

A photograph of three business professionals in an office setting. Two women and one man are standing and smiling, engaged in a conversation. The woman on the left is wearing a dark blazer and has her hair pulled back. The woman in the center is wearing a dark blazer over a white shirt and glasses. The man on the right is wearing a dark suit, a light blue shirt, and a dark tie. The background is a bright, out-of-focus office space with large windows. A blue banner with white text is overlaid on the bottom half of the image.

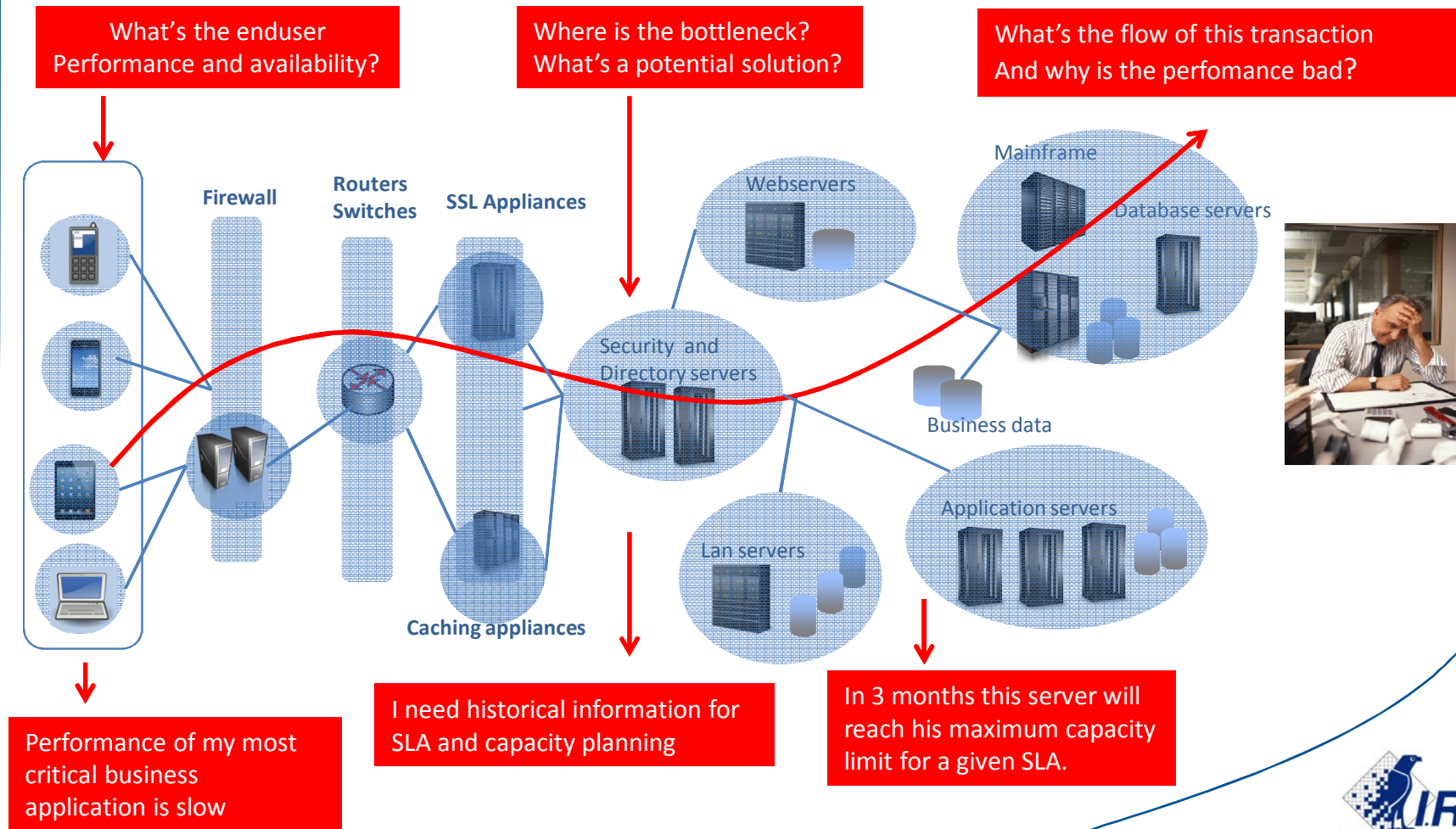
IRIS Intelligent Performance Management

Agenda

- Performance management Challenges
- What is IPM™
- Introduction to IPM™
- Business Values
- Plan of Approach



Infrastructure grew organically over the years and became very complex.



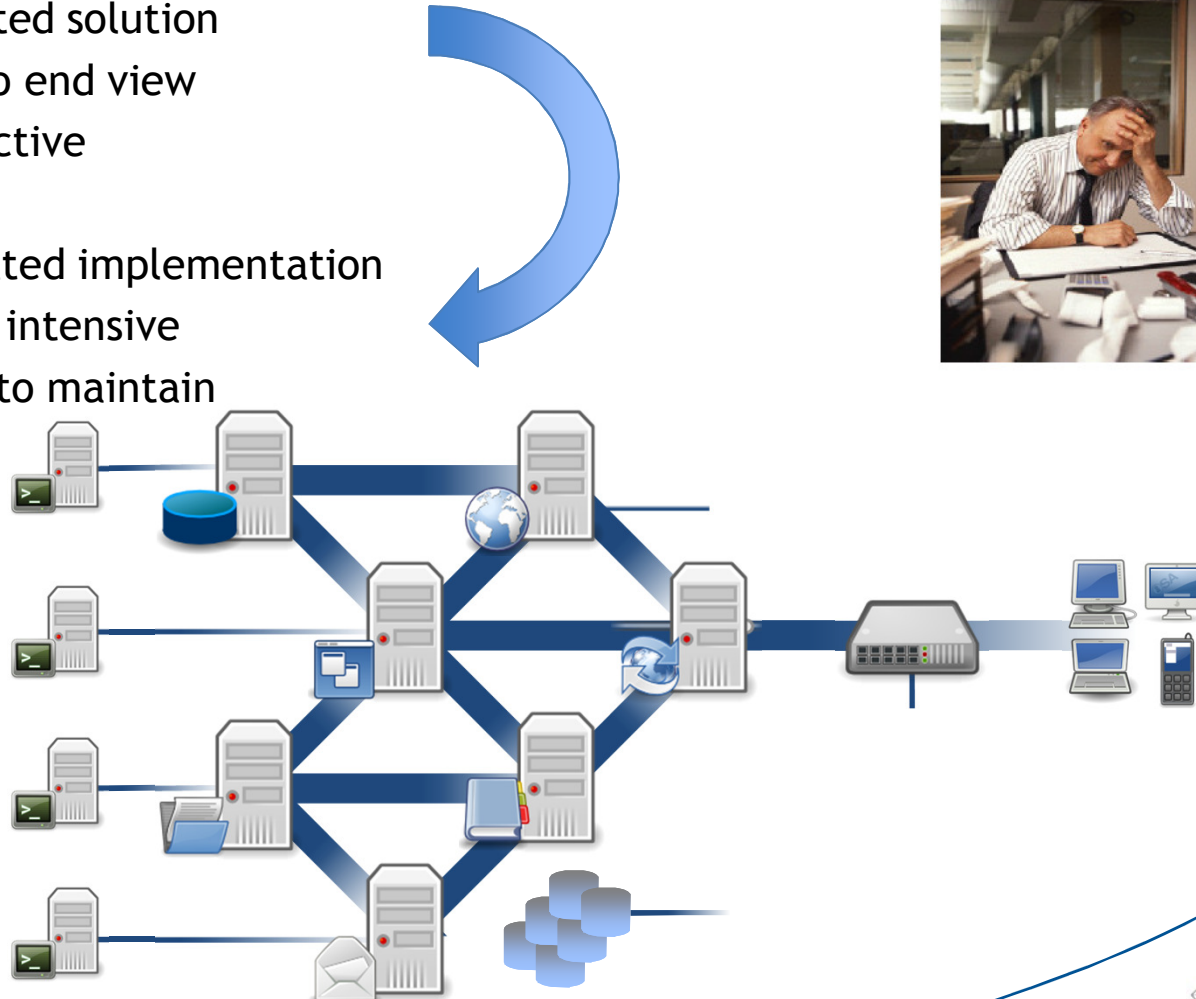
Cost and Business Risks

- What's the cost of downtime, outages and failures?
- What's the cost of inadequate performance?
- Downtime Impact on Reputation and customer Loyalty?
- What's your meantime between repair?
- Failure to meet compliance commitments?
- What's the cost of an incomplete monitoring solution?
- How to be more pro-active?

