

#ibminterconnect

Merre tart az IT szolgáltatás menedzsment?

Elek Norbert

2015. márc. 17.

IBM

InterConnect2015

The Premier Cloud & Mobile Conference

February 22 – 26

MGM Grand & Mandalay Bay | Las Vegas, Nevada



Na de mit ért IT szolgáltatás menedzsment alatt az IBM?

IBM

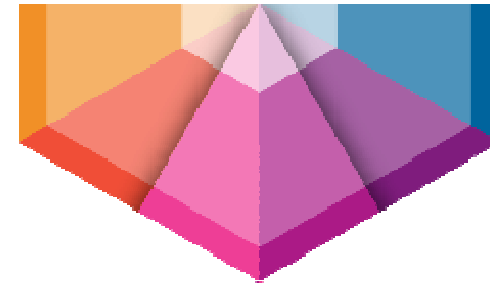
InterConnect2015

The Premier Cloud & Mobile Conference

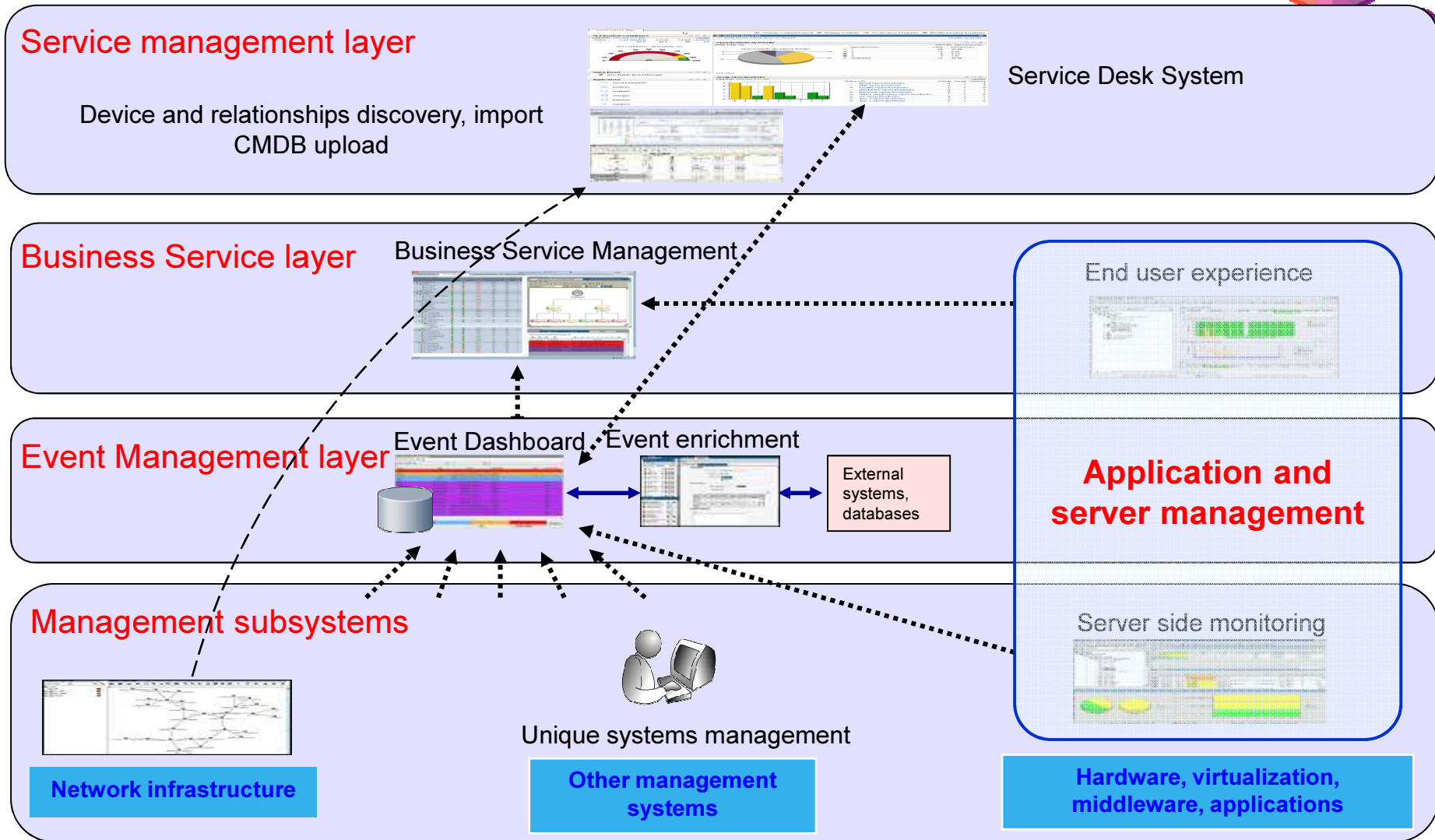
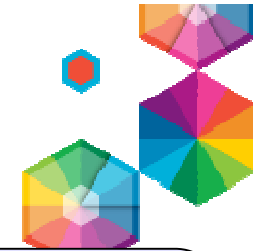
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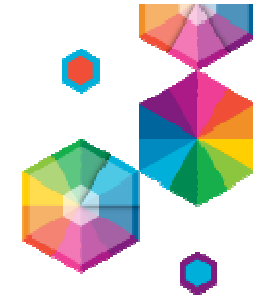
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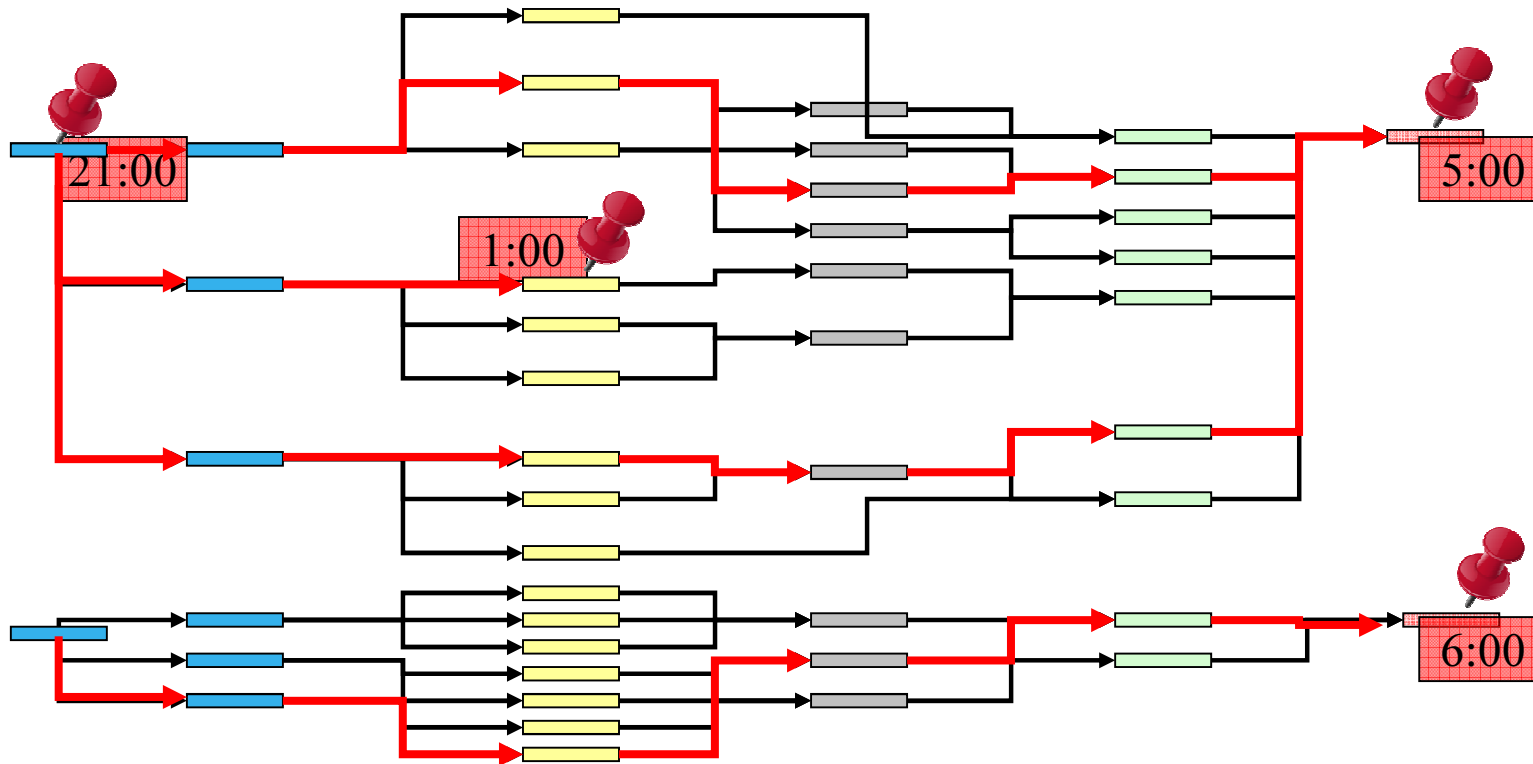
IT service management – IBM reference model



