SOI User Community Update

SOI Concepts   (Part 1)

Michael Boehm, CA Engineering Services

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Agenda

- Infrastructure Alert

- Configuration Item

- Service / Service Alert

- Impact

- Demonstration

- Q & A

Infrastructure Alert

- **Infrastructure Alert**

  – Fault condition detected by a Domain Manager

  – "Actionable Event"

  – Always in context of a CI

| ID	Message	Host Name
GF03043302-20808	CDM is running on vmwaredc.vmwaremb.local, possibly duplicated data series in the QoS database	vmwaredc
GF03043302-20811	Average (1 samples) disk free on D:\ is now 78%, which is below the warning threshold (80%) out of total size 4...	soi33
GF03043302-20812	Average (1 samples) disk free on C:\ is now 52%, which is below the error threshold (80%) out of total size 39.9 ...	soi33
GF03043302-20810	Windows Update - Expected state running, found state stopped (service description: Windows Update)	soi33
GF03043302-52915	Average (1 samples) paging is now 2621 KB/sec, which is above the error threshold (2000 KB/sec)	soi33
GF03043302-20806	Connection to vmwaredc.vmwaremb.local failed or login refused	vmwaredc
QH46185594-03633	No valid SLM-QOS license was found	Nimsoft
TR71389562-43064	SOI-SAMStore/soi33/SAMStore - query returned no record	Nimsoft
GF03043302-20976	Average (1 samples) disk free on D:\ is now 13%, which is below the warning threshold (20%) out of total size 2...	Nimsoft
GF03043302-20977	Average (1 samples) disk free on C:\ is now 43%, which is below the warning threshold (50%) out of total size 2...	Nimsoft

| Severity	Created	Last Updated	Name	Class	Summary
Critical	Aug 2, 2016 12:42:14 PM CEST	Sep 14, 2016 3:28:41 PM CEST	Log:nimsoft:my_log	File	Message Critical detected
Major	Aug 2, 2016 12:42:14 PM CEST	Sep 14, 2016 3:28:41 PM CEST	Log:nimsoft:my_log	File	Message Major detected
Critical	Aug 2, 2016 12:42:15 PM CEST	Sep 14, 2016 3:28:41 PM CEST	DemoServerS2	Computer System	Robot demoservers2 is inactive
Critical	Aug 2, 2016 12:42:15 PM CEST	Sep 14, 2016 3:28:41 PM CEST	DemoServerS1	Computer System	Robot demoservers1 is inactive
Major	Aug 2, 2016 12:42:54 PM CEST	Sep 14, 2016 3:28:41 PM CEST	nimsoft	Computer System	Connection to vmwaredc.vmwaremb.local failed or login refused
Minor	Aug 2, 2016 12:42:54 PM CEST	Sep 14, 2016 3:28:41 PM CEST	nimsoft	Computer System	CDM is running on vmwaredc.vmwaremb.local, possibly duplicated data series in t...
Major	Aug 2, 2016 12:42:54 PM CEST	Sep 14, 2016 3:28:41 PM CEST	File:soiserver.vmwaremb.local:C:\	File	Average (1 samples) disk free on C:\ is now 52%, which is below the error thresh...
Minor	Aug 2, 2016 12:42:54 PM CEST	Sep 14, 2016 3:28:41 PM CEST	File:soiserver.vmwaremb.local:D:\	File	Average (1 samples) disk free on D:\ is now 78%, which is below the warning thr...

