IBM FileNet System Monitor Overview

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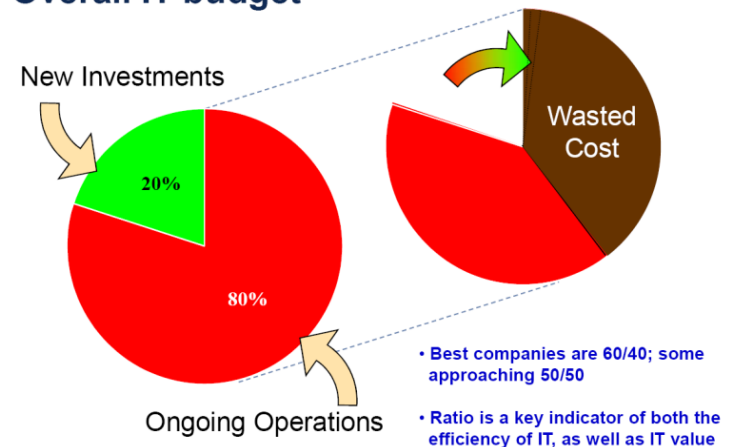
Smarter software for a smarter planet

Enterprise Content Management

Agenda

- Overview

- Capabilities

- What's New in FSM 4.5.0?

- Customer Success Stories

- Demo

- Key Sales Contacts, Collateral

IBM

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

New Investments

20%

80%

Ongoing Operations

Wasted Cost

- Best companies are 60/40; some approaching 50/50

- Ratio is a key indicator of both the efficiency of IT, as well as IT value

Source: Forrester Business Technographics Survey, 2006

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* Findings of Total Customer Experience Initiative
  by FileNet Corp.

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 ….

Consistent end to end application and service performance guarantee	87%
Unplanned infrastructure changes resulting in incidents and downtime	73%
Unanticipated infrastructure effects from consolidation and new application projects	49%
Misconfiguration of network objects	28%
Wide area network performance	25%
Others	37%
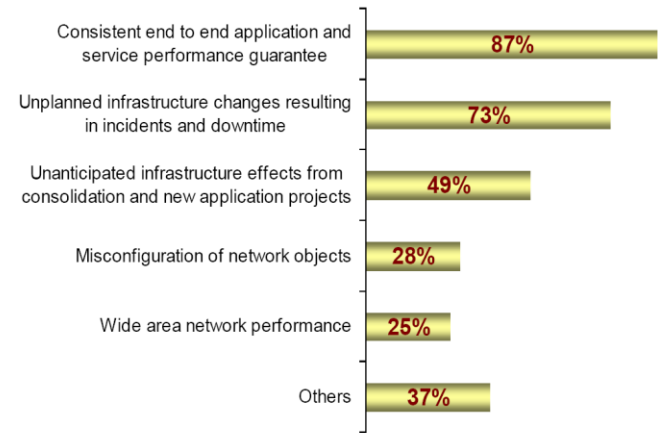
Source: Forrester Research Survey 2005

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Tired of being the usual suspect?

Its NOT ~~Citrix~~
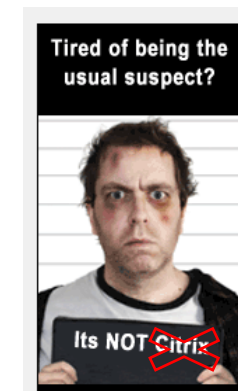
It's NOT FileNet/IBM CM!

Capabilities

Enterprise Content Management

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!**

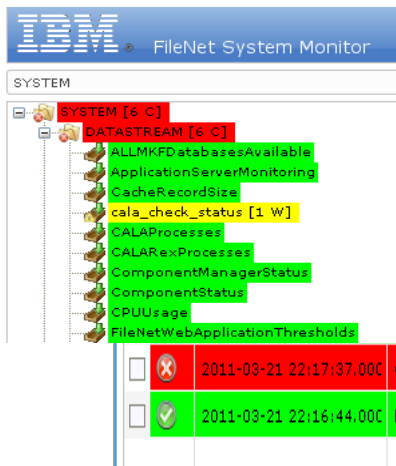Processes and details –
up/down, tablespaces, etc.