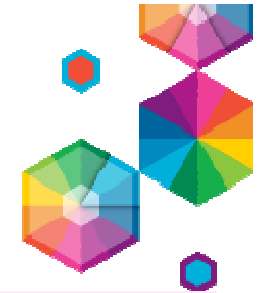
Workload Management



- Ability to rollback
- Corporate dependencies
- General calendars
- Ad-hoc jobs
- Dynamic critical path discovery

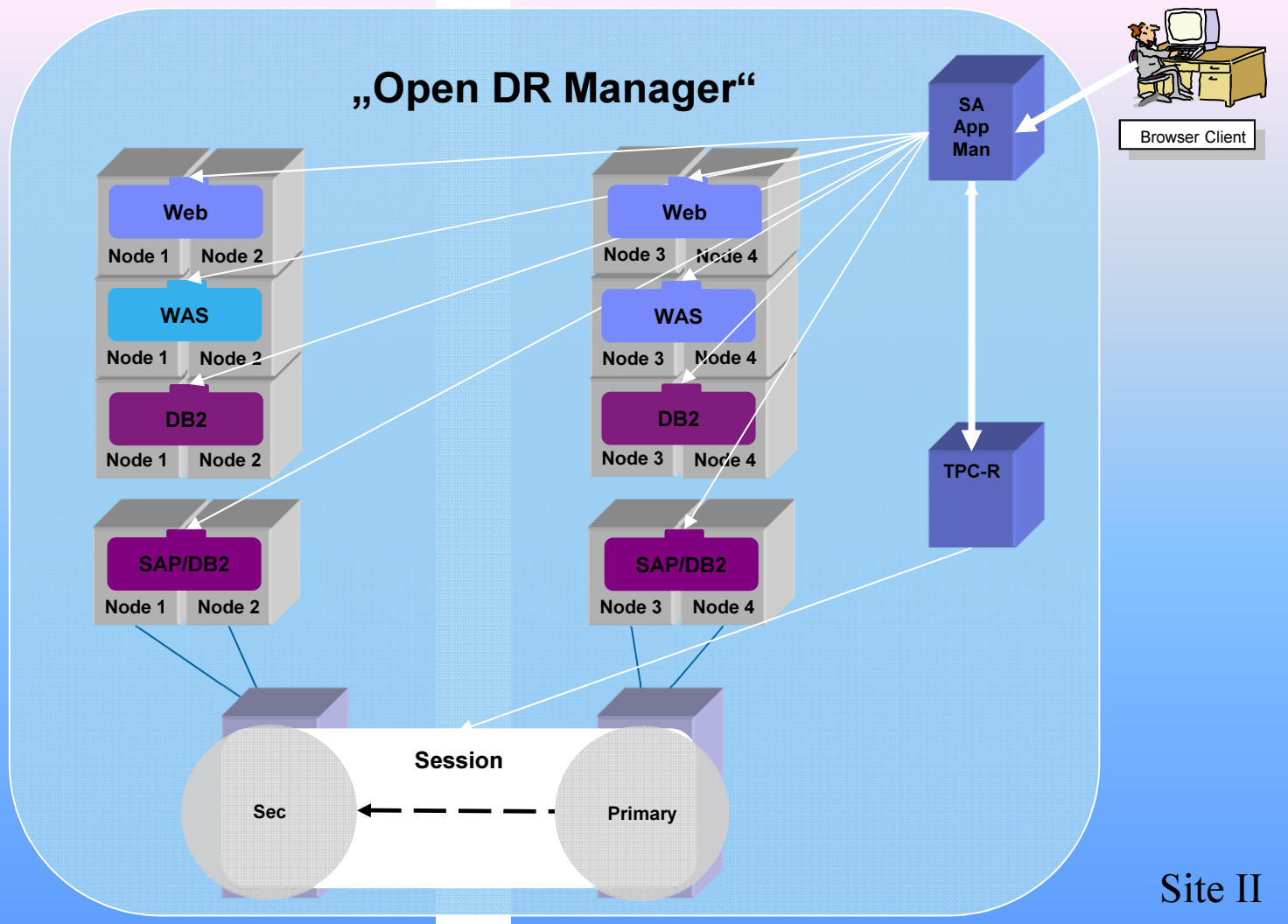


System Automation scenario - planned site switch



Steps:

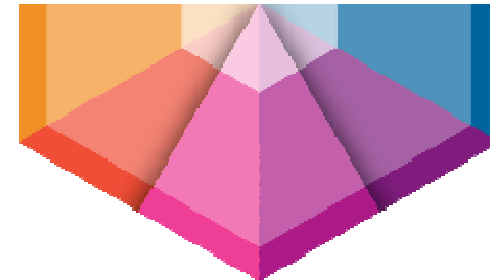
1. Operator initiates planned site switch
2. SA AppMan triggers TPC-R to switch replication direction
3. SA AppMan starts application components on site II



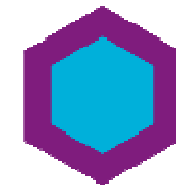
Site I

Site II

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... és akkor merre tart?



