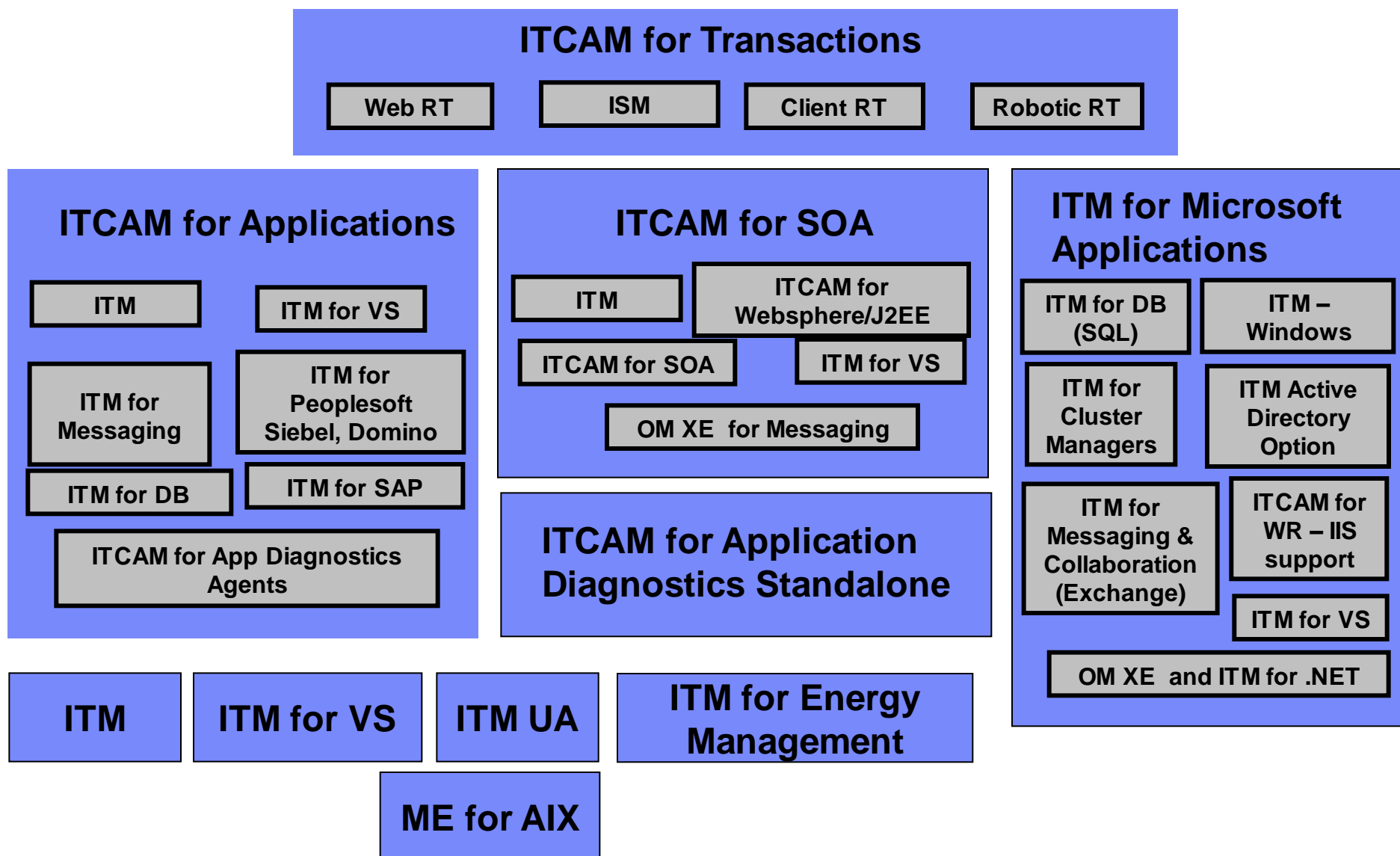


ITCAM Family

Service Availability and Performance Management Products:

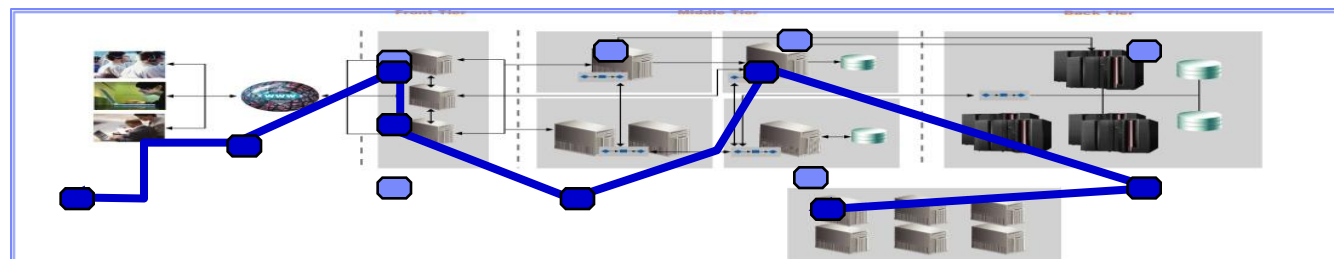
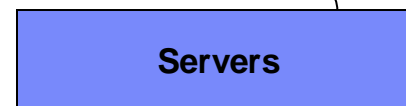
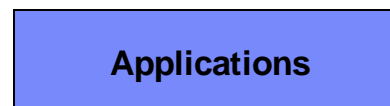
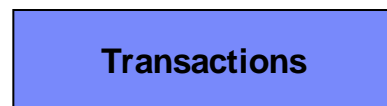
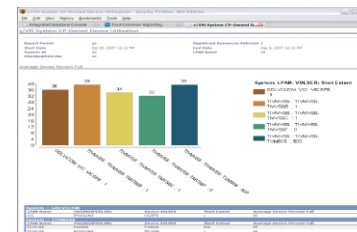
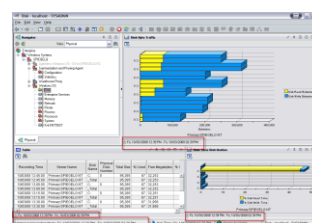
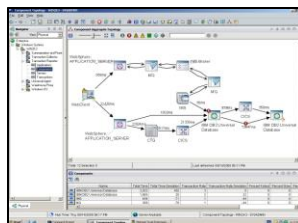
- ITCAM for SOA 7.1.1: manages and controls the Web services layer of IT architectures
- ITCAM for Applications: assures performance of critical business applications and services
- ITCAM for App Diagnostics: Analyzes performance issues with WebSphere/J2EE applications such as code performance, memory use, and lock contention
- ITCAM for Transactions: cross-domain tracking and response time, used to isolate a problem to a domain. Offers easy-to-use, best-of-breed response time monitoring of both real and robotic transactions