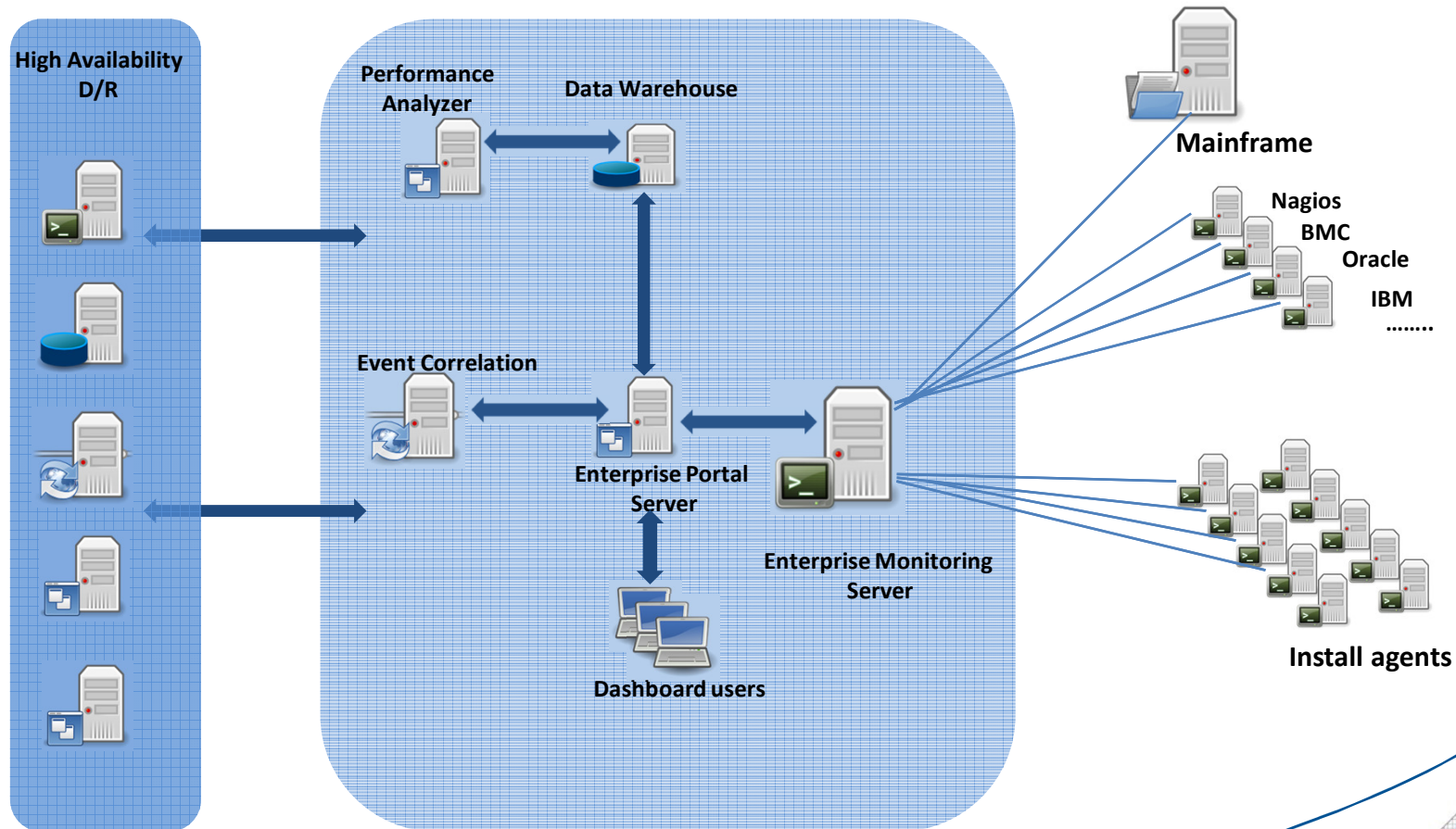


The problem with current monitoring solutions

- Independent silos
- Fragmented solution
- No end to end view
- Not proactive
- Complicated implementation
- Manually intensive
- Difficult to maintain



Complexity of implementing a *complete* monitoring environment



Cost of an on premise complete solution

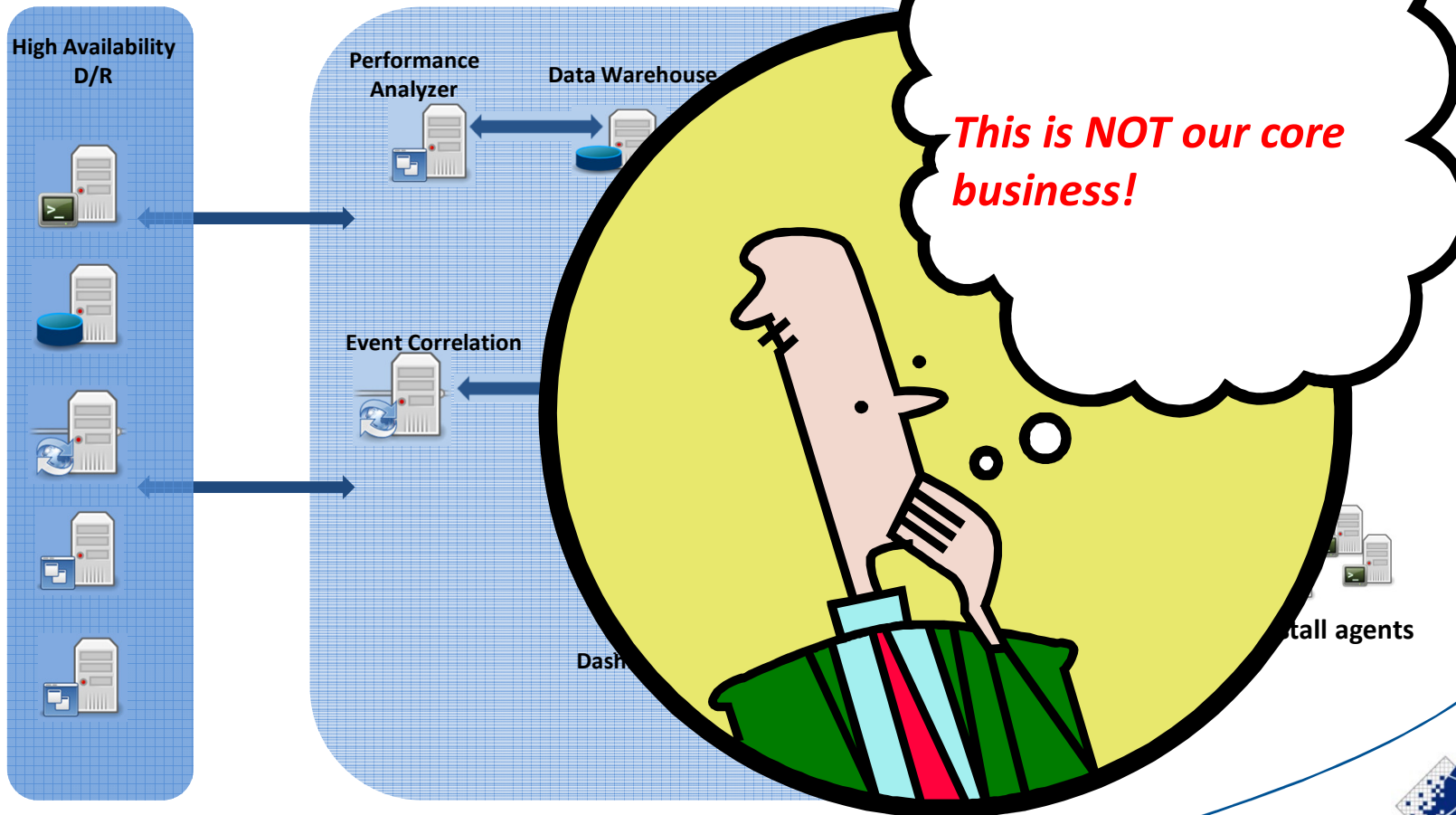
- What is the licenses & maintenance cost?
- Cost & complexity to install, customize and maintain this environment?
- Cost of integrating current monitors in the new infrastructure
- Where to find the implementation specialist?
- Where to find the specialist's to interpret the results?