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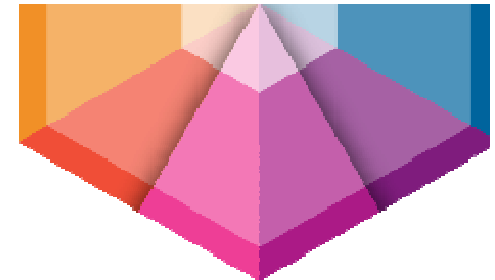
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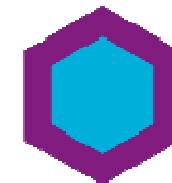
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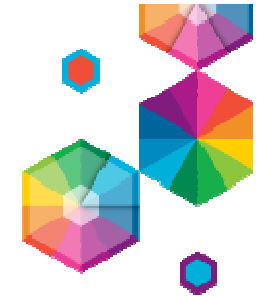
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IBM is THE Recognized Middleware Leader



 has named IBM #1	... in App Infrastructure and Middleware	BPM and Business Rule Management Systems	On-Prem and Application Platforms
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 has named IBM #1	... in App Performance Management	Enterprise Server Bus and Connectivity	Application Development Software
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 #1 market share in Operations Consolidation and Event Correlation Solution	 # vendor in Application Performance Management	 "Control Desk is a strong product with a very advanced set of features."
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Insight with IT Service Management




Composable management services that help development and operations collaborate to build, run and manage hybrid applications




IBM Collaborative Operations (Beta)

A screenshot of the IBM Collaborative Operations (Beta) dashboard. It features a teal sidebar on the left with various icons. The main area contains two donut charts, one purple and one green, and a list of items on the right.


Compose service management services and collaborate across DevOps for speed and agility




Netcool Operations Insight

A screenshot of the Netcool Operations Insight dashboard. It displays a complex interface with multiple panels, including a large heatmap or bar chart with various colored blocks, and several smaller charts and data lists.

Improve operational agility and efficiency with analytics

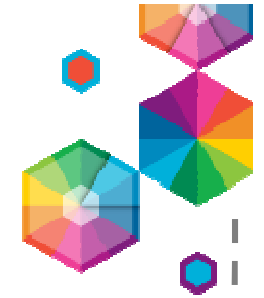


Monitoring and Analytics, Workload Scheduler services on IBM Bluemix

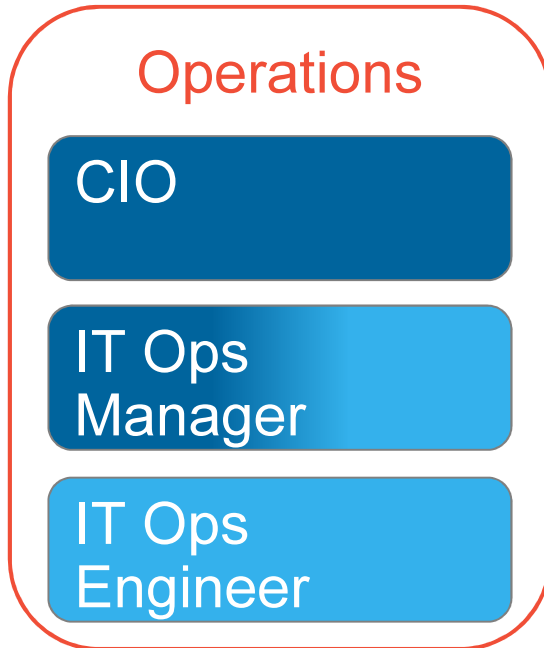
A screenshot of the Monitoring and Analytics dashboard. It shows a "Performance Monitoring" section with a table of metrics and several line and bar charts. The interface is clean and modern with a dark header.

Manage hybrid application performance and workloads across PaaS and On Prem

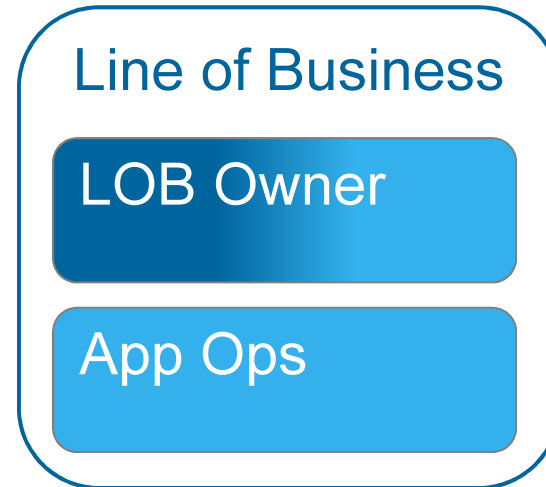
Target Personas



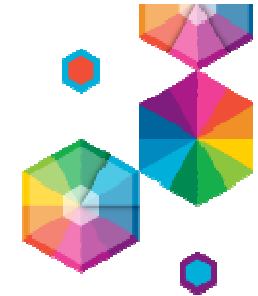
Traditional APM



New 2014 Personas



IBM Service Engage



<https://www.ibm-serviceengage.com/application-monitoring/learn>

IBM Service Engage



Explore Performance Management

Let us guide you. Which hero are you?

Explore our live demo with guided tutorials based on your role and common tasks.



LINE OF BUSINESS OWNER

View application status

Demo



View end user application response time

Demo



APPLICATION DEVELOPER

View transaction details

Demo



Diagnose application problems

Demo



IT OPERATOR

View infrastructure status

Demo



Connect to your on-premises event management system



IBM is the only vendor to have a true Hybrid APM solution



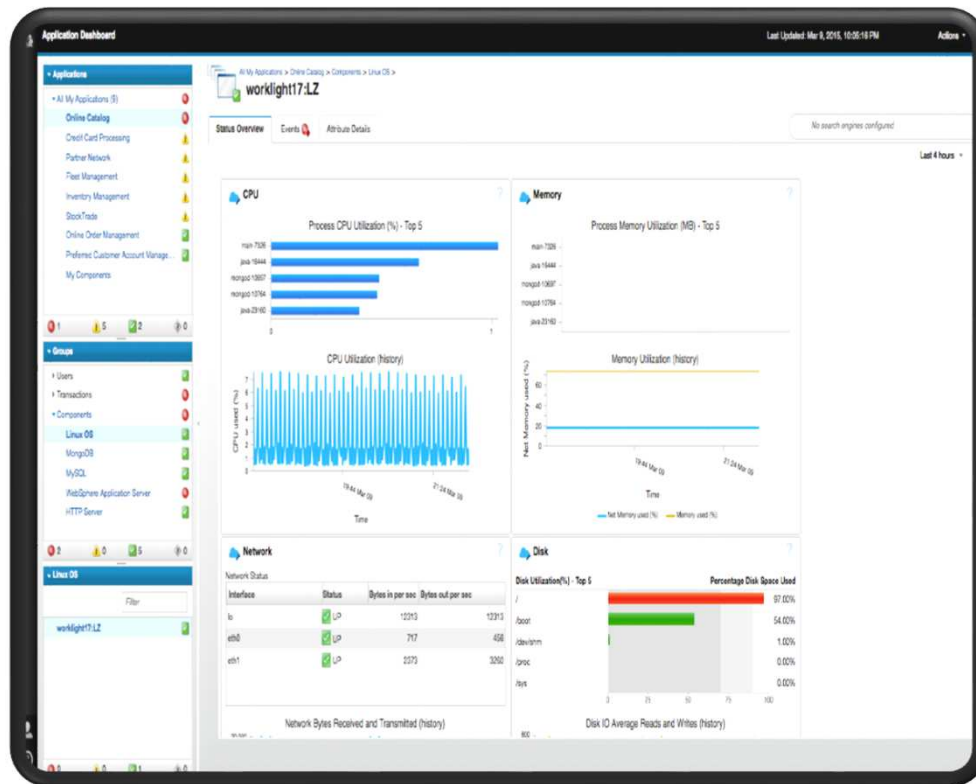
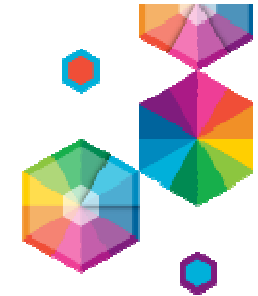
Single User Interface in hybrid environments to move partial workloads to the cloud