ITM – ITCAM portfolio



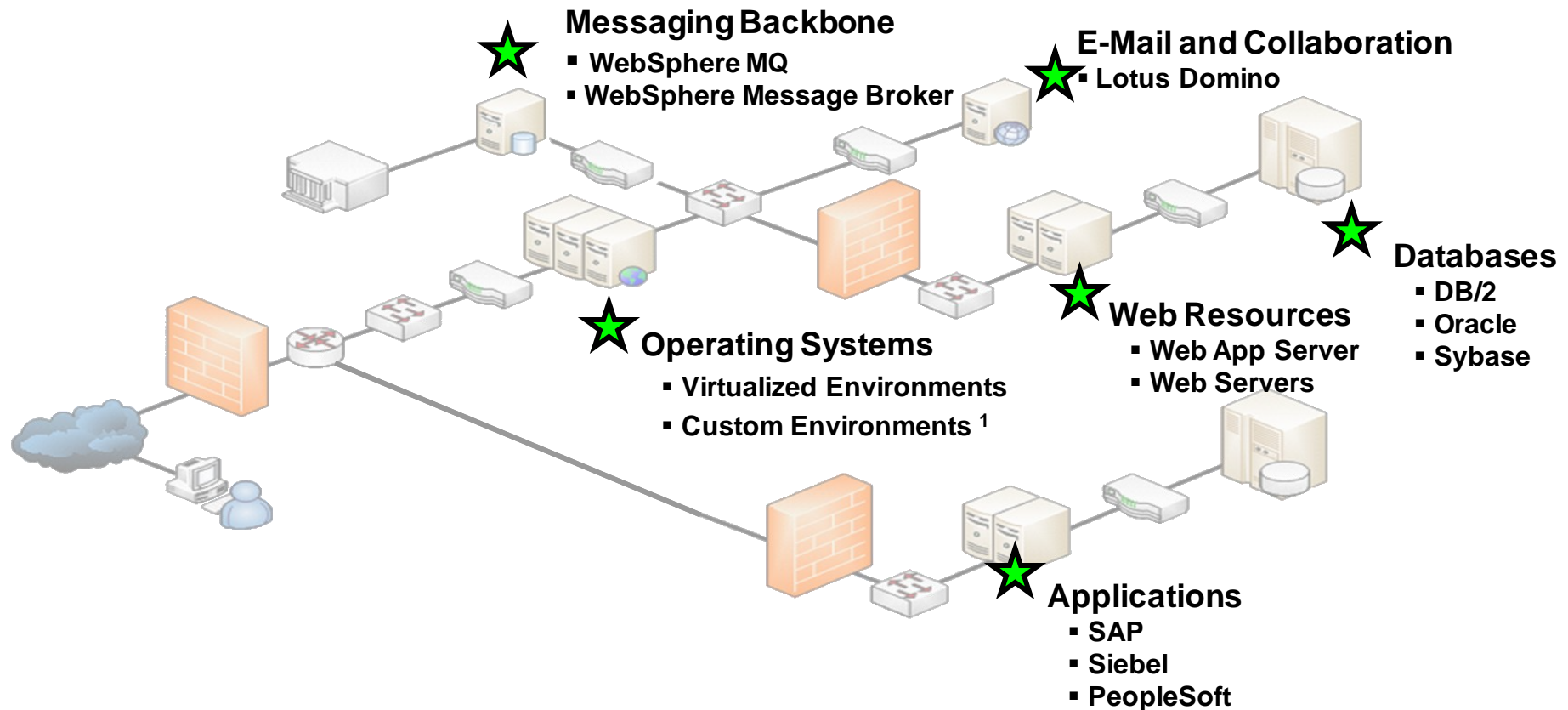
Composite Application Management and Resource Monitoring

- Monitor application response to ensure business expectations are met
- Understand transaction flows over complex topologies
- Monitor infrastructure performance and availability
- Diagnose application performance issues
- Increase application availability and customer satisfaction
- Reduce MTTR and MTBF



ITCAM for Applications

Managing Applications and Application Infrastructure



What's included in ITCAM for Applications V6.2.3?