IBM FileNet System Monitor Automates the Management of your ECM Systems
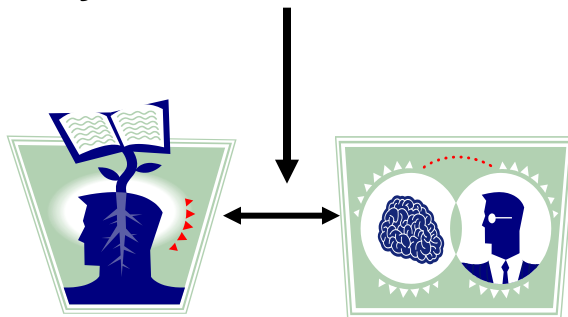
Problem

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**
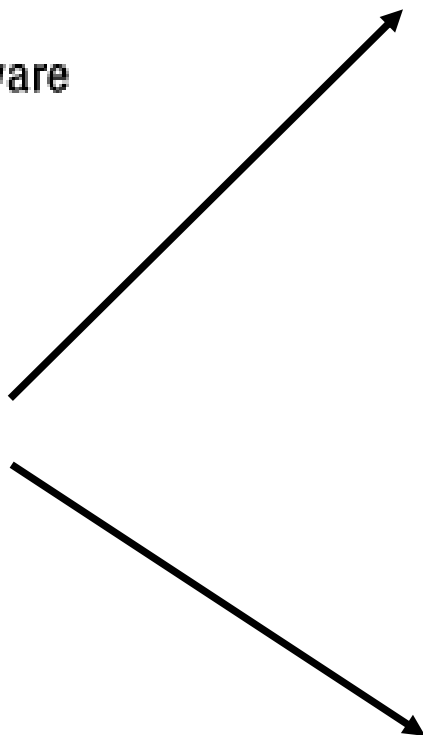
Result

3. **Increased uptime, meeting your SLA, satisfied users**

After IBM FileNet System Monitor –
Proactive monitoring in the new web console

Benefits – before and after FSM Installation

Calls Routed from the Help Desk
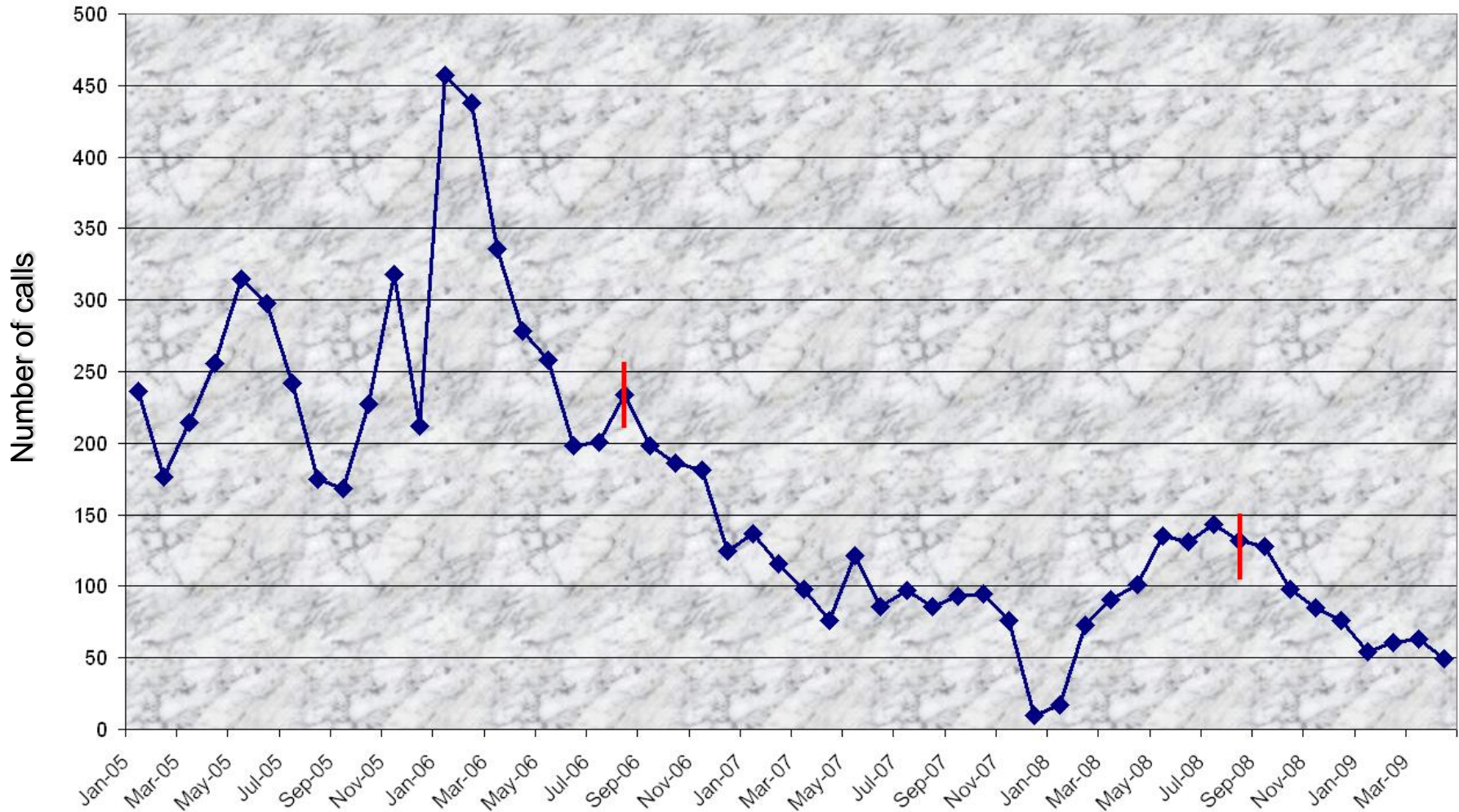
Benefits (continued)