- Monitor dynamic environments such as dev/test using SaaS and the production environment using on premise monitoring while still maintaining complete visibility end to end with the hybrid APM UI dashboard
- Reduce costs by transitioning to IBM Performance Management (SaaS) where necessary and still see it all in one place – no need for multiple dashboards

- Nodes in topology view span SaaS and On-Premise

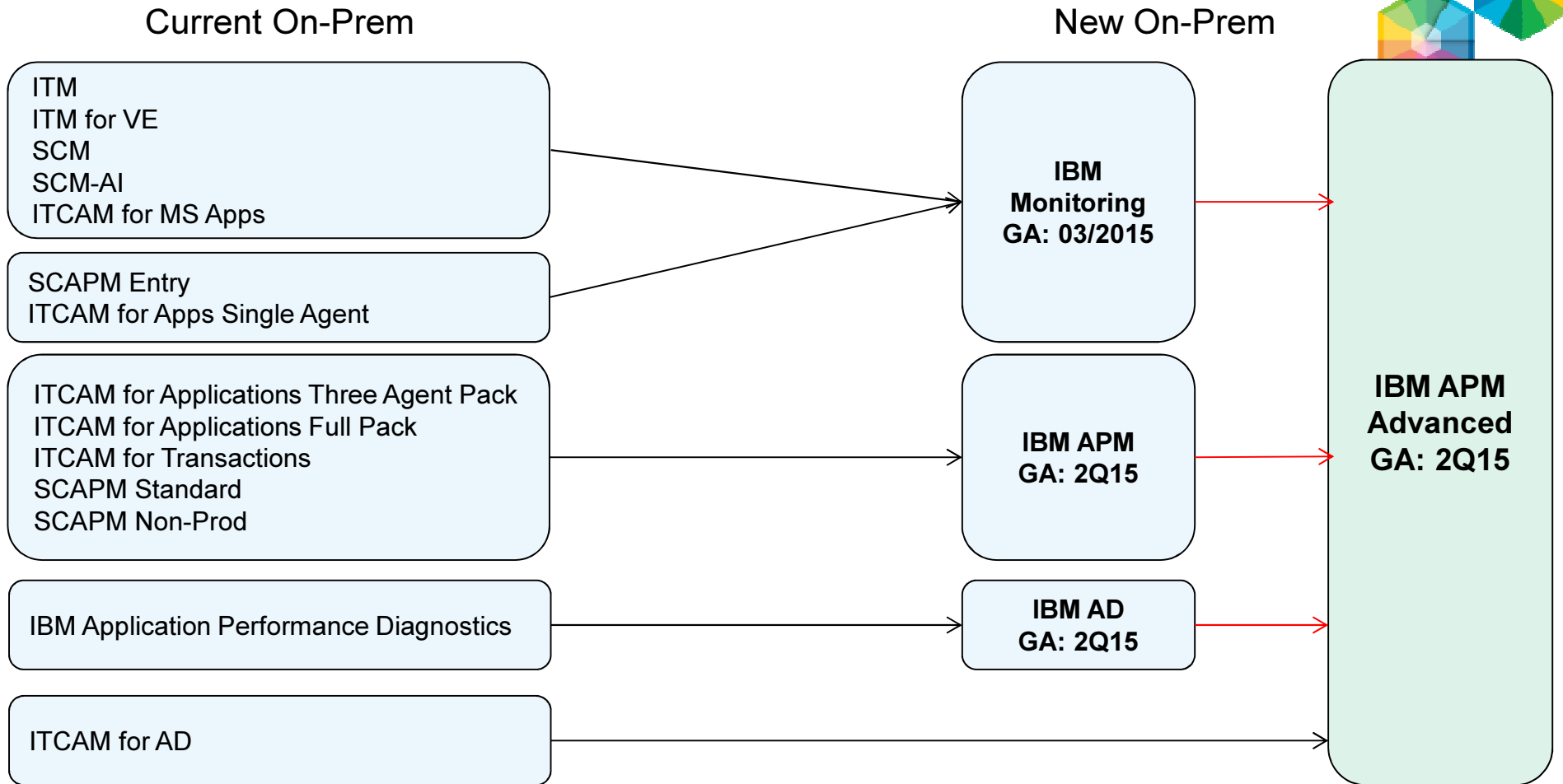


New IBM Monitoring v8.1



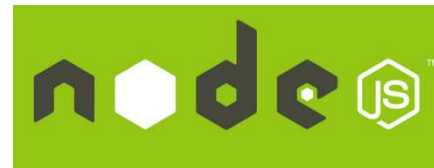
- ✓ Improve TCO by 30% and TTV by 5x-10x. Includes a simple unified architecture that can be deployed in minutes with one server install.
- ✓ Hybrid management (One UI to view both on prem & SaaS) allows IT ops to gradually move partial workloads to the cloud
- ✓ Huge Breadth of Coverage: Monitors user response time as well as the health of application components such as the application server or runtime, databases, web servers, middleware stacks, and more, for cloud and traditional workloads
- ✓ Offers complete analytics integration, including predictive, search, and optimization analytics
- ✓ Enables seamless integration of capabilities with IBM Control Desk, IBM Operations Analytics, and IBM Netcool Operations Insight

APM On Premises Portfolio Entitlements



Black arrow (→) represents customer entitlement from current on-prem to new on-prem. Schedule for entitlement has not yet been determined but will not occur in 1Q15.

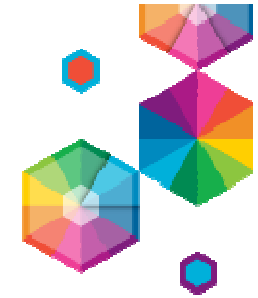
Huge breadth of coverage for traditional/cloud workloads



AND MORE.....