■ Content:

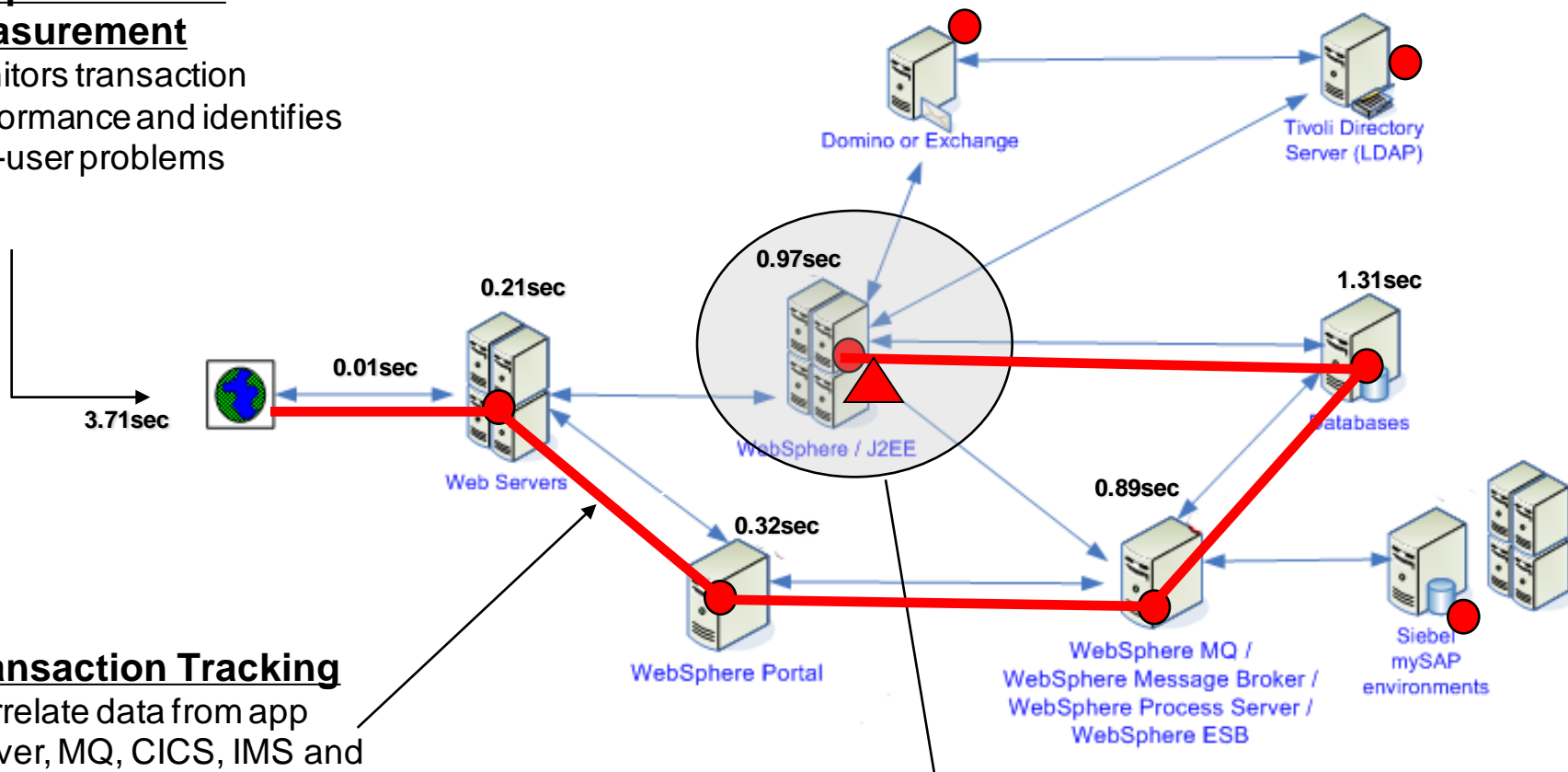
- [ITM 6.2.2 FP1](#), including Netcool SSMs, OS agents, SystemP agents, UA and Agent Builder
- ITM for Applications v6.2 SAP Agent – Use to monitor mySAP servers
- [ITCAM Agent for DB2 v6.2.2](#) – Use to monitor [DB2 database servers](#)
- [ITCAM Agent for Sybase ASE v6.2](#) – Use to monitor [Sybase database servers](#)
- [ITM for Virtual Servers v6.2.1](#) – Use to monitor Citrix and VMware ESX virtual servers
- [ITCAM for Application Diagnostics: Web Resources agents v7.1](#) – Use to monitor HTTP Servers such as Apache and SunONE. Use to monitor J2EE Servers such as WebLogic, etc. Use to monitor WebSphere Applications.
- [ITCAM Agents for WebSphere Messaging v7.0.1](#) – Use to monitor WebSphere MQ and Message Broker
- Netcool ASMs included from any of the above products
- ITM for Applications v6.1 Siebel Agent – Use to monitor Siebel
- ITCAM Agents for PeopleSoft v6.2.1 – Use to monitor PeopleSoft Application Domain and PeopleSoft Process Scheduler
- ITCAM Agent for Oracle v6.2.1 – Use to monitor Oracle Database
- ITCAM Agent for Lotus Domino v6.2.1 – Use to monitor Lotus Domino
- [ITCAM Extended Agent for Oracle Database v6.3](#) – Use to monitor Oracle Database including RAC and ASM