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Infrastructure Alert

- **Configuration Item**

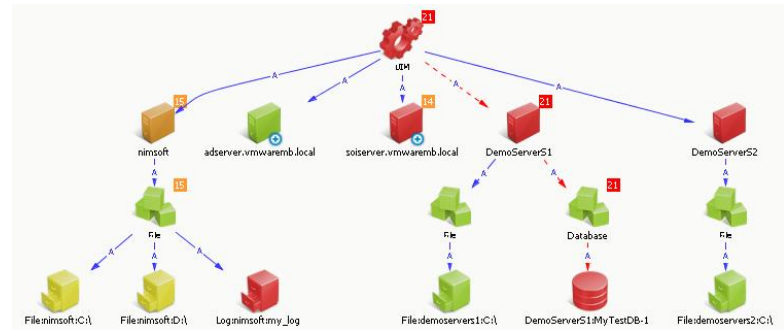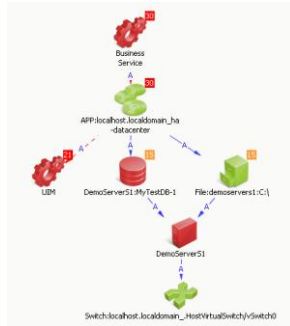 - Representation of an IT element managed by a Domain Manager
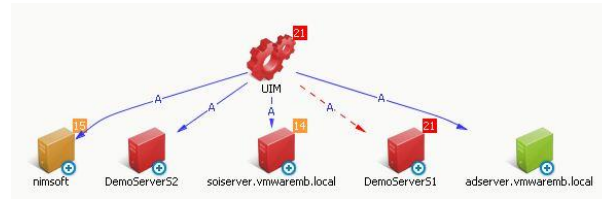
  - Can be derived from information (SNMP/UIM/Universal/… connector)
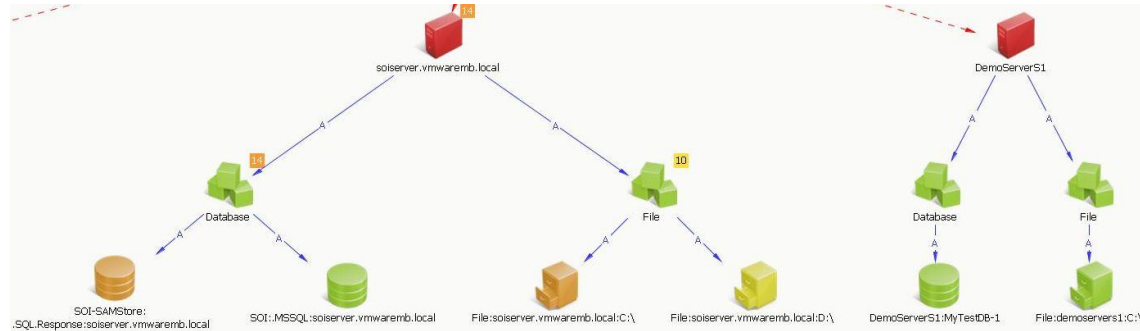
Service / Service Alert

- **Service**

  – Business Service / IT-Service

- **Service Alert**

  – Generated by SOI based on the **Impact** of related Infrastructure Alerts

Impact

- **Impact**

  - Service Impacting Alert

Severity x Significance   = **Impact**

Severity	
Normal (0)	🟩
Minor (1)	🟨
Major (2)	🟧
Critical (3)	🟥
Down (4)	🟫

X

✕ Delete nodes	
Collapse/Expand	▶
Establish Relationships	▶
Group	▶
Define Policies	▶
✔ Assign Significance	▶ Adjust
	Set ▶
🖨 Print…	Ctrl+P

| 1 |
| 2 |
| 3 |
| 4 |
| ✔ 5 |
| 6 |
| 7 |
| 8 |
| 9 |
| 10 |

=

Impact	
0	🟩
1 – 10	🟨
11 – 20	🟧
21 – 30	🟥
31 – 40	🟫

  - SOI is working with **Impact**, not Severity to calculate Service degradation
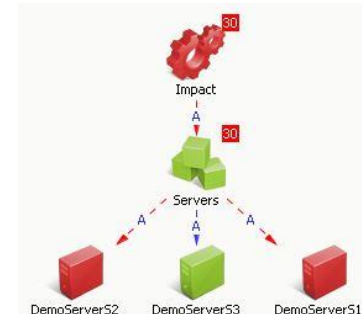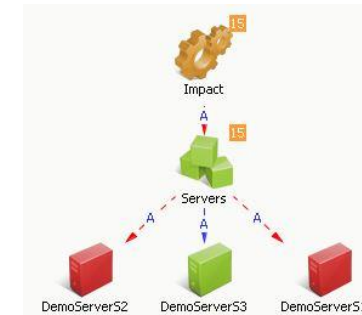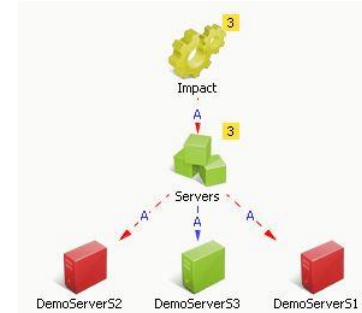
Demonstration

What Questions Do You Have?

THANK YOU!

Next Event:
Follow SOI Community for Announcement