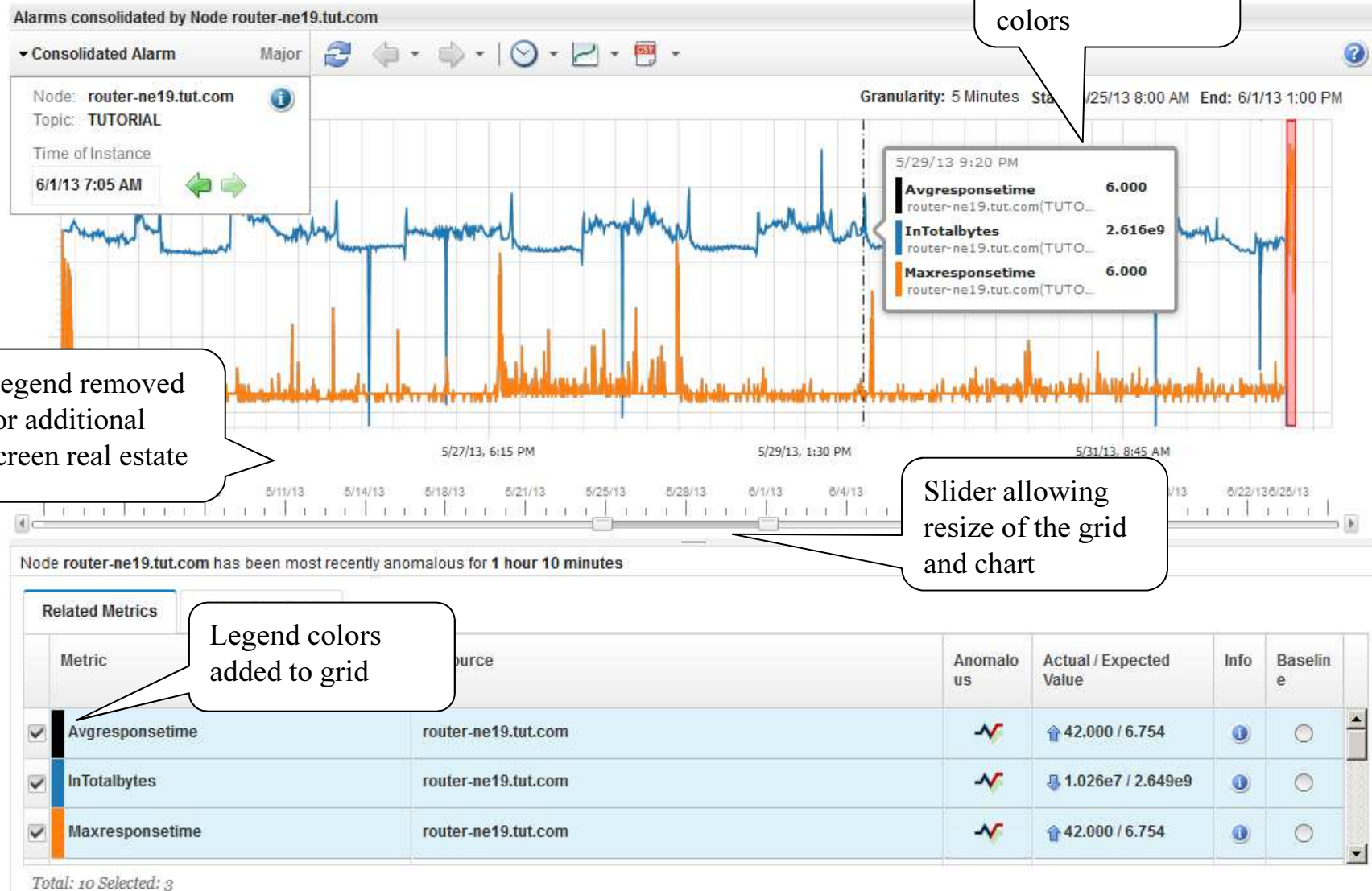
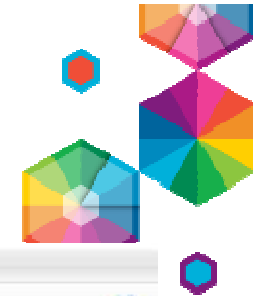
IBM Operational Analytics – Predictive Insights



Goal: Detect issues while service quality is good

A composite image illustrating predictive insights. The central part shows a person's silhouette with glowing blue lights on their hands, set against a dark, futuristic background. To the left, there is a heart rate monitor with multiple colored lines (green, blue, red, black, green) showing different pulse patterns. To the right, a signal graph with horizontal lines (green, blue, red, black, green) is shown. A dashed orange circle highlights a peak in the signal, labeled 'FAILURE' in red. Below the circle, a dashed orange line points to the text 'EVENT FAILURE' in red.

IBM Operational Analytics – Predictive Insights Improved Alarm Visualization



Clearer tooltip including legend colors

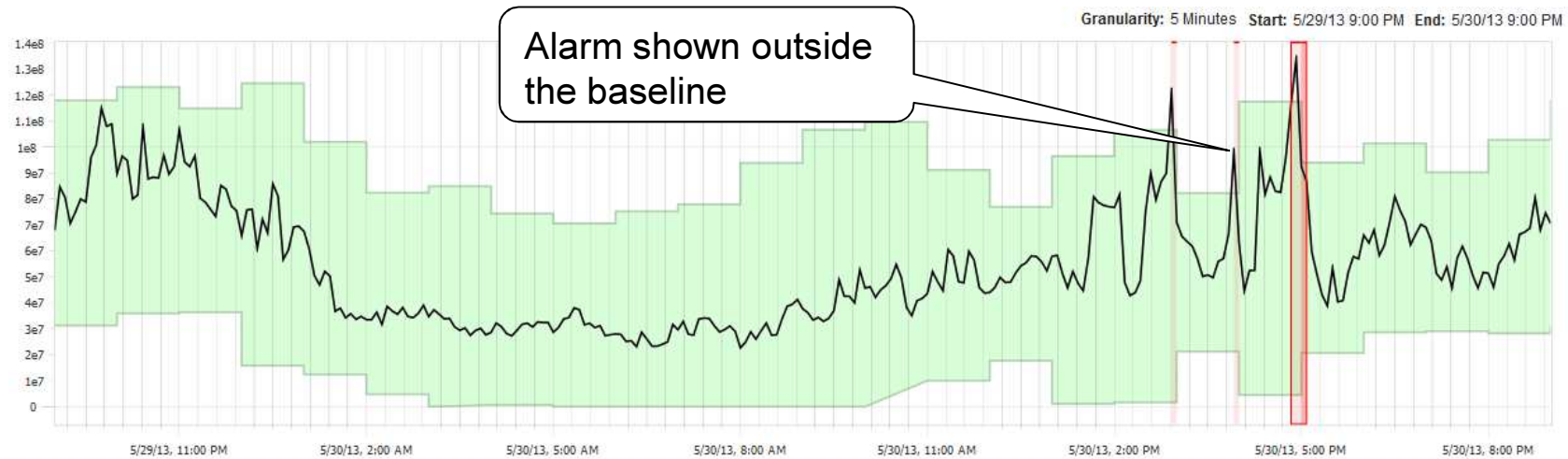
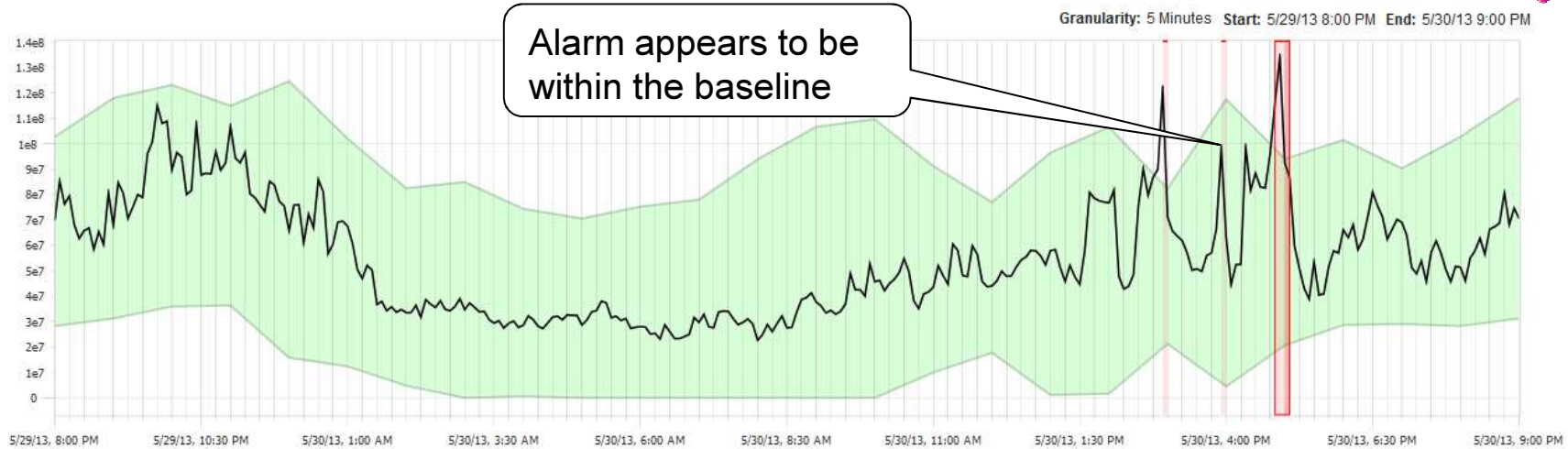
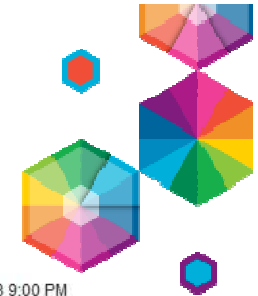
Legend removed for additional screen real estate

