



IBM Tivoli Monitoring for Microsoft Applications

Highlights

- Help improve uptime and shorten MTTR on Microsoft systems, applications and transactions
- Increase operator productivity with real-time and historical visualization, prioritized information and context, and expert advice
- Resolve recurring problems quickly with built-in automation and Microsoft domain knowledge
- Contain costs and support growth with enterprise scalability and performance
- Extend management capabilities for monitoring the user experience, applications and systems by adding other integrated Tivoli products
- Add IBM Tivoli Performance Analyzer to gain predictive capabilities that help with performance management and capacity estimation

IT operations managers depend on reliable and efficient systems to help the business maintain credibility and profits, but often are only one mistake away from possible business loss and bad press if IT performance and availability fail. Yet when end users contact the help desk, it often takes too long to identify the source of the problem and then to assess the impact that an interruption or downtime will have on services. The increasing complexity of systems in today's IT environments demands that IT operations managers have a way to get broad and deep coverage to manage and monitor system resources, and quickly resolve service issues.

IBM Tivoli® Monitoring for Microsoft® Applications helps automatically

correlate events to speed problem determination. It monitors systems, operating systems, applications and transactions throughout your Microsoft environment. This robust monitoring software includes IBM Tivoli Enterprise Portal, the desktop or browser client that makes it easy for you to manage your environment end to end, via a single common user interface.

The automation capabilities of Tivoli Monitoring for Microsoft Applications help you resolve common and recurring problems, freeing up valuable operator time. And with the real-time visibility and robust automation that Tivoli Monitoring for Microsoft Applications delivers, you can dramatically reduce mean time to resolution (MTTR) and improve the efficiency of resource use.

The software also provides a complete and customizable set of workspaces to automatically correlate data from various sources. Use it to:

- Analyze application and system resource information.
- Set intelligent traps and alerts to detect potentially troublesome situations.
- Analyze application performance.

Centralize management of both Microsoft and non-Microsoft applications and infrastructures

Tivoli Monitoring for Microsoft Applications is part of the Tivoli family of solutions for IT management that includes IBM Tivoli Composite Application Manager and IBM Tivoli OMEGAMON[®] software, which work together to provide a comprehensive, integrated, front-end, middleware and back-end application view via Tivoli Enterprise Portal.

IBM was ranked #1 in identity and access management software by IDC in 2007¹ and #1 in worldwide IT operations management software by Gartner.²

Based on the core IBM Tivoli Monitoring product, Tivoli Monitoring for Microsoft Applications groups together all the agents you need to effectively monitor your Microsoft applications and systems — with the option of adding additional agents to expand your monitoring capabilities to other vendors for easy extension into heterogeneous environments. Unlike many competitive offerings, Tivoli Monitoring for Microsoft Applications easily integrates with other Tivoli products, to deliver security and storage management as well as provisioning capabilities.

Gain visibility into your systems, applications and transactions

Tivoli Monitoring for Microsoft Applications agents provide visibility into your essential systems infrastructure. With them, you can gain insights you need to optimize resource consumption and reduce data center costs. Systems agents include:

- **Microsoft Windows[®] operating system** — provides visibility into resource consumption and limits.
- **Microsoft SQL Server[®]** — consists of the database engine, transaction coordinator, search service and other components to gather all key operational metrics.

The software also provides application and transaction monitoring without “blind spots,” to manage performance and availability on these applications:

- **Microsoft Active Directory[®]** — monitors the domain controller, domain name system (DNS), Dynamic Host Configuration Protocol (DHCP) and replication.
- **Microsoft Exchange** — discovers and monitors servers, roles, individual mailboxes, and size and growth information.
- **Microsoft .NET** — monitors Web applications, requests and responses.
- **Microsoft IIS** — monitors Web site availability, page request speed and response rates.

Visualize real-time, historical and predictive information

The included Tivoli Enterprise Portal consolidates all data to provide “single-pane-of-glass” visibility — regardless of the data source — of real-time, historical and predictive information. You can use this view to compare response time to metrics from the underlying resources and make faster, more informed decisions. Personalized workspaces, based on the role and scope of work of users, help improve productivity by sharing information and placing it in context.