Production impact
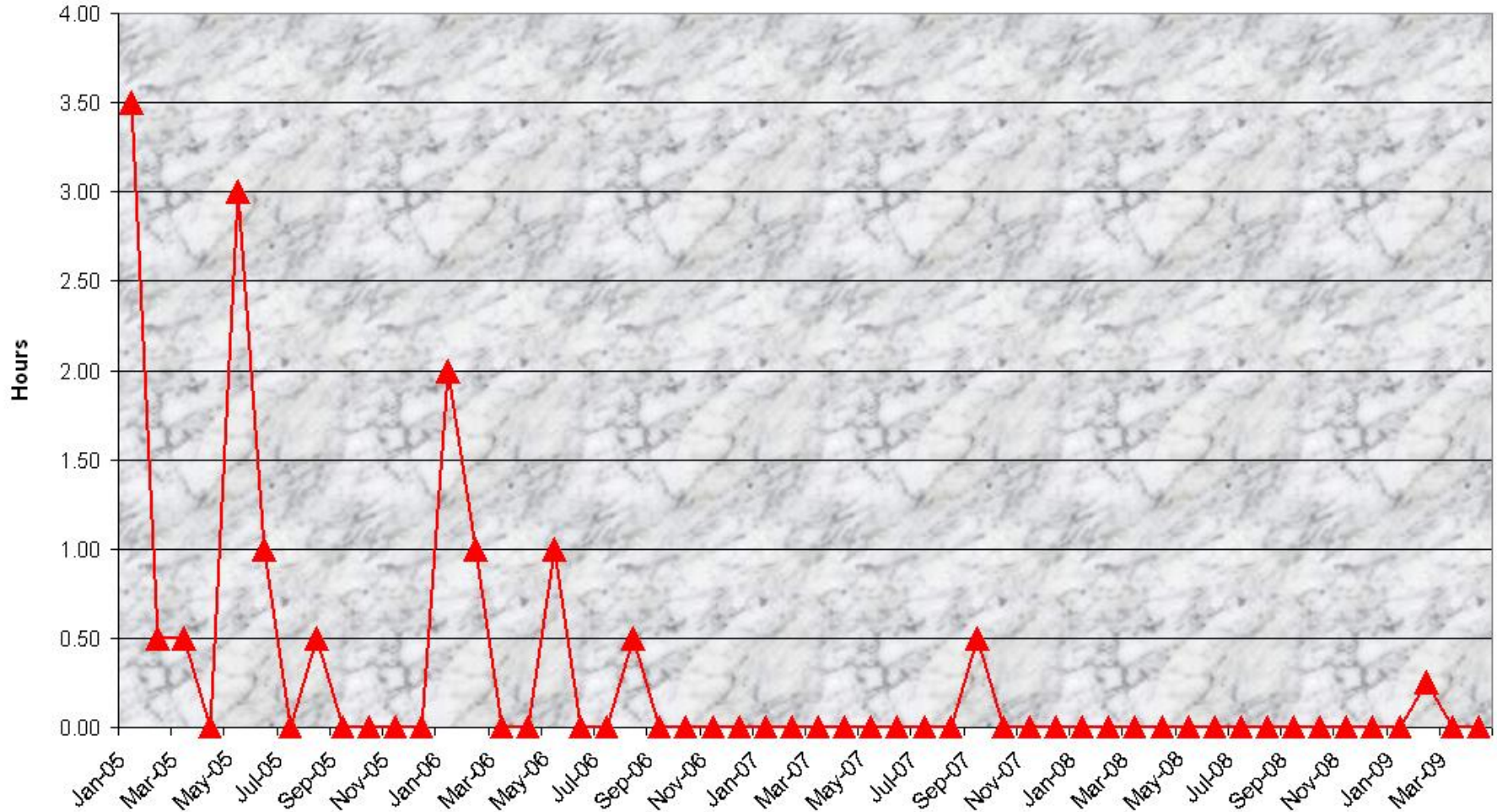
FSM is part of the Enterprise Reference Architecture

Clients

Portals & Web Applications
LOB & Partner Solutions
Desktop Applications

Suites

Content Manager

Im... Mana...