Slider allowing resize of the grid and chart

Legend colors added to grid

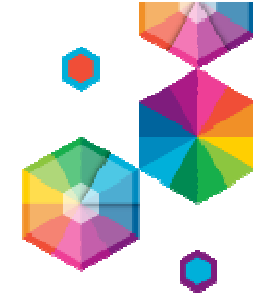
IBM Operational Analytics – Predictive Insights

Stepwise baselines



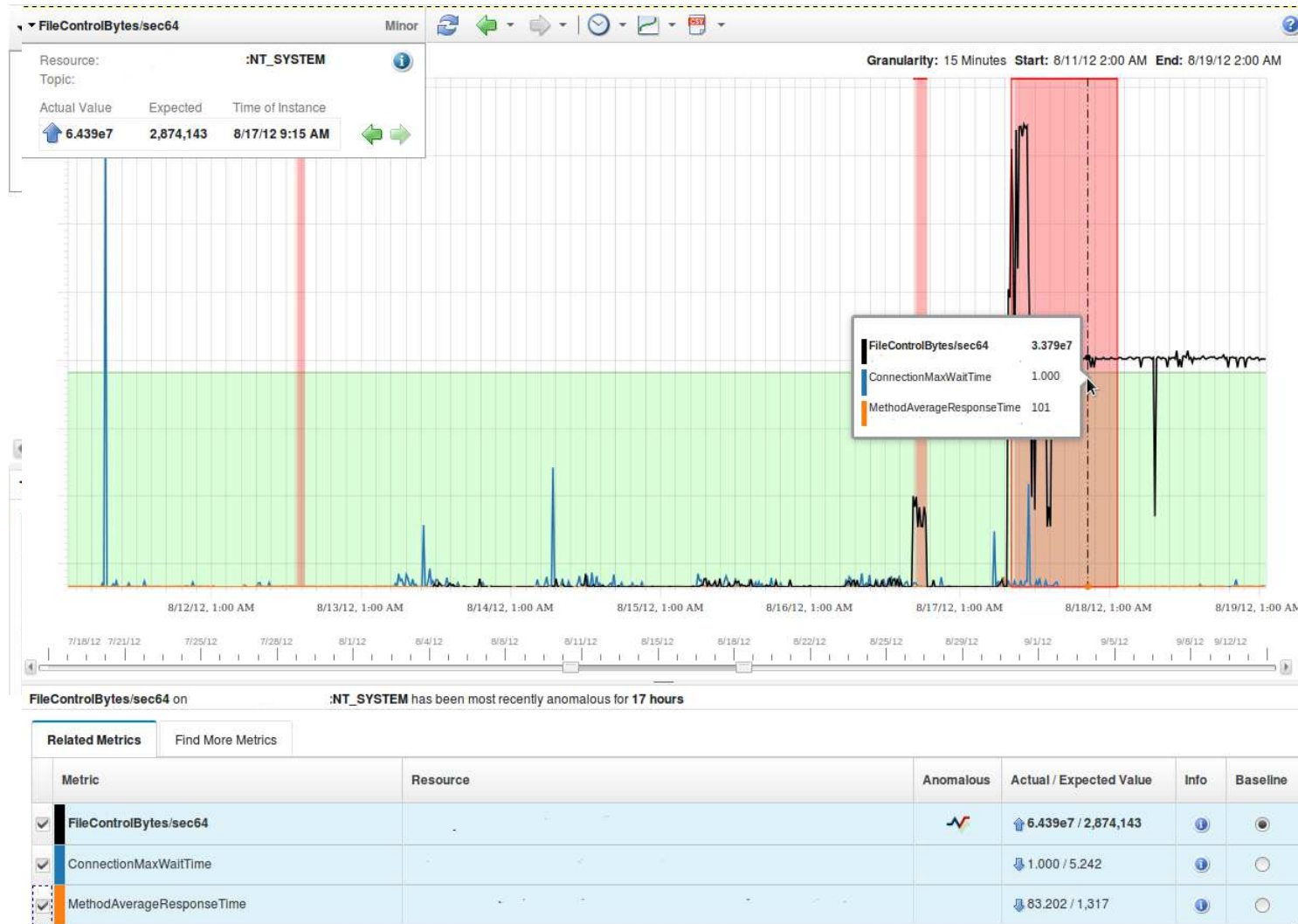
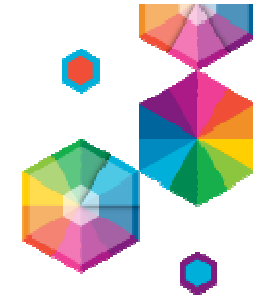
IBM Operational Analytics – Predictive Insights

Variant invariant, correlation



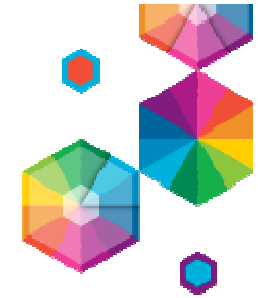
IBM Operational Analytics – Predictive Insights

Flat line, granger

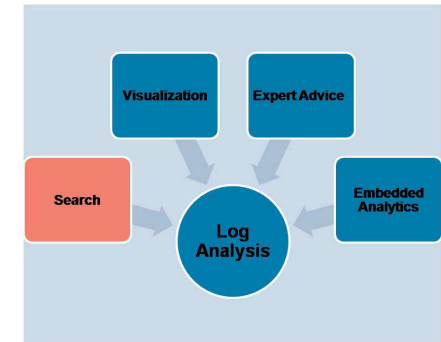


IBM Operational Analytics – Log Analysis

Search – extract insights from unstructured log records



- Support common log formats
- Extract industry common patterns for the standard applications and infrastructure
- Provide generic annotation to support non-common formats
- **Alert on common errors and reduce manual work**



```

[10/9/12 5:51:38:295 GMT+05:30] 0000006a servlet E
com.ibm.ws.webcontainer.servlet.ServletWrapper service SRVE0068E:
Uncaught exception created in one of the service methods of the servlet
TradeAppServlet in application DayTrader2-EE5. Exception created :
javax.servlet.ServletException: TradeServletAction.doSell(...) exception
selling holding 3111 for user =uid:43 at
org.apache.geronimo.samples.daytrader.web.TradeServletAction.doSell(Trad
eServletAction.java:708)
    
```

Annotations: Thread ID (0000006a), Error Code (SRVE0068E)