“It’s really complex to make something simple.”

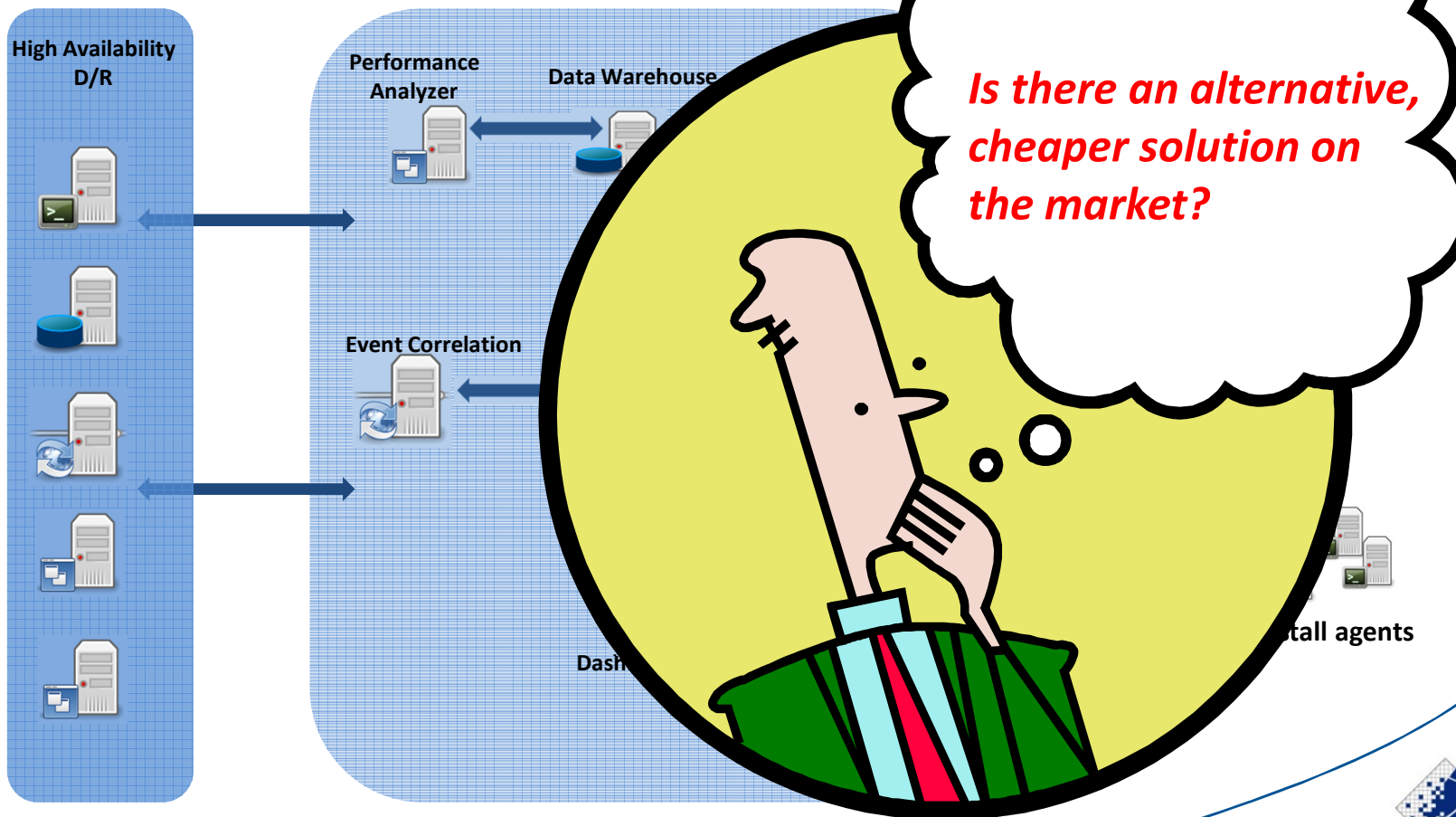
[Jack Dorsey](#), creator of Twitter



Complexity of implementing a monitoring environment



Complexity of implementing a monitoring environment



What is IPM™?

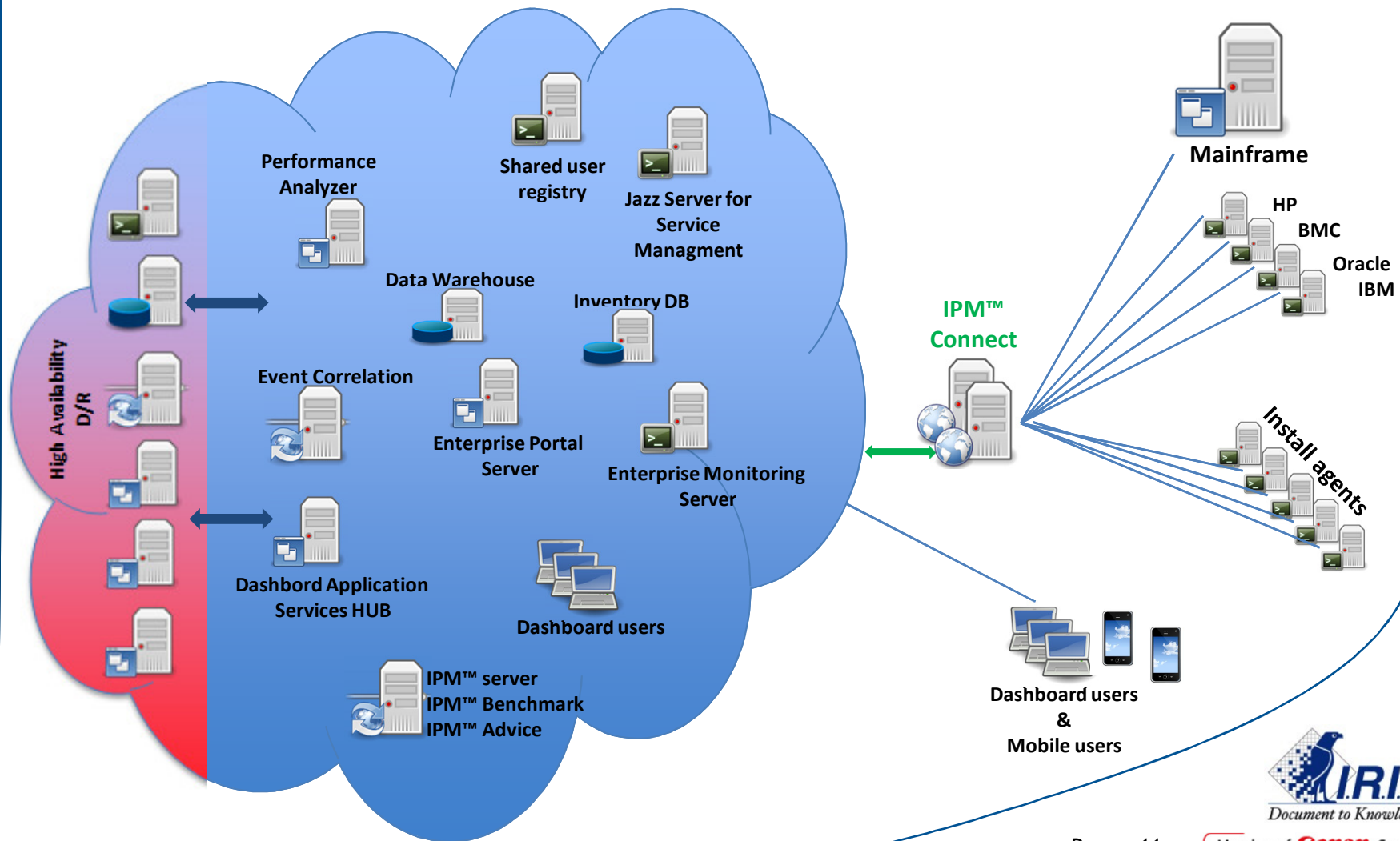
- IPM™ is an off-the-shelf service from the cloud.
- It is a complete end-to-end performance management solution.
- It adds innovative technology to performance management.
- Completely customized

The Goal is :

- To reduce implementation and operational complexity
- To have minimal impact at the customer site
- Decreasing OPEX & CAPEX, greatly reducing the cost of complete monitoring environment
- Improving performance and availability
- Be pro-active



Simplified IPM™ Architecture



Simplified IPM™ Architecture



frame

HP

BMC

Oracle

IBM



Install agents

The complexity of installing and maintaining, the complexity of collecting information, event management, real-and historical reporting, dashboard infrastructure, problem identification and resolution... is in the cloud.