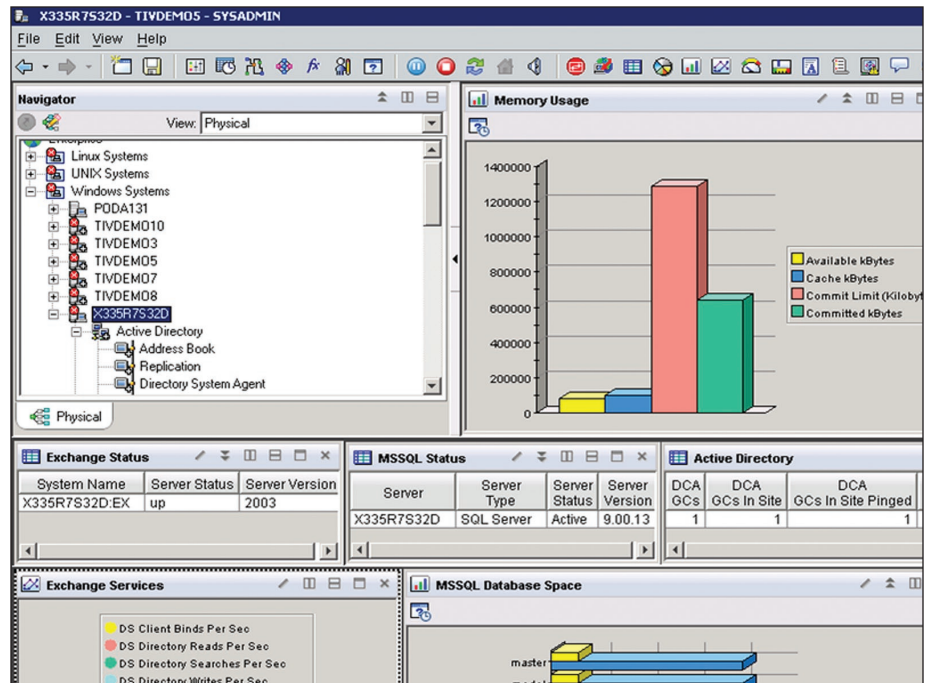
Identify unexpected or infrequent problems with IBM Tivoli Performance Analyzer

Tivoli Enterprise Portal also offers centralized visualization of real-time and historical data, which helps you identify unexpected and infrequent problems. For example, by visualizing resource utilization, you can identify underutilized resources to reduce costs and overutilized resources that may be root causes of problems.

By adding Tivoli Performance Analyzer to Tivoli Monitoring for Microsoft Applications, you can use your newly visible historical data to understand resource consumption trends and predict when utilization thresholds will be breached, in time to make changes before performance is impacted. You can also use the analysis from Tivoli Performance Analyzer to aid in forecasting for — and justification of — server provisioning.

Gain control with intelligent alerts and out-of-the-box situations

Centralized and consolidated data is a crucial part of reducing MTTR. Tivoli Monitoring for Microsoft Applications helps you minimize false alerts and intelligently manage your Microsoft environment by providing



Seamless visibility into Microsoft applications helps improve MTTR, while cross-platform support can be only a click away.

out-of-the-box situations. Situations are combinations of metrics and thresholds that trigger alerts to operators and automate recovery actions. Through the built-in situation editor, operators can define their own intelligent alerts, based on severity, granularity, destination and thresholds.

By providing this information to an event integration facility such as IBM Tivoli Enterprise Console® or IBM Tivoli Netcool®/OMNIbus™ — and supporting

failover to multiple destinations — Tivoli Monitoring for Microsoft Applications helps you use the valuable information collected. The common event viewer in Tivoli Enterprise Portal incorporates events from Tivoli Enterprise Console, Tivoli Netcool/OMNIbus and common base events. The included IBM Tivoli Data Warehouse is the central data store for all historical management data and the basis for Tivoli reporting. It automatically stores, prunes and summarizes data for audit reports — tracking uptime, downtime and much more.

Expand your monitoring capabilities by adding these monitoring agents and products:

- **Microsoft Virtual Server agent** discovers and monitors utilization on virtual servers for optimal sizing.
- **Microsoft Cluster Manager agent** detects and monitors server clusters to ensure smooth performance and optimal balance.
- **IBM Tivoli Performance Analyzer** leverages historical data to perform trend analysis for capacity estimation and to help plan for future growth.
- **IBM Tivoli Service Level Advisor** tracks historical service levels against response times and other metrics.

Automate best practices and reporting, and replay them consistently and reliably

The critical, time-sensitive nature of IT demands accurate and timely transactions. Because Tivoli software quickly correlates, isolates and diagnoses the root causes of problems, it helps you dramatically reduce MTTR.