Text analytics and Regular expressions

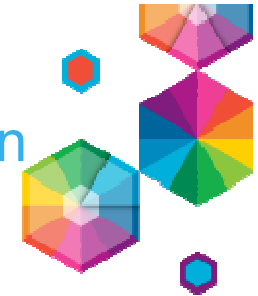


Generic annotations or Insight Packs

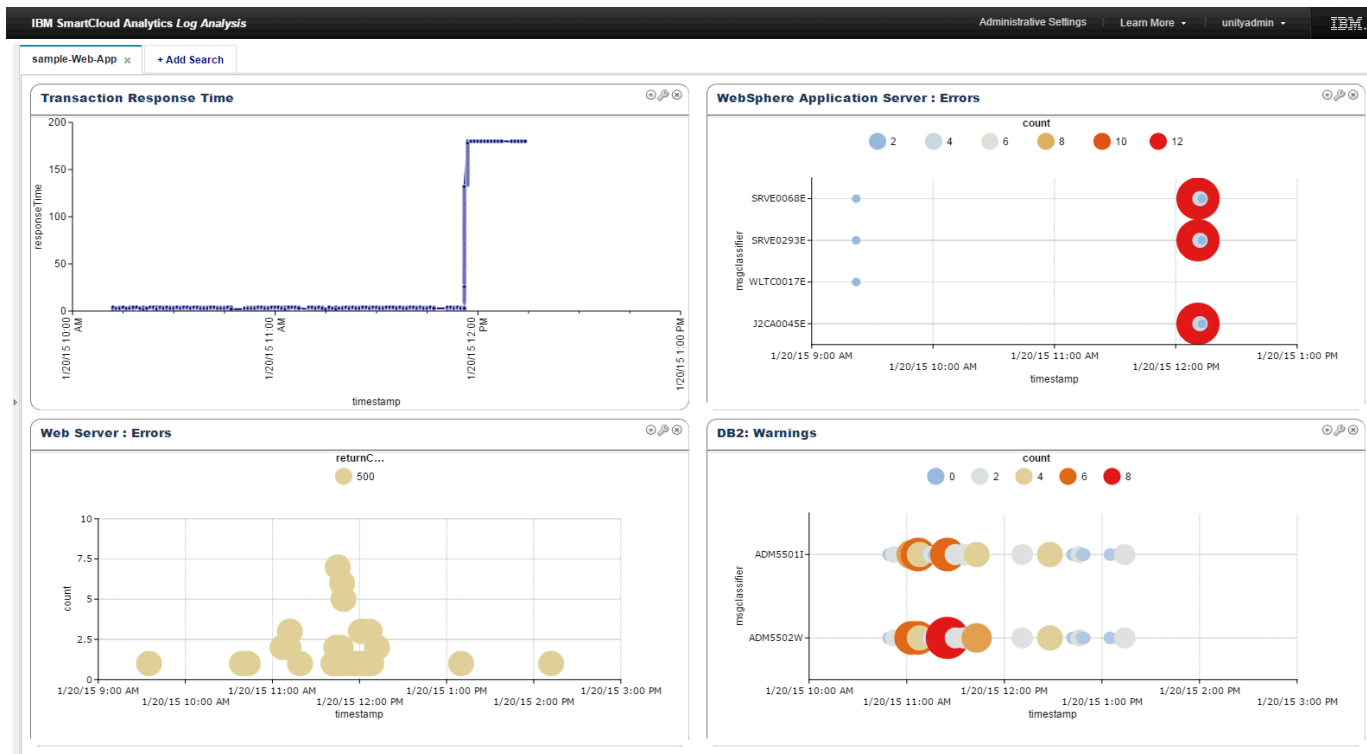
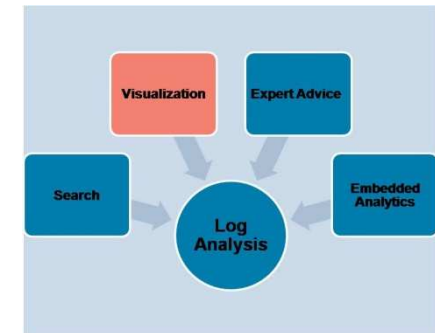
logRecord	timestamp	traceBlockAll	exceptionMethodName
[10/9/12 5:51:37:181 GMT+05:30] 00000059 SystemOut O at c...	2012-10-09T05:51:37+05:30	at org.apache.geronimo.samples.daytrader....	performTask
[10/9/12 5:51:37:181 GMT+05:30] 00000059 SystemOut O at c...	2012-10-09T05:51:37+05:30	at org.apache.geronimo.samples.daytrader....	doGet
[10/9/12 5:51:37:181 GMT+05:30] 00000059 SystemOut O at ja...	2012-10-09T05:51:37+05:30	at javax.servlet.http.HttpServlet.service(Http...	
[10/9/12 5:51:37:181 GMT+05:30] 00000059 SystemOut O at ja...	2012-10-09T05:51:37+05:30	at javax.servlet.http.HttpServlet.service(Http...	
[10/9/12 5:51:37:181 GMT+05:30] 00000059 SystemOut O at c...	2012-10-09T05:51:37+05:30	at com.ibm.ws.webcontainer.servlet.Servlet...	
[10/9/12 5:51:37:181 GMT+05:30] 00000059 SystemOut O at c...	2012-10-09T05:51:37+05:30	at com.ibm.ws.webcontainer.servlet.Servlet...	
[10/9/12 5:51:37:181 GMT+05:30] 00000059 SystemOut O at c...	2012-10-09T05:51:37+05:30	at com.ibm.ws.webcontainer.filter.WebAppFi...	

IBM Operational Analytics – Log Analysis

Analytics driven ad-hoc Visualization - quick problem isolation

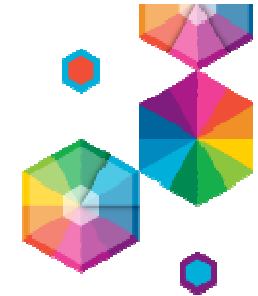


- Slice and dice the data multiple ways
- Multiple charting options for drawing out insights
- Convert searches to charts and dashboards easily
- Easily create and share dashboards to empower IT Operations for quick problem resolution



IBM Operational Analytics – Log Analysis

Expert Advice – recommends solutions for known issues



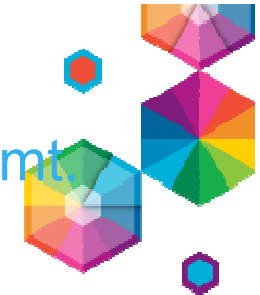
- Auto recommends solutions to known issues
- Ability to look through support portal, tickets and documentation
- IBM's unique text analytics helps recognize appropriate context from these documents
- Cuts down the Mean Time To Resolution



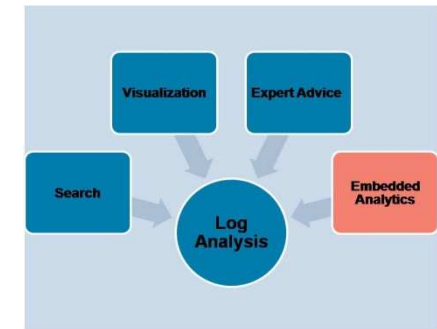
The screenshot shows the IBM SmartCloud Analytics Log Analysis interface. It includes a search bar with the query `msgclassifier:=="J2CA0045E" OR msgclassifier:=="ADM5502W"`. Below the search bar is a timeline chart showing log events. A table below the chart displays log messages with columns for message, _logsource, and _msgclassifier. A red circle highlights the 'ADM5502W' and 'J2CA0045E' entries in the table. A blue callout box labeled 'Click Expert Advice' points to the 'ExpertAdvice' folder in the left sidebar. Another blue callout box labeled 'Select Text' points to the highlighted entries in the table. A third blue callout box labeled 'Quickly Determine Actions to Resolve' points to the 'Expert Advice Search Results' section, which lists several articles related to the search results.