Mobile users



Discovery



Basic discovery of your infrastructure

In case of transaction tracking:

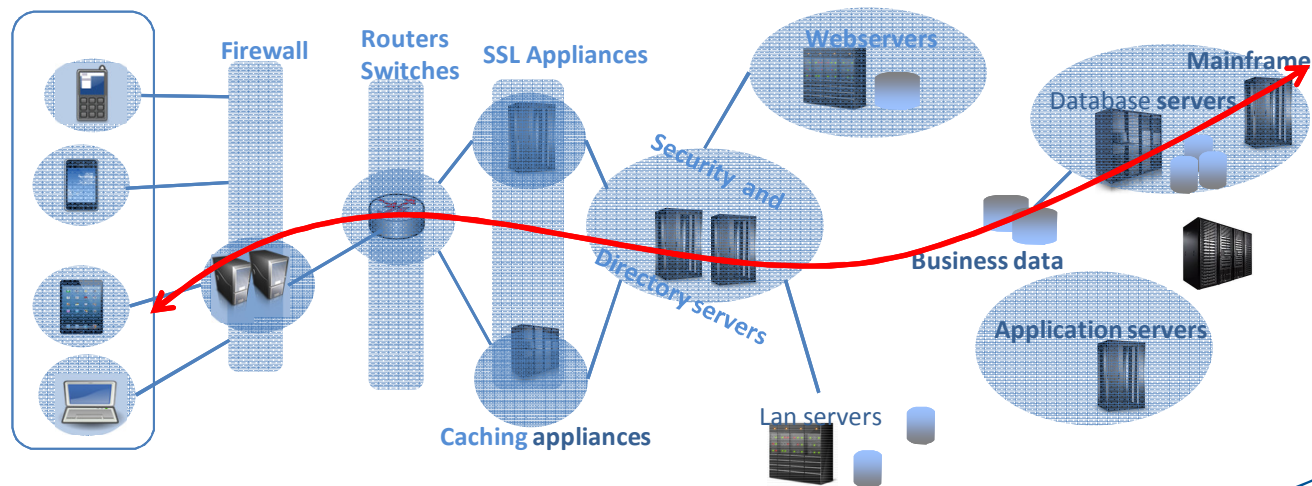
- Architectural Drawing of your Applications
- Communication between the different components