End-to-End Monitoring, Tracking and Diagnosis

Response Time Measurement

Measurement

Monitors transaction performance and identifies end-user problems



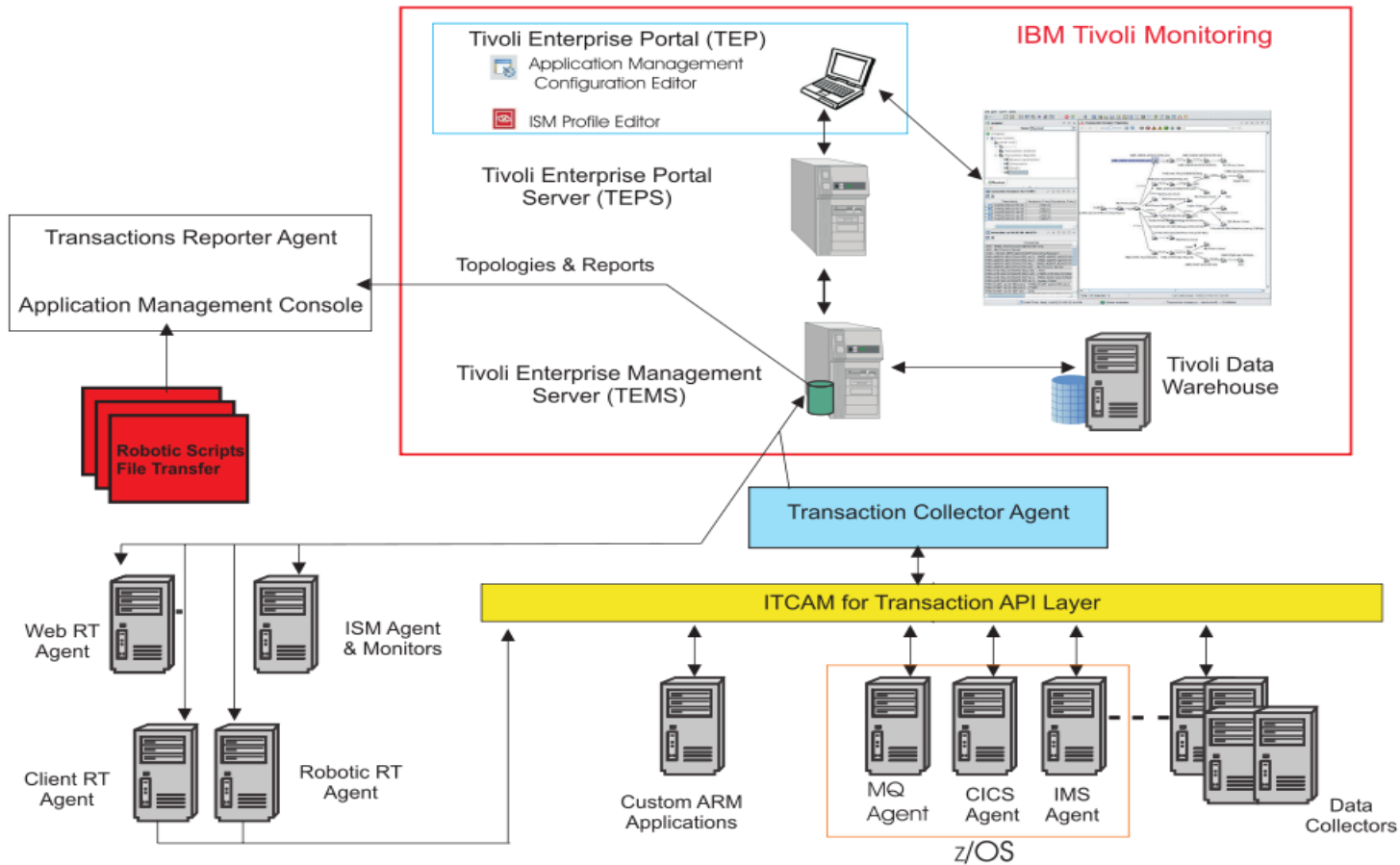
Transaction Tracking

Correlate data from app server, MQ, CICS, IMS and custom instrumentation to show topology and isolate problems

Application diagnostics

Launch in context to SME capabilities including SME level tracking within specific domain

