

Implementing TBSM

John.Bradley@uk.fujitsu.com

Version 2.0
May 2011

Agenda

- Managed Environment
- Event Data Consumed
- Requirements
- Integration
- Implementation
- Customisation

Fujitsu Services Post Office Account

- Fujitsu UK and Ireland is a leading IT systems, services and products company employing 11,400 people.
- UK Counters business for Post Office
- Part of Royal Mail Group
- Shrinking in size but growing in breadth of offerings
- Increase in Complexity
- Increase in Business Reliance

Managed Environment

- 600 + Data centre Servers
 - Windows
 - Linux
 - Solaris
- 30,000 + desktops (all monitored and managed)
 - Windows
- 12,000 Locations
- 12,000 + Network Devices and Appliances (all managed)
- Large Highly Distributed Network

Issues

- High Alert rate, small support staff
- Requirement to do more with less
- Need to filter and prioritise alerts and responses
- Need to Identify real point of failure
- Developed Bespoke Business Management solution expensive to maintain.
- As event volumes grow, Event filters become complex.
- Strict Project Change management and Testing policy makes reactive changes difficult to make
- Integrated Business Management System was required

Managed Environment

- Tivoli first implemented in 1997
- ITM
- Netcool Omnibus
- TPM
- TCM
- TWS
- TBSM

Event Data

- Collection of approx 1 million plus events per day
- Security Events
 - Windows Security Log
 - Unix Syslog
 - Web washer
 - Radius Authentication
- Application events
 - Windows Application Log
 - Unix Sysylog
 - Application plain text files
- ITM Situations (via EIF probe)

Event Data Cont

- **SNMP Traps**
 - Network Devices – NNM integration
 - EMC Storage
 - Egenera Bladeframe (Xen Hypervisor)
- **External Application Health Checks**
 - Web Service “Application Pings”
 - Cisco ACE Load Balancing Health Check
 - VPN Health Check
- **Buisness Application Data**
 - Throughput Statistics
 - Response Times

Monitoring Components

Business Service Monitoring Requirements

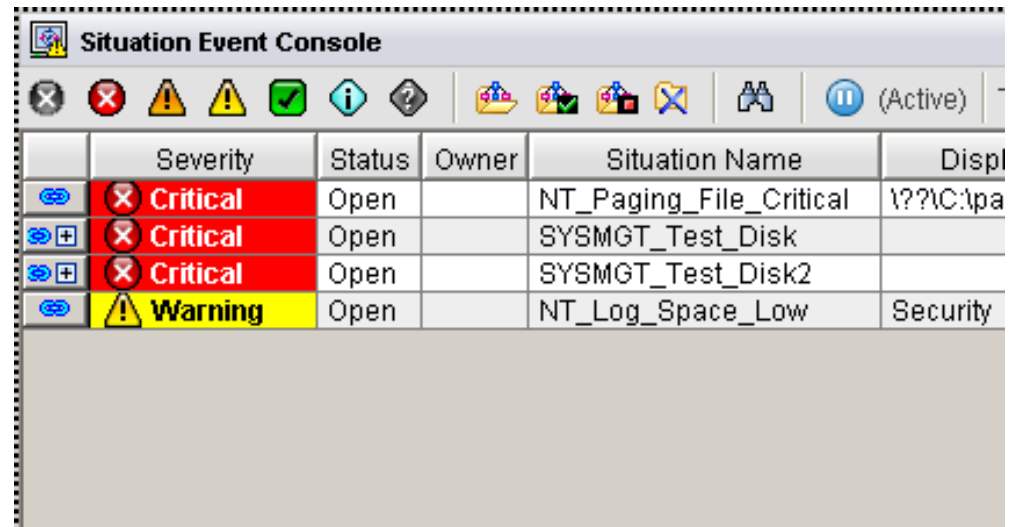
- Monitor Health of Business Applications
 - Web Applications
 - Interfaces to Financial Institutions
 - Scheduled Batch Processes
- Reduce Support Costs
 - Enable Call Centre to Identify problems in context of Business impact
 - Enable Problem Calls to be routed to the correct expert domain.
- Provide different business service views for support/Customer Services/Customer