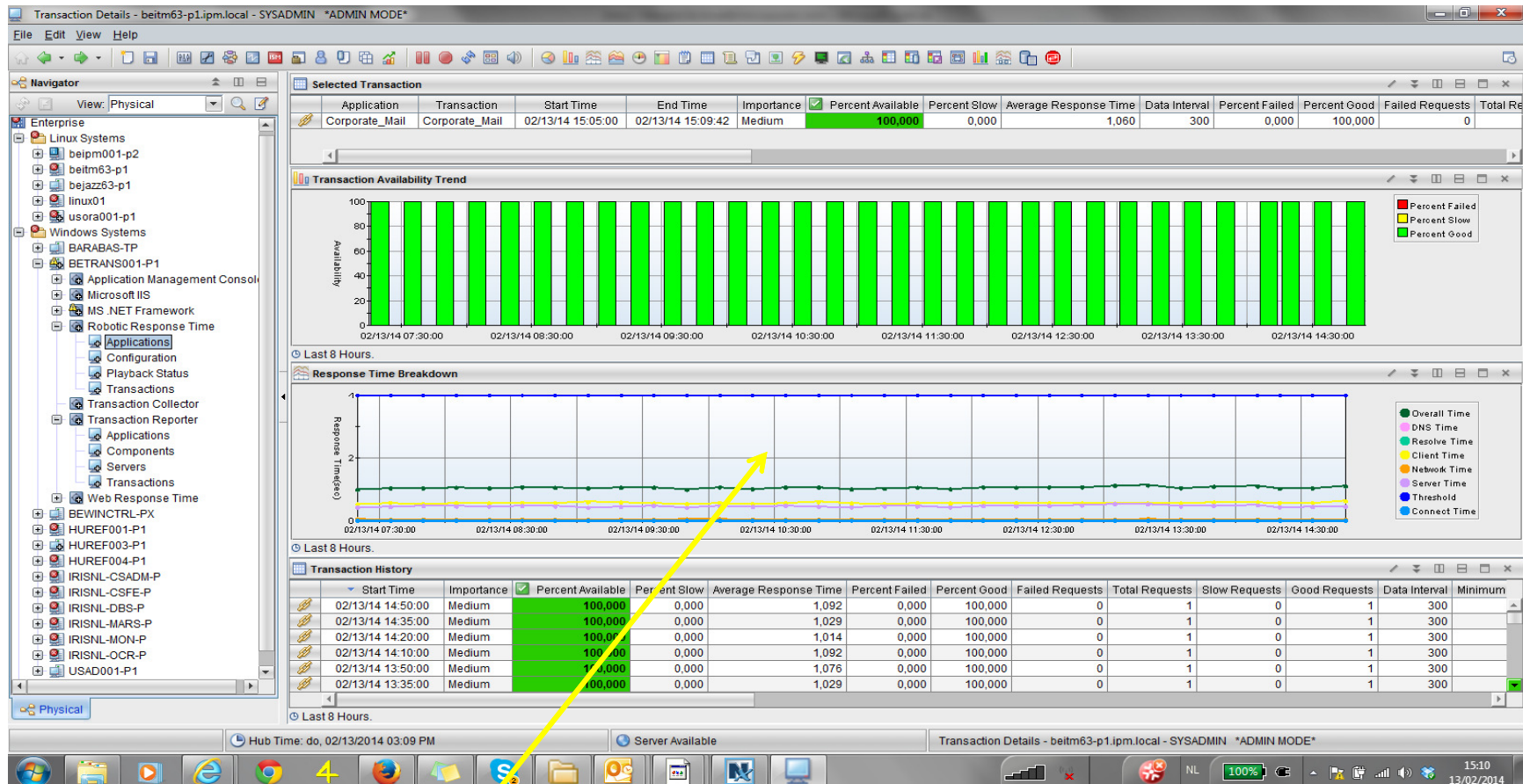
End User Experience



- Monitor performance and availability of real endusers and robotic

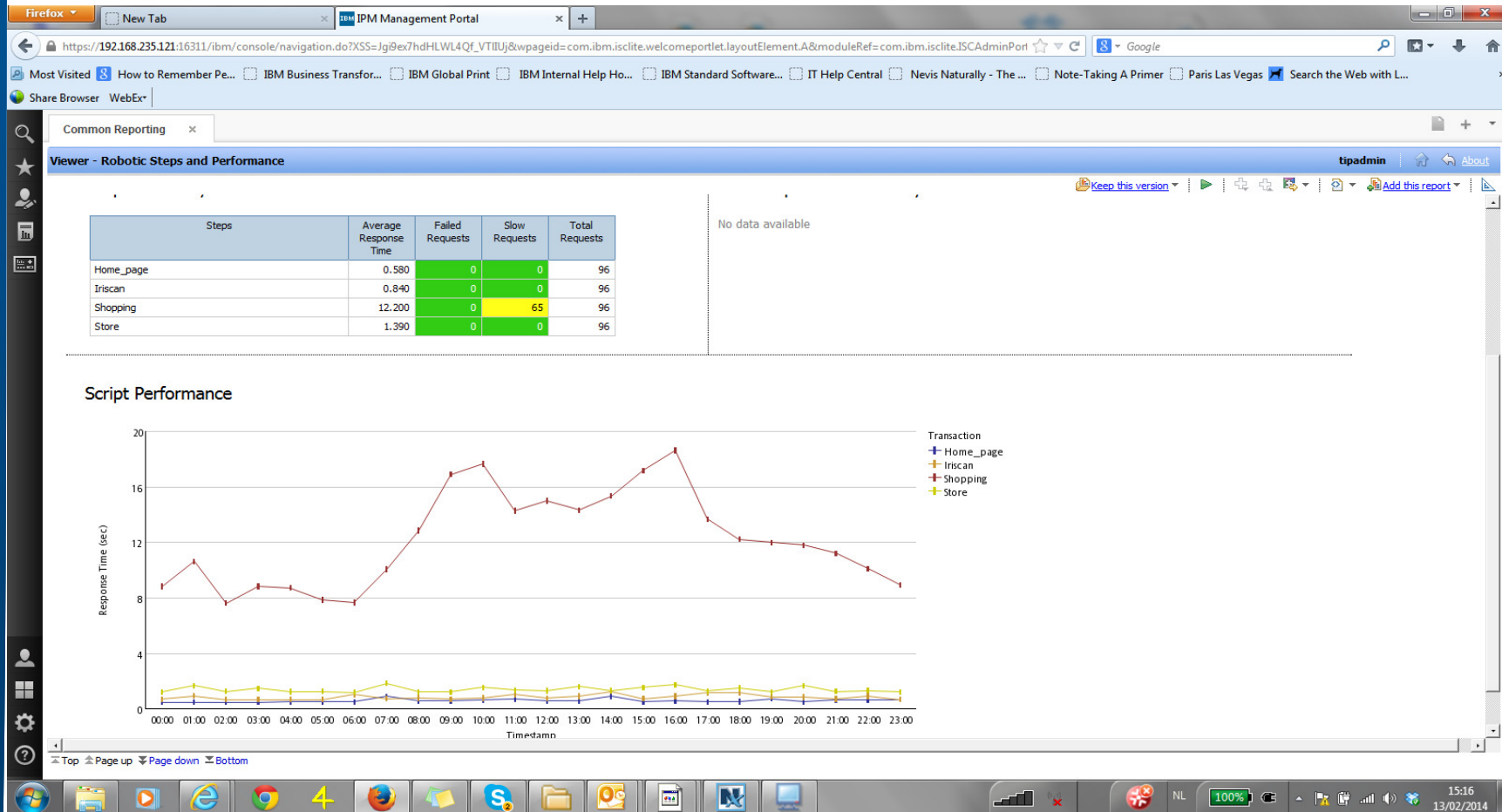


Have an overview of your application performance and availability: real time



Monitor your cloud service provider

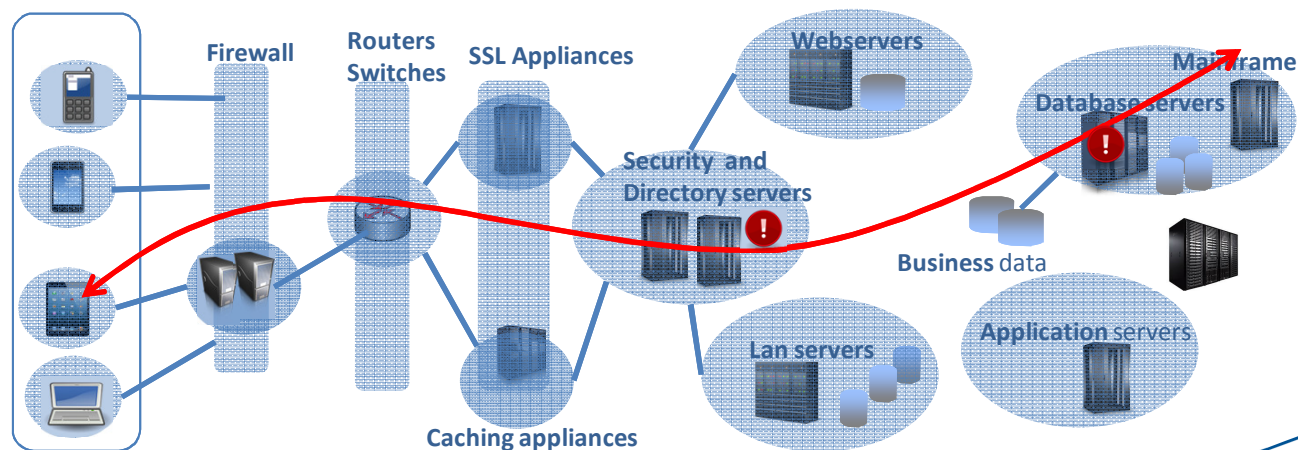
Have an overview of your application performance and availability: historical information



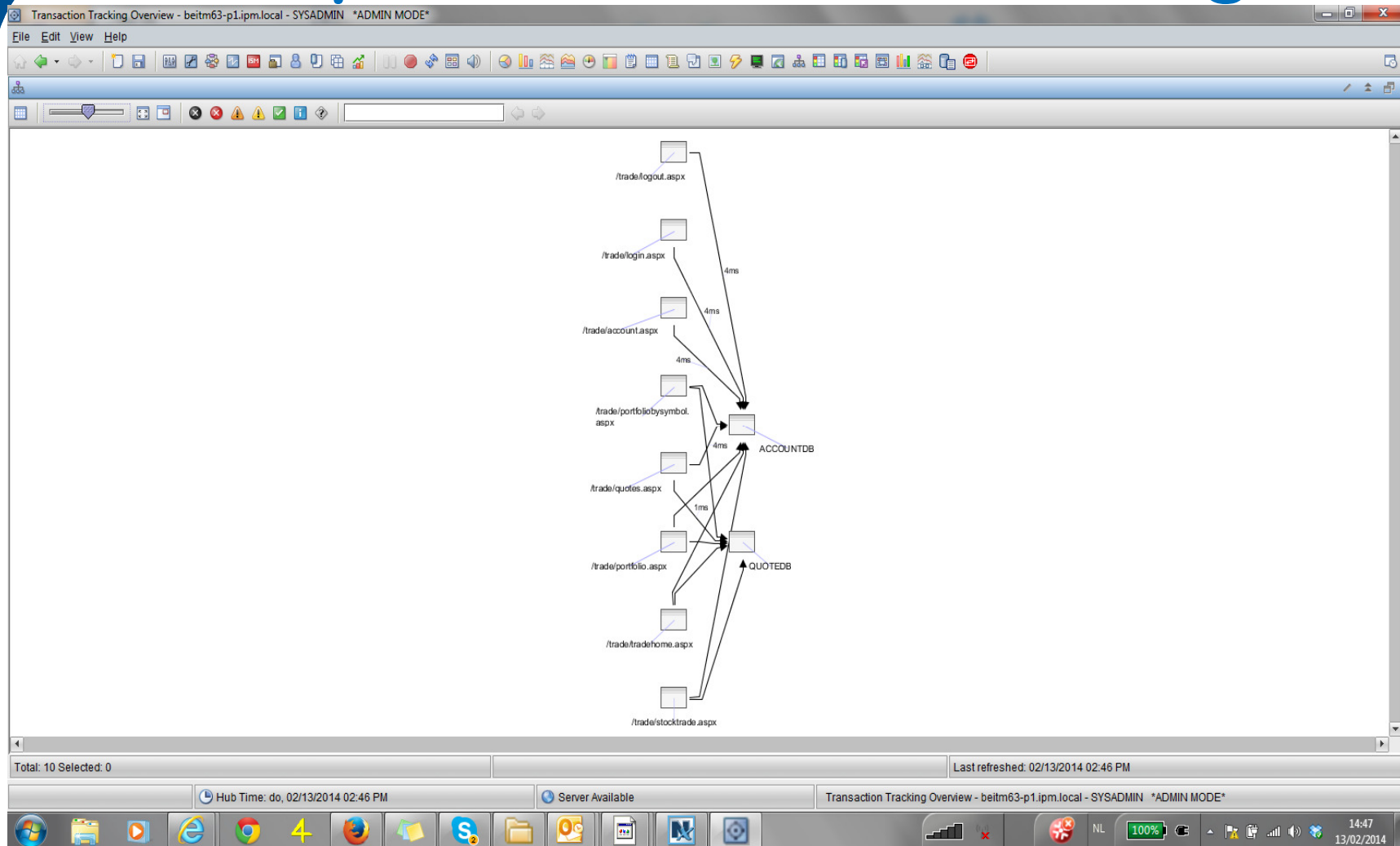
IPM Transaction Tracking



- Follow a transaction in a complex architecture
- For one user, group of users, all users, one transaction, all transactions etc...
- Where is the bottleneck?
- Quick find and solve performance and availability issues