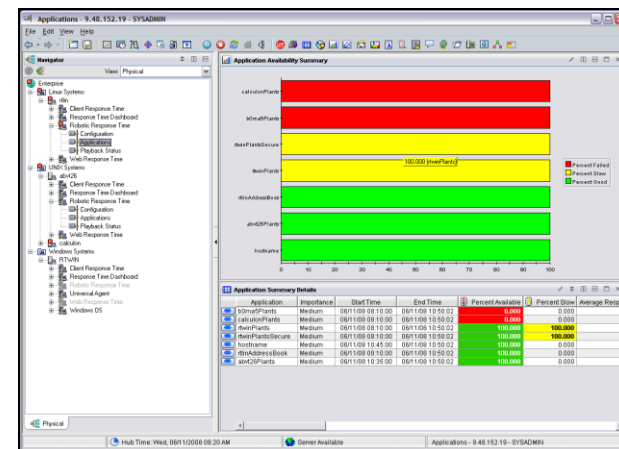
ITCAM for Transactions Topology



Response Time Monitoring

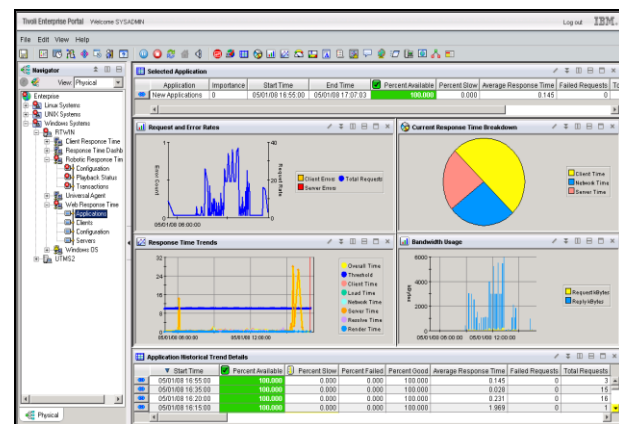
Real End User Transactions

- **Web Response Time Monitoring**
 - Reports end user experience for web applications
 - Appliance mode eliminates overhead at the server
- **Client Response Time Monitoring**
 - Monitors real user client desktop Windows applications and transactions

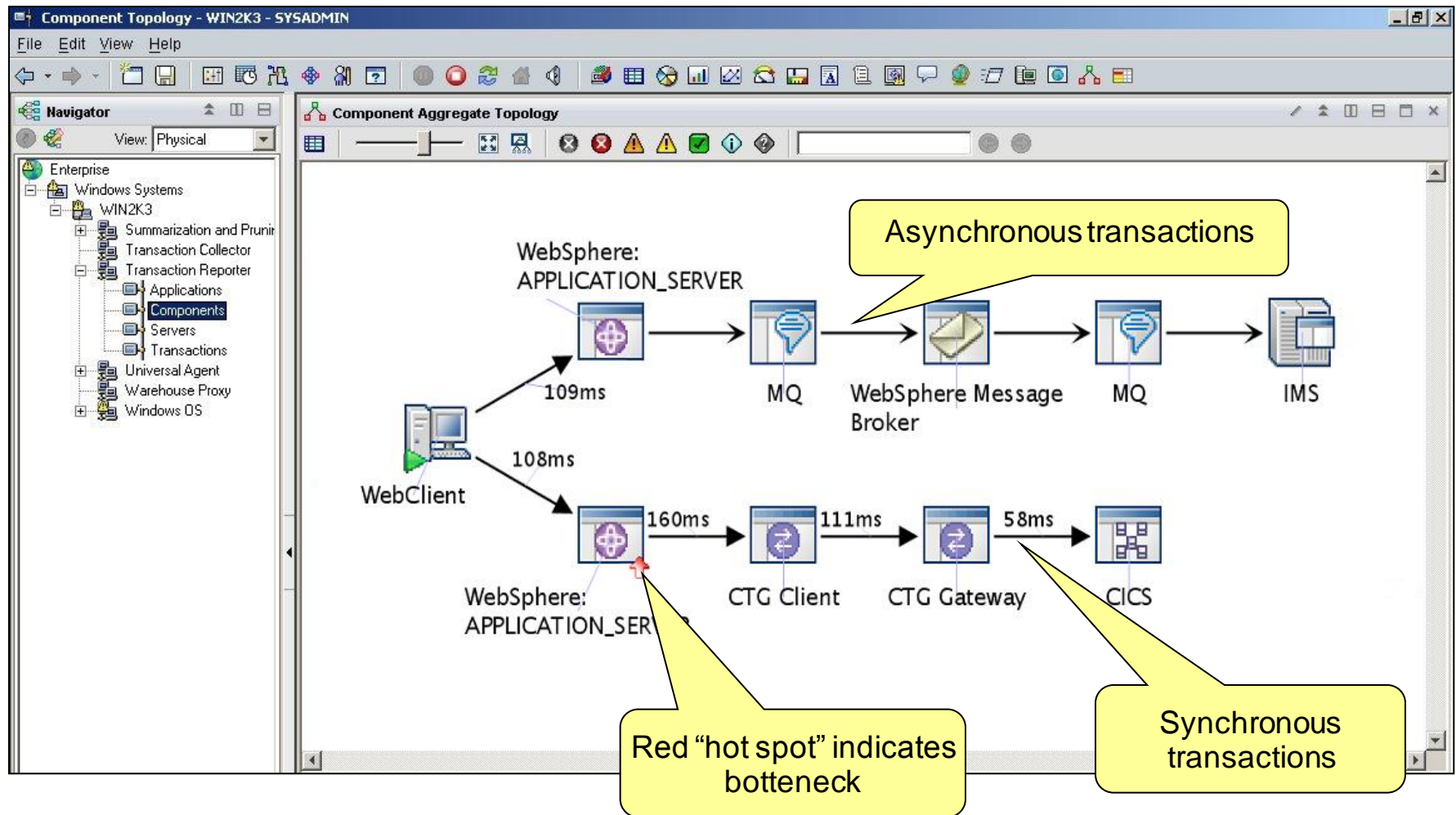


Robotic Transactions

- **Robotic Response Time Monitoring**
 - Periodic testing of business transactions
 - Record and execute a set of user defined steps
- **Internet Service Monitoring**
 - Periodic testing of service availability
 - Simple and lightweight



Transaction Tracking Topology



ITCAM for Transactions - Current Domain Coverage

IBM WAS

- WebSphere 5/6/7 tracking supported through BCI technology embedded in ITCAM for WAS – distributed and z/OS

MQ 5/6/7

- MQ 5.3 and up tracked by ITCAM for Transactions natively – distributed and z/OS

CICS

- CICS 2.3+ transactions and services, including any CICS hosted applications (C++, COBOL, Natural, etc.)

