This is a demonstration of the IBM Solution Builder Express – Managing the Health and Availability of your IT Infrastructure Solution, based on the IBM Tivoli Monitoring Express (ITMx) product.

Welcome to FooCorp, a fictitious company, which is reaping the benefits of their recently deployed monitoring solution based on IBM Tivoli Monitoring Express.

In this scenario, Betty, a helpdesk employee, is monitoring FooCorp's IT environment. The custom monitoring console for each server will enable Betty to view and understand the company's IT infrastructure, which consists of common servers and services for database, directory, and websites running in a heterogeneous operating system environment.

Through the user-friendly interface, Betty will easily become aware of any problems and quickly take the appropriate steps to resolve them. This demonstration illustrates how a mid-market company can use the monitoring solution to visualize the computing resources in their IT infrastructure to monitor and react to any event that may affect the delivery of critical business services.

Let's start with the high level architecture of the environment.

It consists of a Windows 2003 environment with IBM DB2 UDB, Microsoft SQL Server, and IBM WebSphere Application Server, and an IBM HTTP server running in s SuSE Linux environment.

The SysAdmin view gives Betty a high-level view of all of her servers. She can see immediately if any servers need attention because a yellow warning symbol appears beside any server that is experiencing problems. A green indicator means that all is well on a particular server.

Seeing a yellow warning alert on a database server, Betty drills down to see all of the warning alerts for that server. She chooses the NT_Service_Error for a closer look, views the details of the error, and looks at the Expert Advice panel for suggestions of how to correct the error. She makes her best choice and takes corrective action.

In another situation, Betty sees a warning symbol on the WebSphere Application Server, drills down, and finds that an application has stopped on the application server. By using the Take Action panel on the left of her monitoring window, Betty can immediately start the stopped application.

Now let's take a look at the ITM Express monitoring consoles with custom workspaces for each server that will further assist help desk personnel in monitoring the IT environment.

The DB2 database server high-level custom workspace for database servers shows a graphical representation of the database infrastructure, and IBM DB2 product information in another panel of the workspace. There are links to IBM DB2 and Microsoft SQL Server, which can be selected to open a detailed custom view for each server.

Clicking on the DB2 link opens a custom workspace for IBM DB2. This custom view shows several views to monitor system status. Betty can see Top database connections, Top failed SQL statements, and locking conflicts, if there are any.

Betty can also monitor Microsoft SQL Server using its custom workspace. The custom workspace is comprised of several panes within the workspace window, each one showing different status for errors, process summary, error log alerts, and device details.

Betty can also monitor the Windows operating system using a custom workspace. The Windows custom workspace shows a consolidated view of disk usage, memory allocation, TCP statistics, services, and process CPU times.

Now let's view the custom workspace for the Linux server. Similar to the Windows OS monitor, the Linux workspace displays the Disk Usage, System CPU usage, Network Activity, Virtual Memory Statistics, etc….

The Tivoli Universal Agent application displays multiple summary attributes for the IBM HTTP server running on the Linux server. Betty

can monitor different attributes like HTTP transfers by request, HTTP transfers by location, workload by day, workload by hour, etc….

Betty now moves on to monitor the IBM WebSphere Application Server, where she can see the status of the server and applications at a glance…along with other pertinent information. The custom workspace will show a critical situation if the application server is stopped, or a warning situation if one of the applications running the application server has stopped.

The workspace shows the WAS Administrative Console and a page displaying information about the machine, it's owner, the problem and an impact description to help Betty know whom to contact to resolve the problem.

Finally, we will look at the custom workspace for monitoring Microsoft Active Directory. The workspace for Active Directory displays DNS/DHCP server activity, domain controller performance local security authority views, etc….

This concludes this demonstration.