Example: transaction tracking



IPM™ Monitoring



Discovery



End-user
experience



Transaction
Tracking

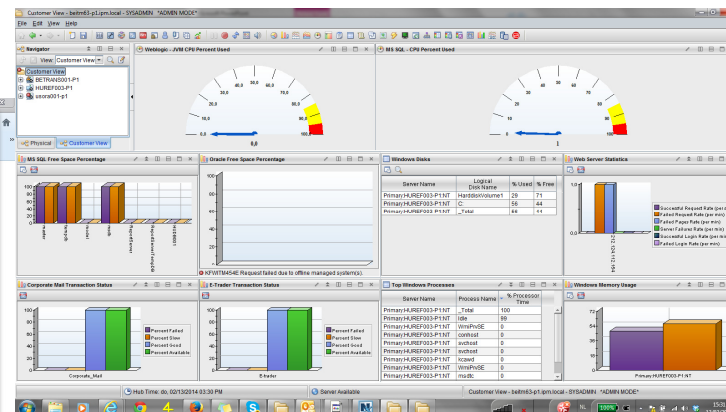
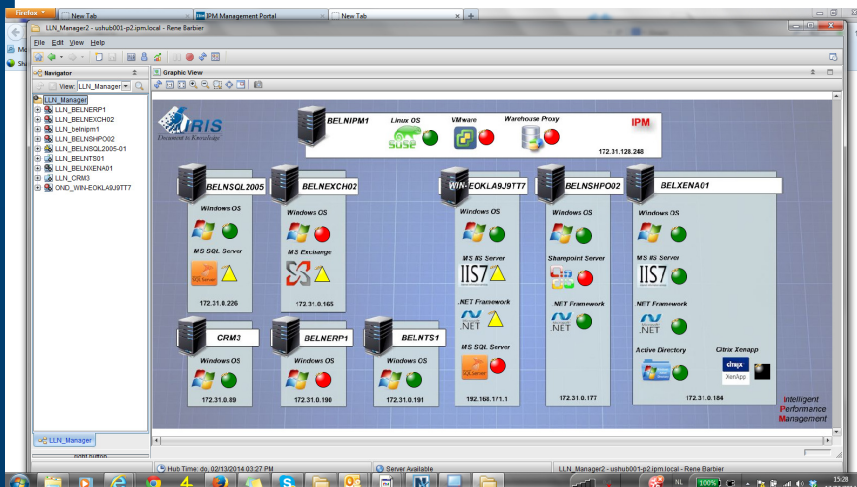


Monitoring
Diagnostics



Analytics

- Monitoring of a complete infrastructure
- Realtime and Historical Reporting
- Advisory gives a solution for specific events, after event correlation and root cause analysis



Proactive monitoring: Situations

- What is a situation in IPM?
 - Specify a ‘situation’ and when this situation becomes true, generate an event
 - IPM delivers a starter set of customized situations. Proactive monitoring environment ready to use!
 - Events are first send to an Event correlation engine

Situations

Copy of Default Situations LLN_2014_01_14 - Microsoft Excel

Full Name	Description	Type	Formula	Sampling	Run At Sta	Distributi	Text	Action Loc	Acti
ipm_site-currently-has-too-many-anonymous-connect	The site currently has too many anonymous connections.	Microsoft IIS	*IF *VALU 0/0:5:0	Yes		*IBM_IIS	ADVICE(kq7:+KQ7_Web_TooM	Agent	Syst
ipm_too-many-sessions-ended-with-timeout_win_q7	Too many sessions ended with timeout	Microsoft IIS	*IF *VALU 0/0:5:0	Yes		*IBM_IIS		Agent	Syst
ipm_a-web-site-received-too-many-kb-per-second_wi	A Web site received too many KB per second.	Microsoft IIS	*IF *VALU 0/0:5:0	Yes		*IBM_IIS	ADVICE(kq7:+KQ7_Web_TooM	Agent	Syst
ipm_too-long-request-wait-time_win_q7_warning_1_i	Too long request wait time	Microsoft IIS	*IF *VALU 0/0:5:0	Yes		*IBM_IIS		Agent	Syst
ipm_asp-error-rate-is-above-the-defined-threshold_w	ASP error rate is above the defined threshold.	Microsoft IIS	*IF *VALU 0/0:5:0	Yes		*IBM_IIS	ADVICE(kq7:+KQ7_ASP_High_f	Agent	Syst
ipm_a-web-site-received-too-many-requests-per-seco	A Web site received too many requests per second.	Microsoft IIS	*IF *VALU 0/0:5:0	Yes		*IBM_IIS	ADVICE(kq7:+KQ7_Web_TooM	Agent	Syst
ipm_size-of-the-active-server-pages-queue-increased	The size of the Active Server Pages queue increased.	Microsoft IIS	*IF *VALU 0/0:5:0	Yes		*IBM_IIS	ADVICE(kq7:+KQ7_ASP_Queue_S	Agent	Syst
ipm_a-web-site-sent-too-many-kb-per-second_win_q7	A Web site sent too many KB per second.	Microsoft IIS	*IF *VALU 0/0:5:0	Yes		*IBM_IIS	ADVICE(kq7:+KQ7_Web_TooM	Agent	Syst
ipm_asp-requests-are-dispatched-too-slowly_win_q7	The ASP requests are dispatched too slowly.	Microsoft IIS	*IF *VALU 0/0:5:0	Yes		*IBM_IIS	ADVICE(kq7:+KQ7_ASP_Req_D	Agent	Syst
ipm_web-site-is-not-in-a-started-state_win_q7_criti	Web site is not in a started state	Microsoft IIS	*IF *VALU 0/0:5:0	Yes		*IBM_IIS		Agent	Syst
ipm_disk-space-drive-d_windows_nt_critical_1_itm	Windows Situation for Disk Space CRITICAL	Windows OS	*IF *VALU 0/0:15:0	Yes		*NT_SYSTEM		Agent	Syst
ipm_evtlog_gnt4_ad_v2	Active Directory - Warning logfile events	Windows OS	*IF *VALU 0/0:0:0	Yes		ipm_ad_gnt		Agent	Syst
ipm_disk-space-drive-d_windows_nt_warning_1_itm	Windows Situation for Disk Space WARNING	Windows OS	*IF (*VAL 0/0:15:0	Yes		*NT_SYSTEM		Agent	Syst
ipm_eventlog-misc-002_windows_nt_warning_1_itm	std events of severity Warning from event logfile	Windows OS	*IF (*VA 0/0:0:0	Yes		*NT_SYSTEM		Agent	Syst
ipm_disk-space-drive-d_windows_nt_fatal_1_itm	Windows Situation for Disk Space FATAL	Windows OS	*IF *VALU 0/0:15:0	Yes		*NT_SYSTEM		Agent	Syst
ipm_eventlog-misc-003_windows_nt_warning_1_itm	std events of severity Warning from event logfile	Windows OS	*IF (*VA 0/0:0:0	Yes		*NT_SYSTEM		Agent	Syst
ipm_disk-space-drive-c_windows_nt_critical_1_itm	Windows Situation for Disk Space CRITICAL	Windows OS	*IF *VALU 0/0:15:0	Yes		*NT_SYSTEM		Agent	Syst
ipm_mssql-errors-on-connection_win_nt_warning_1_i	Errors on connection	Windows OS	*IF (*VA 0/0:0:0	Yes		lln_mssql,ond_mssql		Agent	Syst
ipm_disk-space-drive-c_windows_nt_warning_1_itm	Windows Situation for Disk Space WARNING	Windows OS	*IF *VALU 0/0:15:0	Yes		*NT_SYSTEM		Agent	Syst
ipm_eventlog-misc-001_windows_nt_warning_1_itm	std events of severity Warning from event logfile	Windows OS	*IF (*VA 0/0:0:0	Yes		*NT_SYSTEM		Agent	Syst
ipm_mssql-disk-i-o-error_win_nt_warning_1_itm	Disk I/O Error	Windows OS	*IF (*VA 0/0:0:0	Yes		lln_mssql,ond_mssql		Agent	Syst
ipm_evtlog_gnt2_ad_v2	Active Directory - Critical logfile events	Windows OS	*IF *VALU 0/0:0:0	Yes		ipm_ad_gnt		Agent	Syst
ipm_mssql-errors-on-logs_win_nt_warning_1_itm	Errors on logs	Windows OS	*IF (*VA 0/0:0:0	Yes		lln_mssql,ond_mssql		Agent	Syst
ipm_eventlog-usage-percent-security-log_windows_nt	Monitor the Security log.	Windows OS	*IF *VALU 0/4:0:0	No		*NT_SYSTEM		Agent	Syst
ipm_eventlog-storage-events_windows_nt_warning_1	std events of severity Warning from event logfile	Windows OS	*IF (*VA 0/0:0:0	Yes		*NT_SYSTEM		Agent	Syst
ipm_disk-space-drive-c_windows_nt_fatal_1_itm	Windows Situation for Disk Space FATAL	Windows OS	*IF *VALU 0/0:15:0	Yes		*NT_SYSTEM		Agent	Syst
ipm_eventlog-backup-events_windows_nt_critical_1_i	std events of severity Critical from event logfile	Windows OS	*IF *VALU 0/0:0:0	Yes		*NT_SYSTEM		Agent	Syst
ipm_mssql-allocate-space-failed-error-id_win_nt_war	Allocate Space Failed Error ID	Windows OS	*IF (*VA 0/0:0:0	Yes		lln_mssql,ond_mssql		Agent	Syst
ipm_mssql-deadlock-alert-error-id_win_nt_warning_1	Deadlock alert Error ID	Windows OS	*IF (*VA 0/0:0:0	Yes		lln_mssql,ond_mssql		Agent	Syst
ipm_eventlog-usage-percent-all-except-security-log_w	Monitor all event logs except the Security log.	Windows OS	*IF *VALU 0/0:5:0	Yes		*NT_SYSTEM		Agent	Syst
ipm_nt-services-generic-001_windows_nt_critical_1_i	Situation to monitor specific Autostarted services CRITICAL	Windows OS	*IF (*VA 0/0:5:0	Yes		*NT_SYSTEM		Agent	Syst