SharePoint Integration

Cap...

...nce

Email Manager

System Monitor is API connected to the underlying platform.   This means that it's using the same API's as your programs are using, thereby emulating your actions, proactively, and detecting problems before your business users do!

Publisher

Manager

Monitor

Fram...

...rawler

FileNet P8 Platform

System Monitor

Services

Develop

Integration

Application Services

Content, Process & Compliance Services

Content Federation Services

Security

Manage

Repositories

FileNet Panagon® Repositories

FileNet P8 Content Repositories

IBM Content Repositories

Third-Party Content Repositories

IBM FileNet System Monitor is the Answer to Address These Challenges

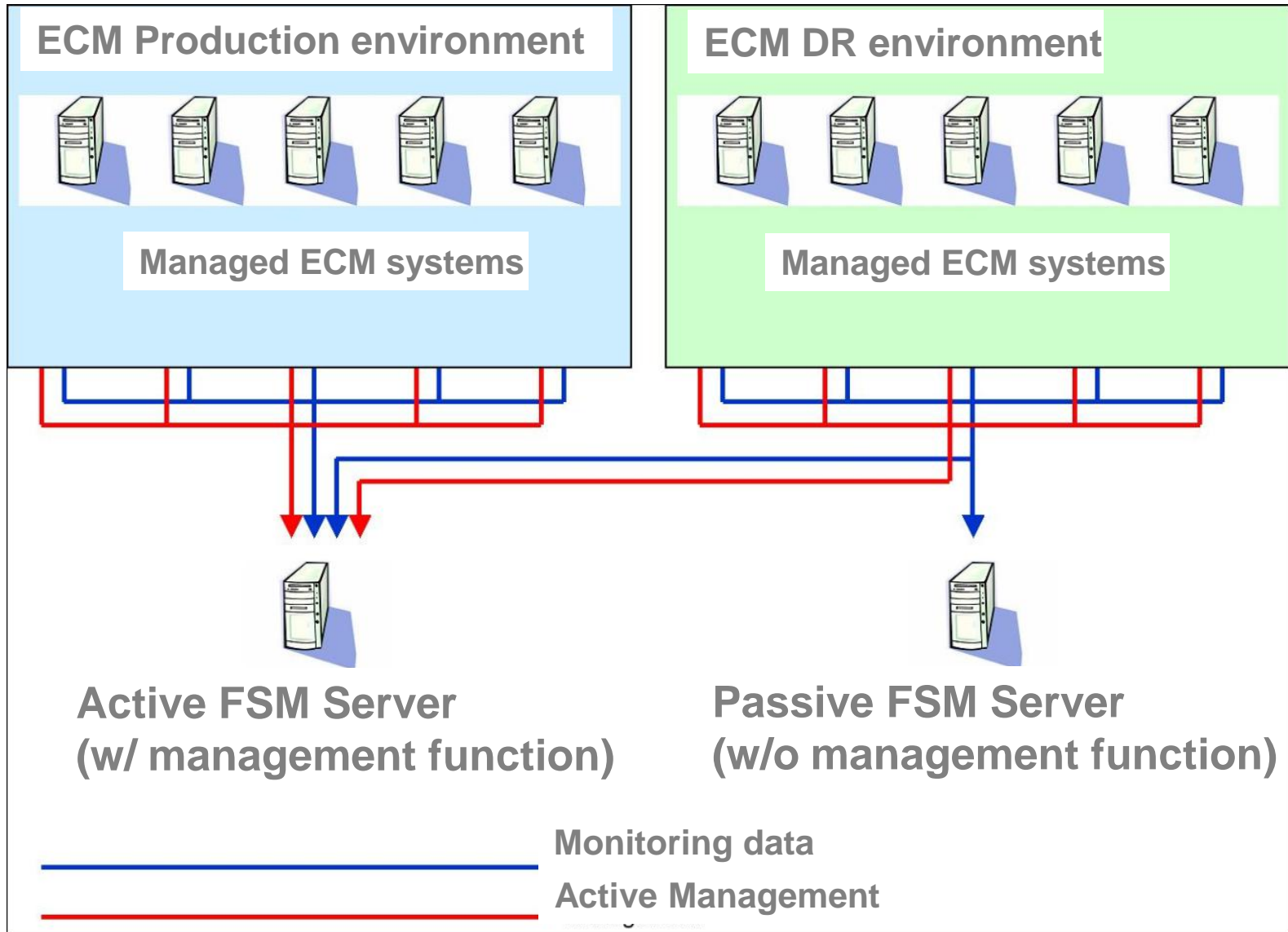| Challenge	Benefits
End user knows ECM applications are down before you do	✓ Immediately notifies you before end users do (proactive vs. reactive)
Unable to meet Service Level Agreement (SLA) / uptime requirements	✓ Increases uptime and ability to meet SLA
Trouble diagnosing problems and determining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