Leverage expert advice

With its direct link to Microsoft Knowledge Base, Tivoli Monitoring for Microsoft Applications provides users with detailed explanations of incidents and problems, and makes

recommendations for resolving them — simply by moving the mouse over an alert. User-defined text can also imbed knowledge that may be unique to a particular situation.

Use workflow automation to manage recurring problems

Automated health checks and automation captures enable users to discover, replay and develop automated responses to recurring problems. Drag-and-drop technology helps operators build and deploy intelligent, preemptive and error-free workflows that can be executed manually (by help desk) or executed based on situational events. Automation captures and replays your best practices in a repetitive and error-free manner.

For example, a database administration workflow can define what to monitor, when to collect data, and how to interpret and act on the monitoring results. With the software guiding and automating these tasks, administrators have more time to focus on complex, less-repetitive tasks.

Use “take action” to capture best practices

Tivoli Monitoring for Microsoft Applications also includes a

personalized “take action” capability that captures local best practices for unique situations and executes them preemptively. For example, you can use this capability to detect runaway processes and view resource consumption by workload, network and disk information, and system logs — all in real time. Additionally, the software includes out-of-the-box “take action” options that provide immediate return by processing the execution of best-practice responses to individual situations.

Gain improved efficiency and productivity through advanced analytics and centralized network visibility

IT administrators need a system that increases their efficiency and helps them align their priorities to areas that meet business needs and goals. Real-time network visibility from Tivoli Monitoring for Microsoft Applications reduces MTTR, helps you gain control of network complexity and gives your staff meaningful contextual information to simplify the management of complex networks. This increased visibility gives all members of various teams one central view, allowing them to resolve complex problems and gain better insight into the service infrastructure.

Conclusion

The critical, time-sensitive nature of IT demands accurate and timely transactions. Tivoli Monitoring for Microsoft Applications provides the robust visibility, control and automation needed to manage Microsoft systems, applications and transactions. It also offers the extensibility needed in heterogeneous environments. It is a strong solution for operators and managers who need to:

- Manage and improve the health and performance of services.
- Share information across organizational silos and sites.
- Improve productivity of operations staff.
- Align technology management to business goals.

By proactively monitoring essential resources and embedding best practices for identifying and resolving problems, Tivoli Monitoring for Microsoft Applications can speed diagnosis, enabling rapid fixes before your end users experience impact from service disruptions.

Tivoli Monitoring for Microsoft Applications at a glance

Tivoli Monitoring for Microsoft Applications and Tivoli Performance Analyzer provide support for a wide variety of platforms and databases. Not all platforms and databases are supported on every product.

Supported platforms:

- IBM AIX®
- Solaris
- Windows
- Linux® (Red Hat, SUSE) on Intel®
- IBM System z™
- IBM System p™
- HP-UX
- IBM i5/OS®

Supported databases:

- IBM DB2®
- Microsoft SQL Server
- Oracle
- Sybase

Other Tivoli Monitoring agents:

- IBM Tivoli Monitoring for Active Directory Option
- IBM Tivoli Monitoring for Applications
- IBM Tivoli Monitoring for Cluster Managers
- IBM Tivoli Monitoring for Databases
- IBM Tivoli Monitoring for Messaging and Collaboration
- IBM Tivoli Monitoring for Virtual Servers

IBM continually expands the breadth of coverage of agents in the Tivoli Monitoring product family. For the latest detailed information, visit ibm.com/tivoli/products/monitor



For more information

To learn more about IBM solutions for monitoring and managing Microsoft environments, contact your IBM representative or IBM Business Partner, or visit ibm.com/tivoli

About IBM Tivoli service management software

Tivoli software offers a service management platform for organizations to deliver quality service by providing visibility, control and automation — visibility to see and understand the workings of their business; control to effectively manage their business, minimize risk and protect their brand; and automation to optimize their business, reduce the cost of operations and deliver new

services more rapidly. Unlike IT-centric service management, Tivoli software delivers a common foundation for managing, integrating and aligning both business and technology requirements. Tivoli software is designed to quickly address an organization's most pressing service management needs and help proactively respond to changing business demands. The Tivoli portfolio is backed by world-class IBM Services, IBM Support and an active ecosystem of IBM Business Partners. Tivoli clients and Business Partners can also leverage each other's best practices by participating in independently run IBM Tivoli User Groups around the world — visit www.tivoli-ug.org

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U.S.A.

Produced in the United States of America
March 2008
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¹IDC, "Worldwide Identity and Access Management 2007-2011 Forecast and 2006 Vendor Shares," July 2007.

²Gartner, "Market Share: IT Operations Management Software, Worldwide 2006," June 2007.

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