 4.1.2, CFS for IS, eForms)
- 64 bit support on Windows 2003, 2008, Linux
- Database support for DB2 9.7, SQL Server 2008
- Support for CM 8.4.2, CMOD 8.4.1, CommonStore and IICE
- Website monitoring with user/password input including https
- Websphere 7.0 ND, JBoss5, BEA Weblogic 10 support
- Linux 64 bit FSM Server - Intel
- New Java Bean and FileNet Listener Browser
- WMI Monitoring
- Multiple Client Upgrade possibility

Product Roadmap

- Oracle 11g as local FSM Database
- Symphony Support (IBM Content Collector 2.2)
- Updated GUI
- IBM LAP (License Acceptance Process) installer support

Customer Success



A word cloud graphic featuring various terms related to IBM's 'Smarter Planet' and 'Smarter Software' initiatives. The words are arranged in a horizontal band across the middle of the page. The most prominent words, shown in a larger font size, include 'Smarter software for a smarter planet' and 'Enterprise Content Management'. Other visible words include 'Smarter planet', 'Smarter software', 'IBM', 'Software', and 'Enterprise'. The colors used are primarily shades of blue and green.

Smarter software for a smarter planet

Enterprise Content Management

Over 75 Customers Worldwide...



Challenges | SunTrust



- Negative end-user perception of system stability
- Business users notified FileNet administrators of system outages
- Dependency on custom monitor scripts
- Administrators in a reactive mode, continually firefighting platform issues
- Time consuming manual system checks
- There was no audit trace of system outages or problem resolution documentation
- Remote connections to distributed servers were time consuming

System Monitor Benefits | SunTrust



- Higher availability
 - Administrators immediately notified of warnings and critical errors via SMS
- Leverage existing CA Unicenter Monitoring infrastructure
 - Real time dashboard view of servers for IT and business users
 - Automatic trouble ticket creation for critical and fatal events
- Provided reports and statistics for SLA governance

System Monitor Benefits | SunTrust



- Remote Task Execution eliminated need for remote logon to distributed servers
- Single administrative portal to FileNet platform streamlined administrative work effort
- FSM Console provided “at a glance” System availability assurance
- Help Desk tickets reduced by 65%+

System Monitor Benefits | SunTrust



- Optimize system performance by identification of system bottlenecks
- Higher productivity for FileNet Admins – ability to focus on new development activities
- Eliminated throughput bottlenecks
- Business users embrace enterprise content management technology
- Eliminated dependency on custom scripts
- Provided an customer extensible knowledge base for problem resolution documentation

Summary

- Unsurpassed monitoring coverage for IBM FileNet P8
- Support for other IBM ECM products such as IBM Content Manager, Content Manager On Demand, IICE, and CommonStore
- Easily monitor non-FileNet products
- Seamless integration with existing System Mgmt. tools
- Deployed successfully by many companies worldwide

Key Sales Contacts & Collateral



Collateral

- Datasheet
- Technical white paper – new JMX Monitoring guide prepared by Steven Bass, FSM SME
- Customer link
 - <http://www-306.ibm.com/software/data/content-management/filenet-system-monitor/>

Contacts

- North America
 - Steve Bass, sbass@us.ibm.com
- Installation Packages and Scheduling
 - Contact local IBM Lab Services Manager
- IBM ECM Community
 - Join the Conversation: www.ibm.com/community/ecm

Thank You