ARM

- ARM 2.0/4.0 instrumentation supported via native library linkages (libarm)

TTAPI

- Customer instrumentation possible through our published Transaction Tracking API (TTAPI), available for a range of languages on both distributed and z/OS systems. Current language bindings include:
 - C, C++, Java (distributed)
 - C, C++, Java, COBOL, PL/I, Assembler (z/OS, including CICS)

CTG

- CICS Transactions Gateway (CTG) 7.1+

IMS

- IMS

WMB

- WebSphere Message Broker v6.0 (distributed)

Database

- JDBC tracking through WAS (supports all databases)

ITCAM for Transactions - Current Domain Coverage

IBM WAS

Other J2EE

MQ

Microsoft

.NET

IBM WAS

CICS

IMS

- WAS-lite tracking (ARM based)
- Non-WAS J2EE support (Weblogic, JBoss, Sun JES)
- MQI Client (used to enable Tuxedo to MQ)
- IIS to Host Integration Server (COM+)
- .NET TTAPI bindings
- Tuxedo Server (FML32 over ATMI) v9/10
- DB2 tracking from CAMfCICS and CAMfIMS

Siebel

Siebel CRM

SAP

- SAP NetWeaver

SOA

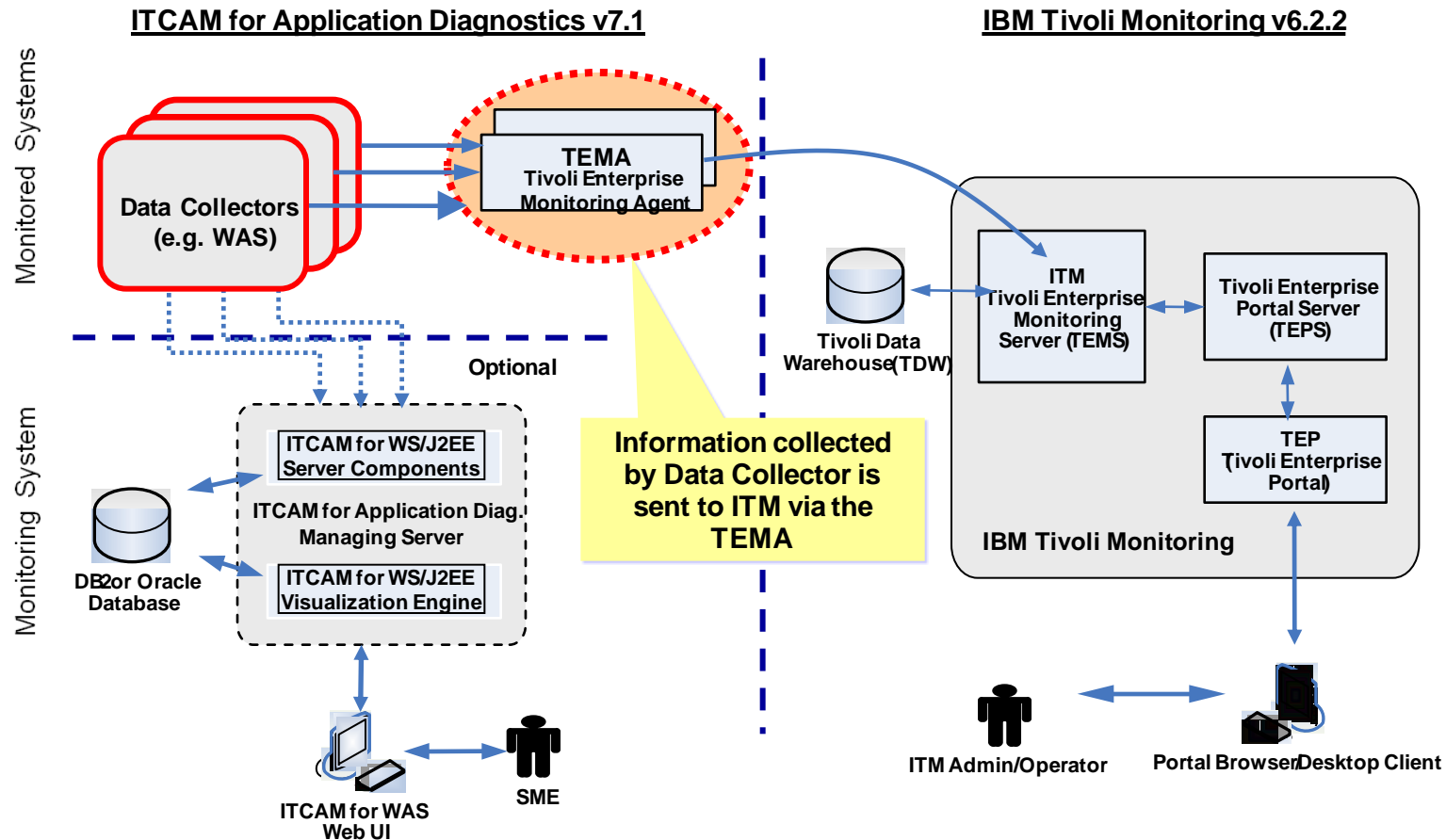
- Service Tracking support through ITCAM for SOA – ESB support including:
WebSphere ESB – WebSphere Process Server – WebSphere CE – WebSphere
Datapower – Weblogic – AXIS – CICS Web Services – SAP Netweaver