Event correlation and enrichment

Last Occurrence	Node	Sev	ITM SitFullName	ITM DisplayItem	Count	Location	Type
2/16/14 10:29:35 AM	lunetcool001-p2	i	TIP_NCOS_VMM_PRIMARY:		1	Luxemburg	Problem
2/16/14 10:26:21 AM	USESX-usadipm...	x	ipm_memory-utilization-is-high_esx_vi_critical_1_itm	usadipmesx01.ipm.local	6	Not Found	ITM Prob
2/16/14 8:59:20 AM	bertems001-p2	x	ipm_rrt-sub-transaction-failure-or-slow_gen_t6_critical_1_itm	Shopping	45	Not Found	ITM Prob
2/16/14 4:41:21 AM	USESX-usadipm...	i	ipm_virtual-machine-disk-partition-free-space-is-low_esx_vi_warni...	usprov001-d3	2	Not Found	ITM Prob
2/16/14 4:29:28 AM	USESX-usadipm...	x			3	Not Found	ITM Prob
2/16/14 4:25:25 AM	usrtems001-p2	x	ipm_critical-errors-during-the-execution-of-the-warehouse-proxy_g...	CTX_JDBCError	1	Not Found	ITM Prob
2/16/14 2:26:21 AM	USESX-usadipm...	i	ipm_disk-read-activity-high_esx_vi_warning_1_itm	usadipmesx01.ipm.local	2	Not Found	ITM Prob
2/16/14 1:01:20 AM	bertems001-p2	x	ipm_rrt-availability-critical_gen_t6_critical_2_itm	Irislink_eshopping	2	Not Found	ITM Prob
2/16/14 12:59:19 AM	bertems001-p2	x	ipm_rrt-sub-transaction-failure-or-slow_gen_t6_critical_1_itm	Shop	2	Not Found	ITM Prob
2/15/14 12:41:20 PM	USESX-usadipm...	i	ipm_disk-write-activity-is-high_esx_vi_warning_1_itm	usadipmesx03.ipm.local	6	Not Found	ITM Prob
2/15/14 12:41:20 PM	USESX-usadipm...	i	ipm_disk-read-activity-high_esx_vi_warning_1_itm	usadipmesx03.ipm.local	6	Not Found	ITM Prob
2/15/14 11:41:19 AM	USESX-usadipm...	i	ipm_disk-latency-is-high_esx_vi_warning_1_itm	naa.600c0ff000da085e179606510100...	4	Not Found	ITM Prob
2/15/14 11:41:19 AM	USESX-usadipm...	i	ipm_disk-latency-is-high_esx_vi_warning_1_itm	naa.600c0ff000da085e179606510100...	4	Not Found	ITM Prob
2/15/14 11:41:19 AM	USESX-usadipm...	i	ipm_disk-latency-is-high_esx_vi_warning_1_itm	naa.600c0ff000da085e179606510100...	4	Not Found	ITM Prob
2/15/14 3:44:07 AM	bertems001-p2	x	ipm_rrt-too-many-slow-transactions_gen_t6_critical_1_itm	Irislink_eshopping	3	Not Found	ITM Prob
2/15/14 1:41:20 AM	BEESX-192.168.2...	i	ipm_disk-read-activity-high_esx_vi_warning_1_itm	192.168.235.120	2	Not Found	ITM Prob
2/15/14 1:41:20 AM	BEESX-192.168.2...	i	ipm_disk-write-activity-is-high_esx_vi_warning_1_itm	192.168.235.120	2	Not Found	ITM Prob
2/14/14 9:41:14 PM	lunetcool001-p2	w			1	Luxemburg	Problem
2/14/14 8:11:20 PM	USESX-usadipm...	i	ipm_transmit-rate-is-high_esx_vi_warning_1_itm	usadipmesx03.ipm.local	2	Not Found	ITM Prob
2/14/14 8:04:46 PM	lunetcool001-p2	w			5	Luxemburg	Problem
2/14/14 5:04:52 PM	lunetcool001-p2	i	WEBTOP:		2	Luxemburg	Problem
2/14/14 5:04:51 PM	lunetcool001-p2	i	WEBTOP:		4	Luxemburg	Problem
2/14/14 4:18:40 PM	behub001-p2	w	ipm_ams-found-in-critical-condition_suse_lz_critical_1_itm		3	Not Found	ITM Prob
2/14/14 2:03:41 PM	lunetcool001-p2	i			1	Not Found	Problem
2/14/14 2:02:41 PM	lunetcool001-p2	i			1	Not Found	Problem
2/14/14 2:02:00 PM	lunetcool001-p2	i			1	Not Found	Problem

1 20 1 2 8 All Events (32)

0 rows inserted, 0 rows updated, and 0 rows deleted. Data Source(s): NCOMS QuickFilter: None Auto refresh in: 31 sec.