Common Infrastructure Monitoring Requirements

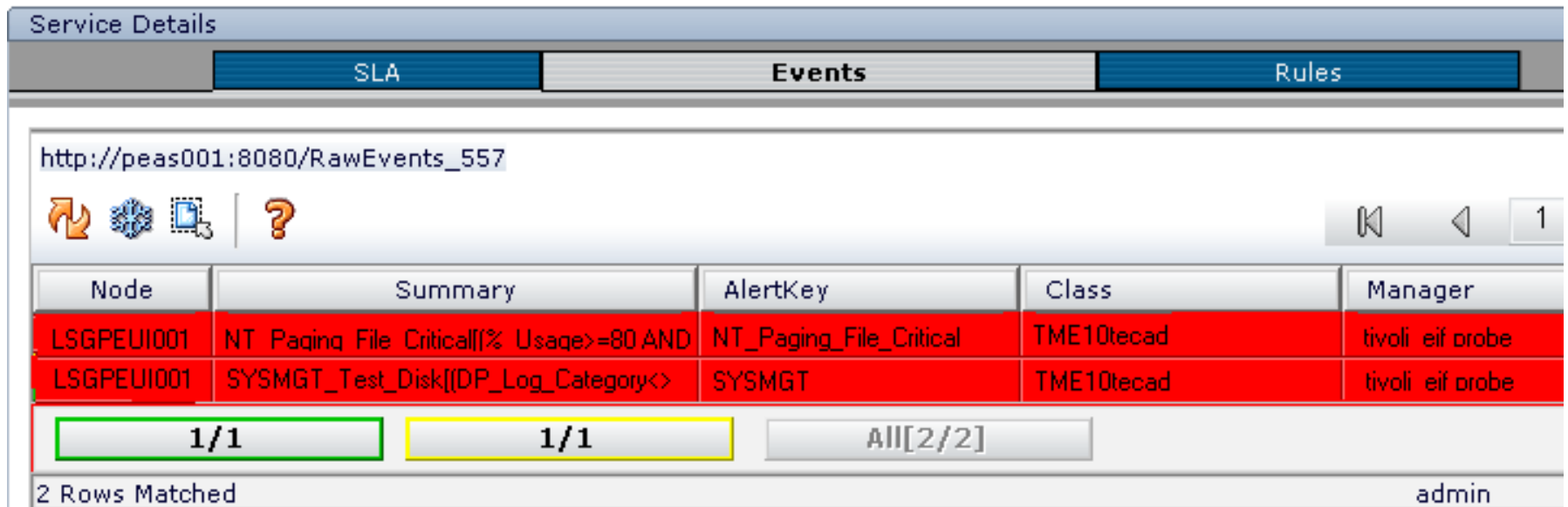
- Impact all Business services – Don't want to impact all businesses in case we miss a true application alert.
- Monitor Health of Common Infrastructure Components for Added Value.
 - Virtualised Environment
 - Where are things running
 - Disaster Recovery decisions
 - Security
 - IDS, AV
 - Tivoli
 - TWS
 - Event Infrastructure
 - Software Distribution

ITM Integration

- EIF rules
- Simple Integration
 - Naming Standards



	Severity	Status	Owner	Situation Name	Displ
	Critical	Open		NT_Paging_File_Critical	\\?\C:\pa
	Critical	Open		SYSMGT_Test_Disk	
	Critical	Open		SYSMGT_Test_Disk2	
	Warning	Open		NT_Log_Space_Low	Security



Service Details

SLA **Events** Rules

http://peas001:8080/RawEvents_557

Node	Summary	AlertKey	Class	Manager
LSGPEUI001	NT Paging File Critical[(% Usage)>=80 AND	NT_Paging_File_Critical	TME10tecad	tivoli eif probe
LSGPEUI001	SYSMGT_Test_Disk[(DP_Log_Category<>	SYSMGT	TME10tecad	tivoli eif probe