Logfile

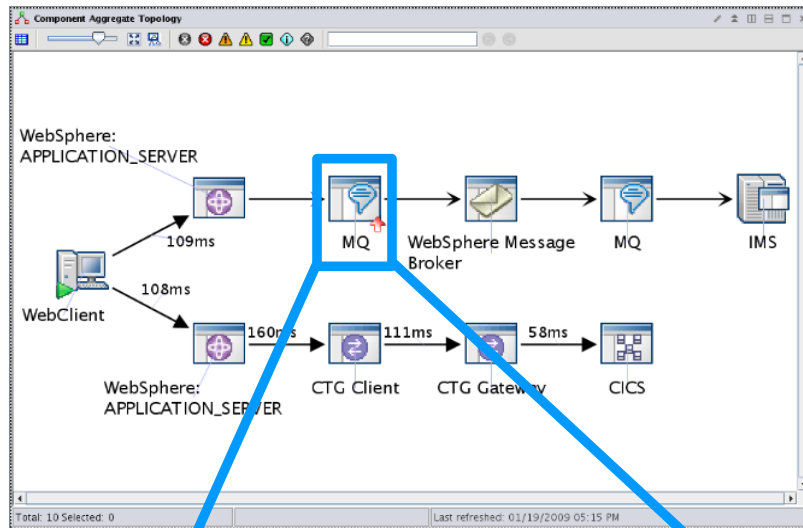
- Logfile-to-TTAPI converter for out-of-band instrumentation

Future domain coverage subject to change without notice.

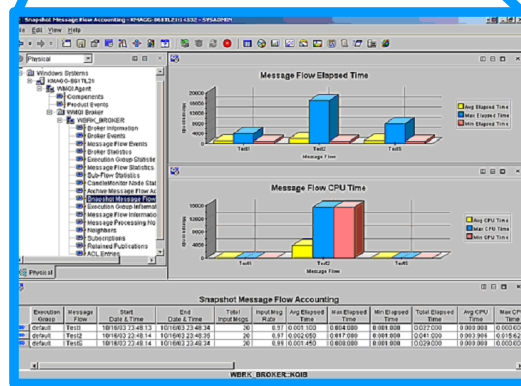
ITCAM for Application Diagnostics 7.1 Architecture Overview



Deep-dive diagnostics



ITCAM for Transactions



OMEGAMON XE for Messaging

- Launch in context into appropriate SME tool via dynamic workspace links
- Launch destinations depend on type on data source. E.g:
 - MQ -> OMEGAMON XE for MSG
 - WAS -> ITCAM for WS
 - CICS -> OMEGAMON for CICS
 - IMS -> OMEGAMON for IMS
- Where appropriate, will drill down to specific workspace (ie. In MQ, Queue Manager drilldown links to the Queue Manager Status Workspace for the specific Queue Manager).

ITCAMfSOA Architecture

Management Infrastructure

- Tivoli Enterprise Portal
- Tivoli Enterprise Portal Server & Portal Server Extensions
- Tivoli Enterprise Monitoring Server (Hub and optional remotes)
- Data Warehouse

Pre-deployment Machines

- Workstations used by architects, developers and testers

Managed Systems

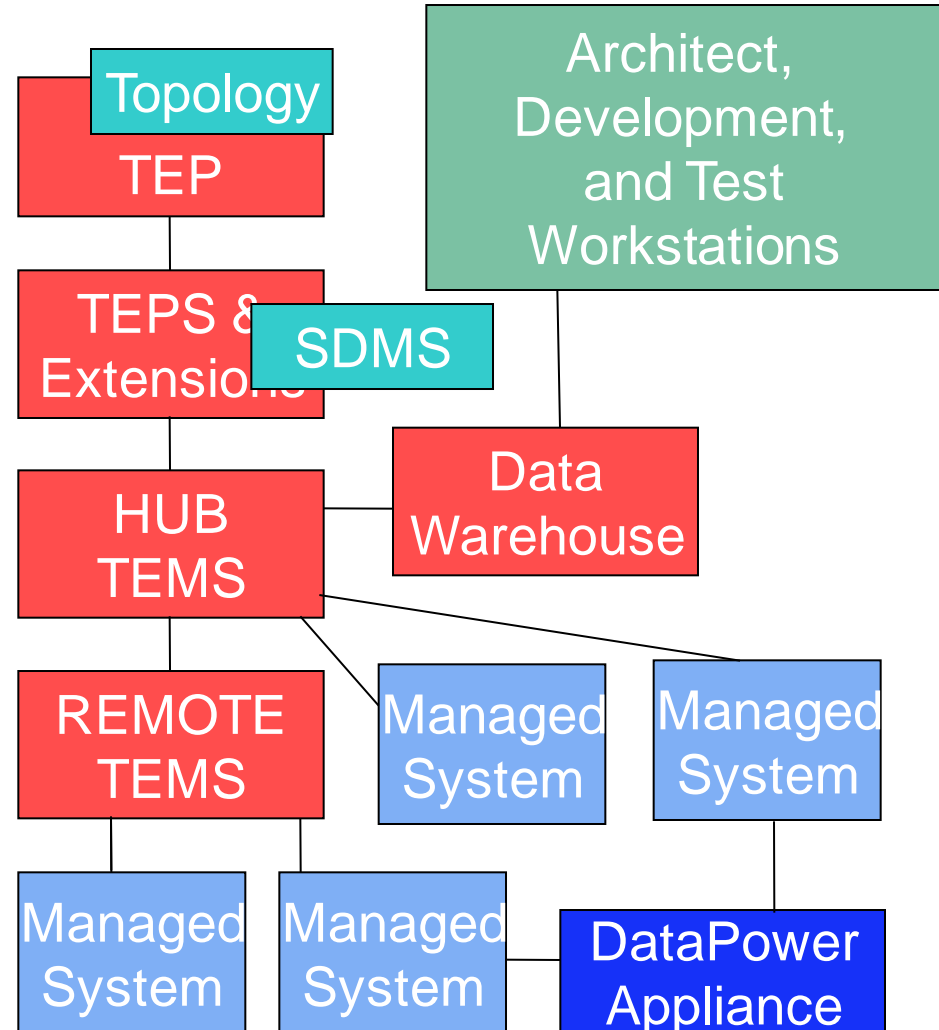
- Application servers
- DataPower data collector proxies