IBM Operational Analytics – Log Analysis

Embedded Analytics – tight integration with APM & event mgmt.



- Tight integration with IBM APM & Netcool – (Netcool Operations Insight), with initial embedded 2Gb/day entitlement
- Launch in context eliminates the need to figure out the search syntax
- Pulls up the logs in context of the APM screen from where it is invoked
- Automatic look up of logs in context further drives down the MTTR
- Can ingest events from OMNIBUS facilitating event analytics



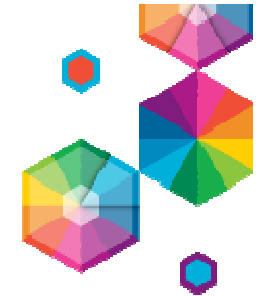
Application Performance Management

The screenshot displays the 'End User Transactions' section of the Application Performance Management (APM) tool. It includes a 'Status Overview' for server 'SRVE8094W'. Key components include:


- Requests by Status:** A bar chart showing the number of successful, slow, and good requests.
- Average Response Time:** A line graph showing response time trends.
- Transactions - Top 10:** A table listing the most frequent transactions.
- Log Analysis:** A search interface with a query: `SRVE8094W AND (datasourcehostname:stockTradeDB* OR datasourcehostname:stockTradeWAS1* OR datasourcehostname:mobile*)`. The results show log events with details like `[02/02/14 23:48:08.432 +0000] _datasource:Mobile SystemOut.log, message:CRITICAL: Cannot set header. Response already committed, methodName:addHeader, middleware:\datasource:Mobile, service:Day Trader, application:Trading Application, msgClassifier:SRVE8094W, severity:E`.

IBM Service Engage

Products



...




Collaborative Operations

- Integrate tools and teams
- Manage hybrid applications
- Optimize collaboration

NEW


Learn Trial



Performance Management


- Find the Root Cause 90% faster
- Improve Availability by 60-90%
- Reduce Outages by 50%

Learn Trial Buy



Service Desk

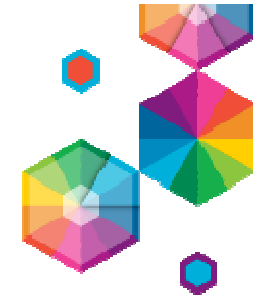
- Reduce Help Desk Calls
- Improve First Call Resolution Rate
- Reduce Incident & Request Times



Workload Automation

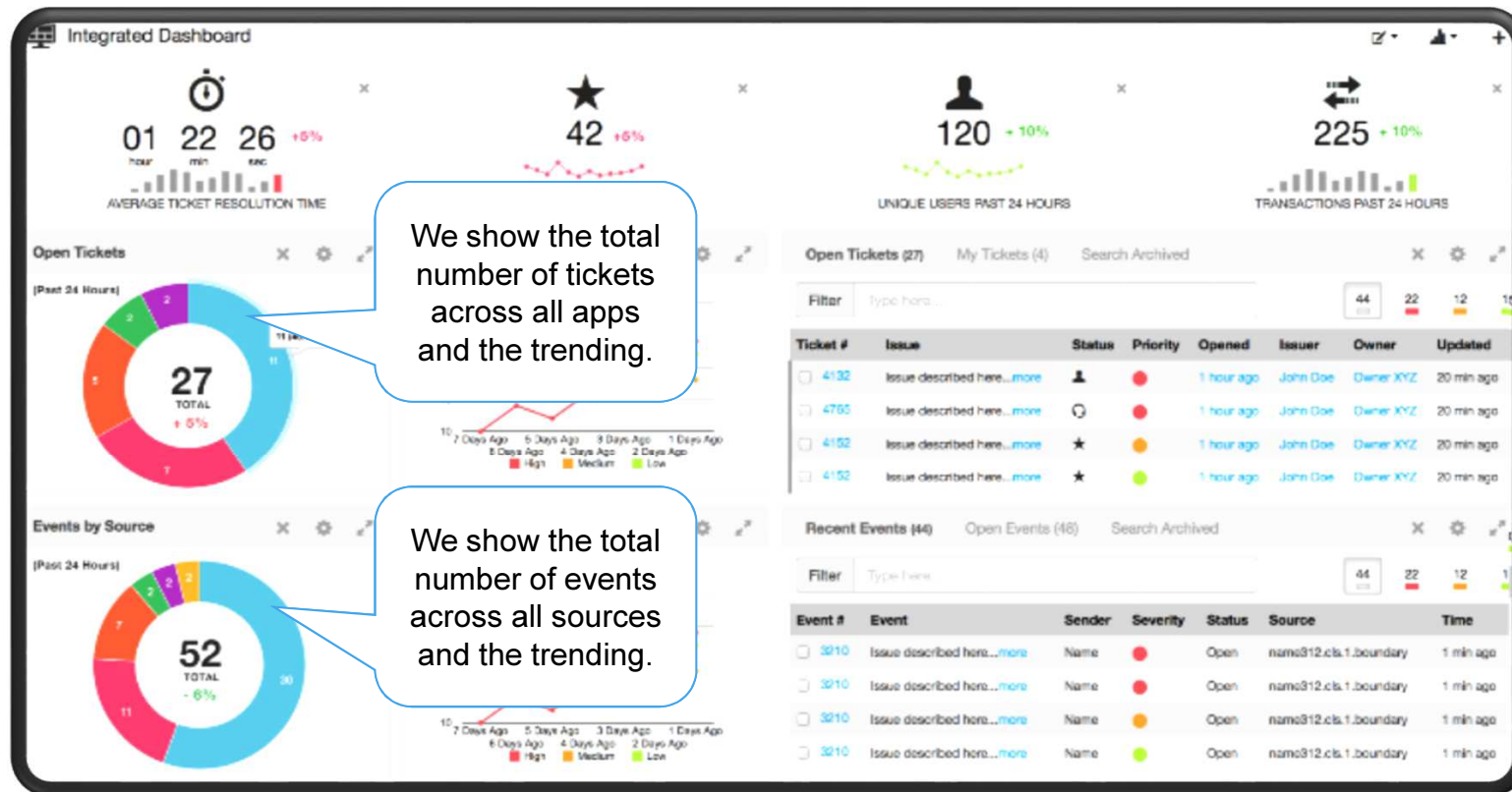
- Central Scheduling Management
- Integration Hub
- Self Service Application Catalog

Collaborative Operations

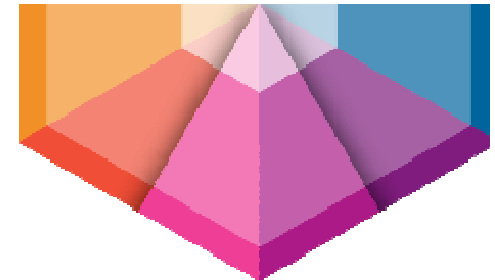


Seamless integration between Application, Events and Ticket Management in the cloud in minutes

- Streamlined resolution with automated event management and ticketing
- Integrated collaboration, calendaring, notification, knowledgebase, automation (Virtual War Room)
- Allowing for quick and easy dispatch of people to work on problems as they are detected.



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