1/1 1/1 All[2/2]

2 Rows Matched admin

Implementation

- Start simply and evolve
- Engage with Application developers and agree event classification standards
- Netcool probe lookup Files provided a easy way to enrich event attributes for TBSM
- Adopt Naming Conventions for ITM Situations
- Identify MOSWAS capabilities
 - ITM Agents for
 - TWS
 - Omnibus

Installation Requirements

- Unattended Installation by TPM
- Support Different Naming Conventions of Test environment
- Support Installation of any configuration version (Test Rig Resets and Regression)

Implementation Solution

- Remove autopopulation data from AutoPop.DB tables
- Clear TBSM configuration (rad_db setupinit)
- Restart TBSM
- Remove DataFetchers
- Import existing templates
- Create New Template (including new DataFetcher)
- Add new AutoPopulation data to AutoPop.DB tables
- Export the configuration using radshell
- Update AutoPop.DB table data using a PseudoServerName
- Add PseudoServerName to Hostname Edit script

Customised Pages

■ Viewpoints

System Information **Layout** Security Sessions

Pages

▶ **Viewpoints**

Info	Media Type	Categories	Parameters
Name	BatchServices		
Parent	IFramePortlet		
Type	ref		
Classname	org.apache.jetspeed.portal.portlets.IFramePortlet		
Title *	<input type="text" value="BatchServices"/>		
Description	<div style="border: 1px solid gray; height: 100px; width: 100%; text-align: center; vertical-align: middle;">Description</div>		
Source *	<input "="" type="text" value="/sla/rad/standalone_serviceviewer.jsp?ServiceInstanceID="/>		
Security ID	<input type="text" value="User view only"/>		

Customised Pages

■ Pages

Customize pane

Media Type : **html**

Add Viewpoint

Add View

Add Pane

Edit Properties

Pane : cs2col

Layout : Two columns (50/50)

Security ID : User only

WebServices

Skin : -- Default --

Security ID : User view only
The security for this Viewpoint is currently defined at the registry level.