Analytics



Discovery



End-user
experience



Transaction
Tracking



Monitoring
Diagnostics



Analytics

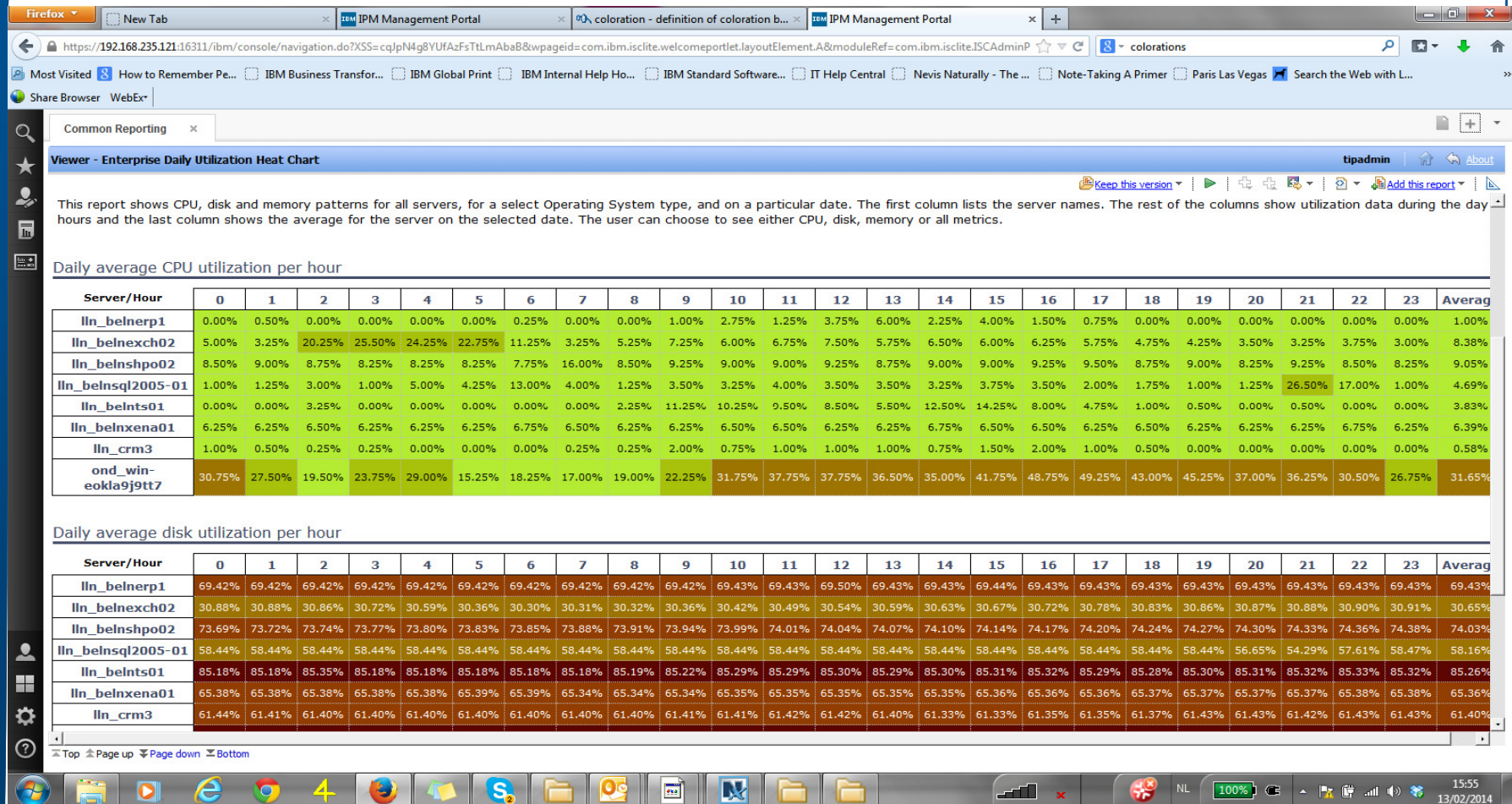
- Collection of historical information
- Performance analytics, capacity management, SLA reporting.....
- Using advanced tools, Cognos
- Benchmark functionalities included in IPM™ for new and existing applications:
 - Benchmark on target platform
 - Find and solve bottlenecks before going in production
 - Set Baseline for monitoring and capacity planning

Standard historical reporting

The screenshot displays the IBM IPM Management Portal interface. The browser window shows the URL <https://192.168.235.121:16311/ibm/console/navigation.do?XSS=xlv5C37g2wl6sZT2lhB-TYF&wpagid=com.ibm.isclite.welcomeportlet.layoutElement.A&moduleRef=com.ibm.isclite.ISCAdminPort>. The page title is "Common Reporting". The user is logged in as "tipadmin". The interface shows a list of reports under the "Public Folders" tab. The table below lists the reports, their modification dates, and the available actions.

Name	Modified	Actions
Common Reporting	February 12, 2013 8:24:04 AM	More...
IBM Tivoli Monitoring for Virtual Environments Reports	May 2, 2013 11:38:38 AM	More...
IBM Tivoli Monitoring OS Agents Reports	August 8, 2013 10:00:19 PM	More...
ITCAM for Transactions (Analysis)	April 26, 2010 6:21:52 PM	More...
ITCAM for Transactions (Query)	April 11, 2011 6:22:08 PM	More...
ITCAMMA Active Directory V631 Cognos Reports	September 24, 2013 7:25:06 AM	More...
ITCAMMA BizTalk Server V631 Cognos Reports	September 23, 2013 11:50:43 AM	More...
ITCAMMA Cluster Server V631 Cognos Reports	September 23, 2013 11:16:54 AM	More...
ITCAMMA DotNet V631 Cognos Reports	September 23, 2013 12:08:55 PM	More...
ITCAMMA Exchange Server V631 Cognos Reports	September 23, 2013 10:14:12 AM	More...
ITCAMMA Exchange Server V710 Cognos Reports	April 4, 2013 12:10:25 PM	More...
ITCAMMA HIS V631 Cognos Reports	September 23, 2013 12:27:28 PM	More...
ITCAMMA Hyper-V Server V631 Cognos Reports	September 23, 2013 10:34:07 AM	More...
ITCAMMA IIS V631 Cognos Reports	September 23, 2013 11:33:33 AM	More...
ITCAMMA LyncServer V631 Cognos Reports	September 23, 2013 12:44:52 PM	More...

Some examples



Deliverables

For each level of IPM we provide*:

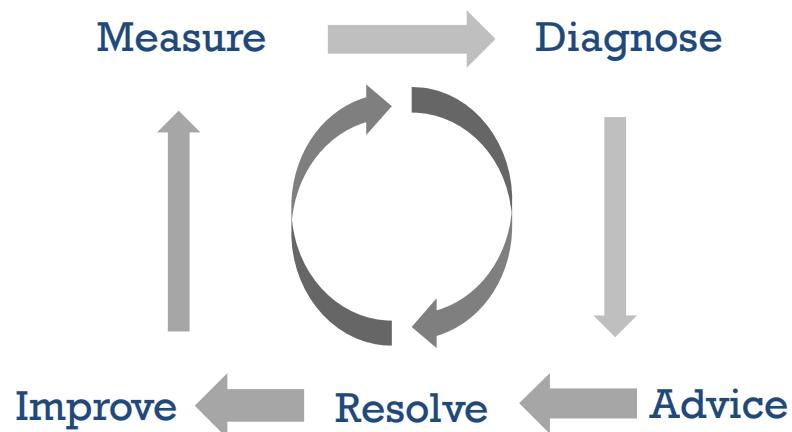
- Dashboard ('s) - Realtime/Historical information of the different components
- Pro active customized situation monitoring
- Event management
(correlation,enrichment,alerting,ticketing...)
- Reports (daily, monthly, availability, trending, ...)

**A detailed description of the deliverables is subject of a SOW*



IPM™ Summary

- The complexity of a complete availability and performance management solution is in the cloud
- Greatly reduce the cost of this solution
- Minimal impact for the customer
- Use of highest security standards
- Complete realtime Dashboard and Historical reporting
- Solution enhanced to speedup problem determination
- Solution based on years of experiences in the field



IPM™ Business Value



- Decreases
 - On-site infrastructure complexity
 - Initial startup cost
 - Total solution cost



- Increases
 - Performance and Availability
 - Infrastructure Uptime
 - Problem determination speed
 - Customer satisfaction

Plan of Approach

- Present the solution
- Scoping study ([questionnaire](#))
- Meeting with specialist to determine the optimal solution with minimal impact ([Onboarding document](#))
- Results and requirements in a [SOW](#)
- Scoping study important for the pricing structure
- Contract negotiation (SOW is part of the contract)

Make an appointment

Sales

Diana Utasi

Diana.Utasi@iriscorporate.com

+32 (0) 473937667

Pre-Sales

Hendrik De Smet

hendrik.de.smet@iriscorporate.com

+32 (0) 475 879944

Marc Van Volsom

marc.van.volsom@iriscorporate.com

+32 (0) 477 250 901