IBM FileNet System Monitor Capabilities

- **Proactive monitoring**
  - 1200 performance & system parameters
  - 600 RPC level Listener metrics
  - Real-time alerts via Blackberry, pager, email, console, SMS

- **InstallAnywhere support**

- **New Database, Platform, and Operating Systems**

- **Automate 85 manual administration tasks**

- **Seamless integration with enterprise system mgmt. tools**
  - Pre-defined SNMP MIB
  - Logfile

- **New Management reports and enhanced knowledge base**
  - Analysis of historical events – identifying weak spots
  - Analysis of resource utilization – trending and capacity planning

IBM FileNet System Monitor Architecture

ECM Production environment

Managed ECM systems

ECM DR environment

Managed ECM systems

**Active FSM Server
(w/ management function)**

**Passive FSM Server
(w/o management function)**

Monitoring data

Active Management

Monitors for**...**

Over 400 Parameters

- Image Manager Active Edition
  - Image Services
  - Oracle / MS SQL-Server
  - WorkFlo Services
  - Web Services / Open Client
  - HPII / MRII (high-volume ingestion)
  - Storage (EMC Centera, NetApp Snaplock, MSAR, OSAR)
  - Application Connector for SAP
  - Logfile management
  - New Platforms and Versions available with FSM 4.5

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
  - New Versions and Platforms supported with FSM 4.5

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

- New Platforms and Versions available with FSM 4.5

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

- New visibility for Line of Business owners with FSM 4.5

Intelligent Logfile Management | 28+ ECM Logfiles

Real-time Logfile Monitoring

– Processing of unknown events, classification by ECM error numbers

– Event information contains original error message, error description from ECM error catalog, possible error cause and corrective action

– Instructions can be extended by customer

– Filtering and adjustable duplicate recognition

– Self-monitoring

ECM Logfile Coverage

– ELOG / WAL / ISRA

– HPII / MRII / ServerLink

– CS Index and Replication / Verity

– CM8 database entries

– BPM RMI, PPM Trace and Router

– Content Engine

– Process Engine

– CMOD

– Component Integrator

– All ECM related messages in Windows Eventlog

Task Management | Automate 85+ Manual Tasks

Configuration tasks

- Configure ECM domain

- Configure module for a ECM 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 4.5

Enterprise Content Management

# What's New in FSM 4.5?

Shipping now

- Support for P8 5.0 (FileNet Content Manager, BPM, Image Services 4.1.2, CFS for IS, eForms)

- Runs as Web Application or Rich Client

- Database support for Oracle, DB2 9.7, SQL Server 2008

- Support for CM 8.4.2, CMOD 8.4.1, CommonStore and IICE

- Solaris 9 and 10 (Sparc), AIX, HPUX 11

- Windows 2003, 2003 R2, 2008 R2

- Linux FSM Server – x86 and PowerPC

- Monitor zLinux on s390

- InstallAnywhere Support for FSM Server and CalaRex

- Multiple Client Upgrade possibility

- Many More new features

Customer Success

Smarter software for a smarter planet

Enterprise Content Management

IBM

Select Customers

06.04.2011
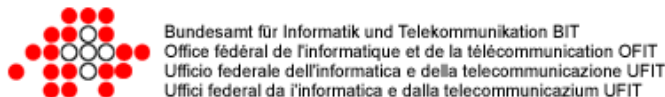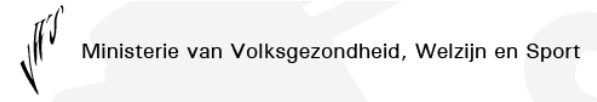
Challenges | SunTrust

- 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-ECM 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

Enterprise Content Management