Decoration **Boxed**

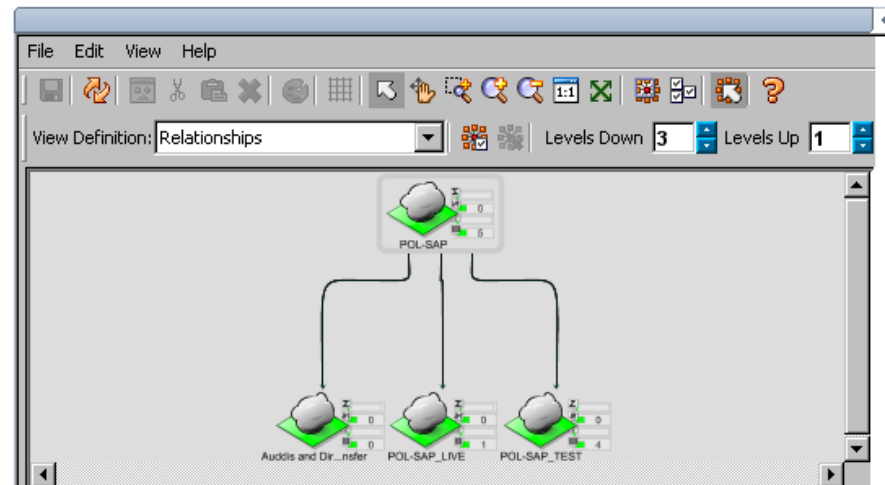
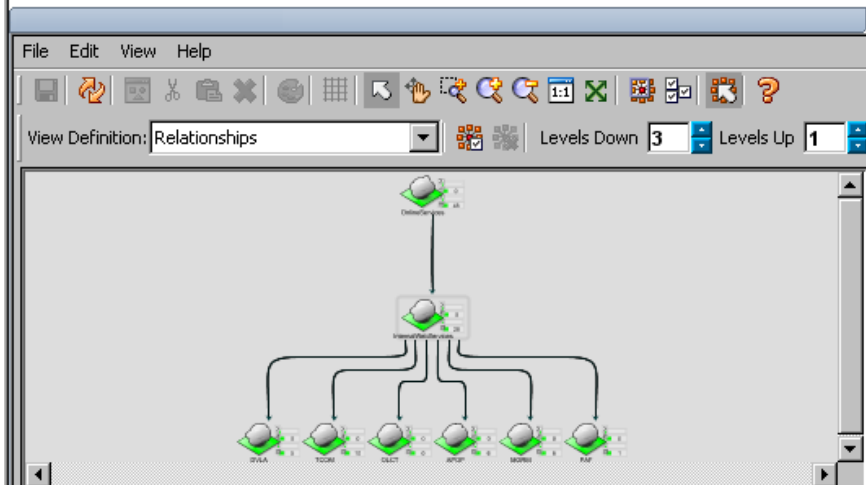
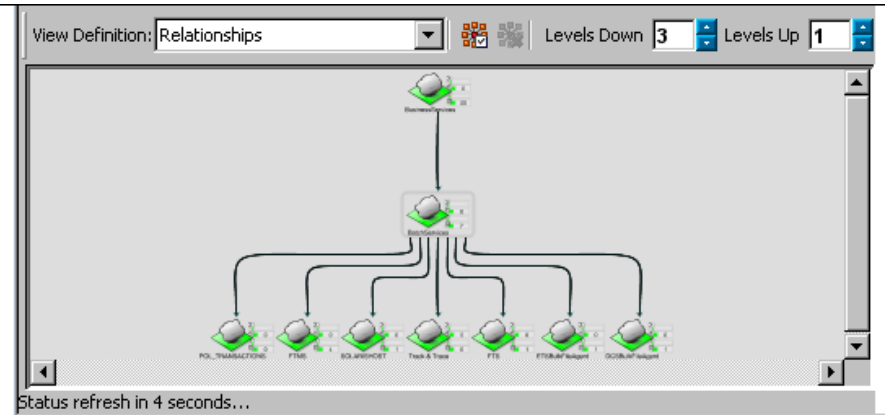
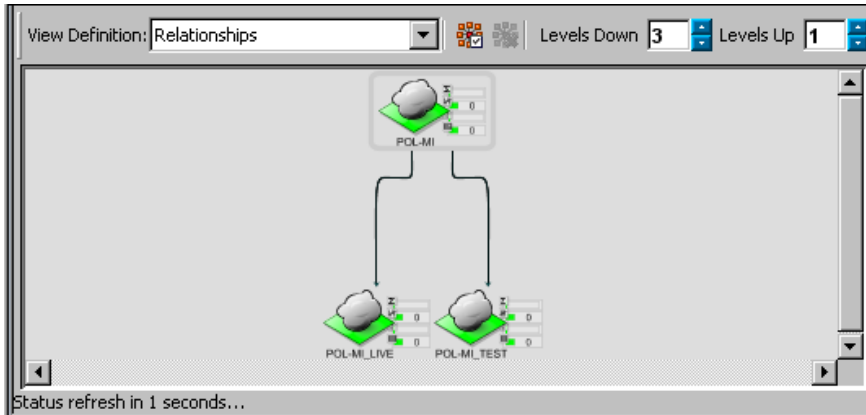
Batch Services

Skin : -- Default --

Security ID : User view only
The security for this Viewpoint is currently defined at the registry level.

Decoration **Boxed**

Plasma Page



Benefits

- **Single Viewpoint of Monitored Data Centre environment**
- **Events in context allows Call centre to prioritise and root calls efficiently**
- **Plasma Screens allow Customer and Customer Services teams to know the state of the managed service at a glance**
- **Promotes awareness within development teams of monitoring requirements**
- **Well structured integration can result in enhancements without Development cost**
- **Development cost for the introduction of new services is well understood.**

References

- **Certification Guide Series: IBM Tivoli Business Service Manager V4.1.1 Implementation**

Next Steps

- Current Implementation of BIGFIX
- Possibly CCMDB
- Extension to BIGFIX for Security