Monitored Appliances

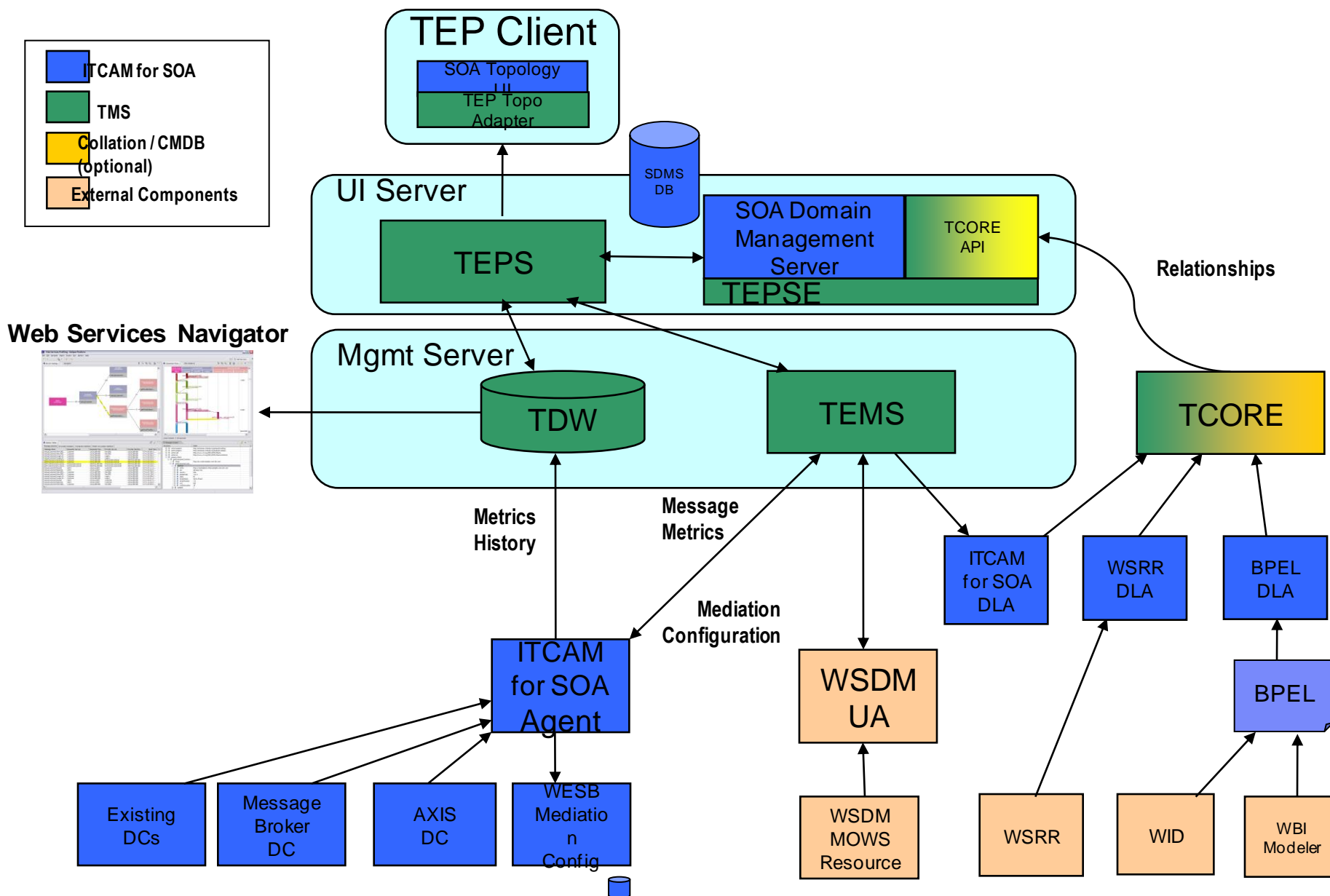
- DataPower

Additional Components

- SDMS/Topology



Note: A single machine may serve multiple roles and therefore have a combination of components installed.



Product Overview

- Customer Profiles
 - ▶ Monitor and manage the services in a SOA
 - ▶ Observes services traffic to gather metrics
 - Response time, message size, faults, etc
 - Supports thresholds to generate events, trigger actions / workflows
 - ▶ Allows control of SOA by filtering traffic, controlling mediations in WESB
 - ▶ Customers use the product to ensure the health of the services in their environment by monitoring to specific thresholds, and isolating and correcting problems to meet service levels
 - ▶ ITCAM for SOA helps lower the cost by ensuring that services are operating as expected and meeting promised availability and performance goals. New service groups summary display reduces cost by reducing the time and effort required