

CA IM – User Group 13-14. December

Push boundaries of existing tools to achieve your Unified Monitoring
(Use Case – based on a True Story)

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Introduction - Acentix

- Acentix AG
 - René Duerst – MD
 - Since 2004
 - Based in CH
 - CA UIM Partner since 2005
 - Offer - **Unified Monitoring Approach**
 - Methodology - Blueprint
 - Products – CeeView, 1Gateway, Ayehu, CA-UIM,



Consulting



Building



Product

*"We **create added value** for a customer solution by taking into consideration, existing **processes** and **products** to **enable people** to act service oriented"*

About the presentation

- Customer presentation
 - DFR approach to achieve Service Monitoring
 - Acentix Role –Support Project/Product for defining/implementing the solution
 - Step1 - Project preparation - Architecture
 - Step2 - Support in PoC setup – Know how Transfer
 - Ongoing – Product support during operations in the background – Single Point of Contact
- Demonstrate what we mean when we speak about:
 - Agility
 - Flexibility
 - “time to market”



Emotional phases of Service Monitoring Team member's



Agenda

- Presenting - DFR Customer approach taken – Service/Application Monitoring
- It `s all about.....
 - Mental change - Service versus Component monitoring
 - Team approach – Technical/Business/Consumer
 - Flexible products
- Technologie
- IT Strategy
- Process
- Mindset & Understanding



Customer DFR - Introduction



✓ Canton Aargau - 4th largest in CH (630K pop.)

- Structured in Departments - 7
 - Department DFR - runs IT
- Divided in 11 Districts with 210 Municipalities

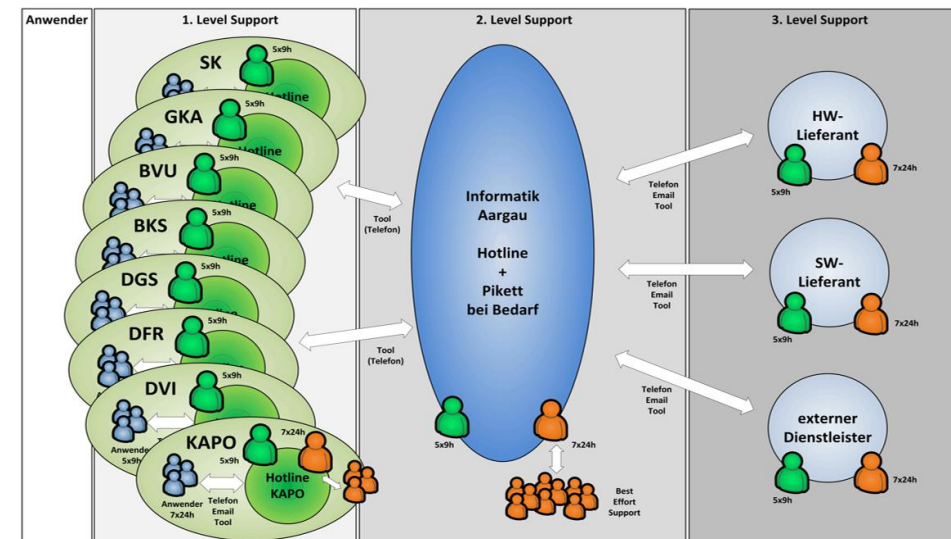
✓ All municipalities derive Application & Services from central IT => MSP

✓ IT landscape

- 2 Data Center
- > 700 Application
- > 5'000 Clients
- > 1'000 Server and Switches
- > 2'500 Databases



✓ IT support flow



WS about, Ideas – Motivation - Goal

- ✓ Implement a Service Application Monitoring for internal/external Consumers
- ✓ .. many aspects funnel of:
 - ✓ Single point of truth – transparency
 - ✓ Optimize Incident Management - identification/analysis and resolve
 - ✓ Build up trust in IT as a partner for business
 - ✓ Cultivate a service mentality



Transparency about
Service Quality delivered



Early warning to
Identify bottle necks



Visualize Availability & Quality
of Service and Application



Common platform for
Consumers about Service



Avoid duplicated information
about same problem

“3-types” consumers of Monitoring Information



✓ End User – Canton

- Work with applications on the canton level



✓ OUnit - Communities and their Institution

- Consumer of applications offered by the canton



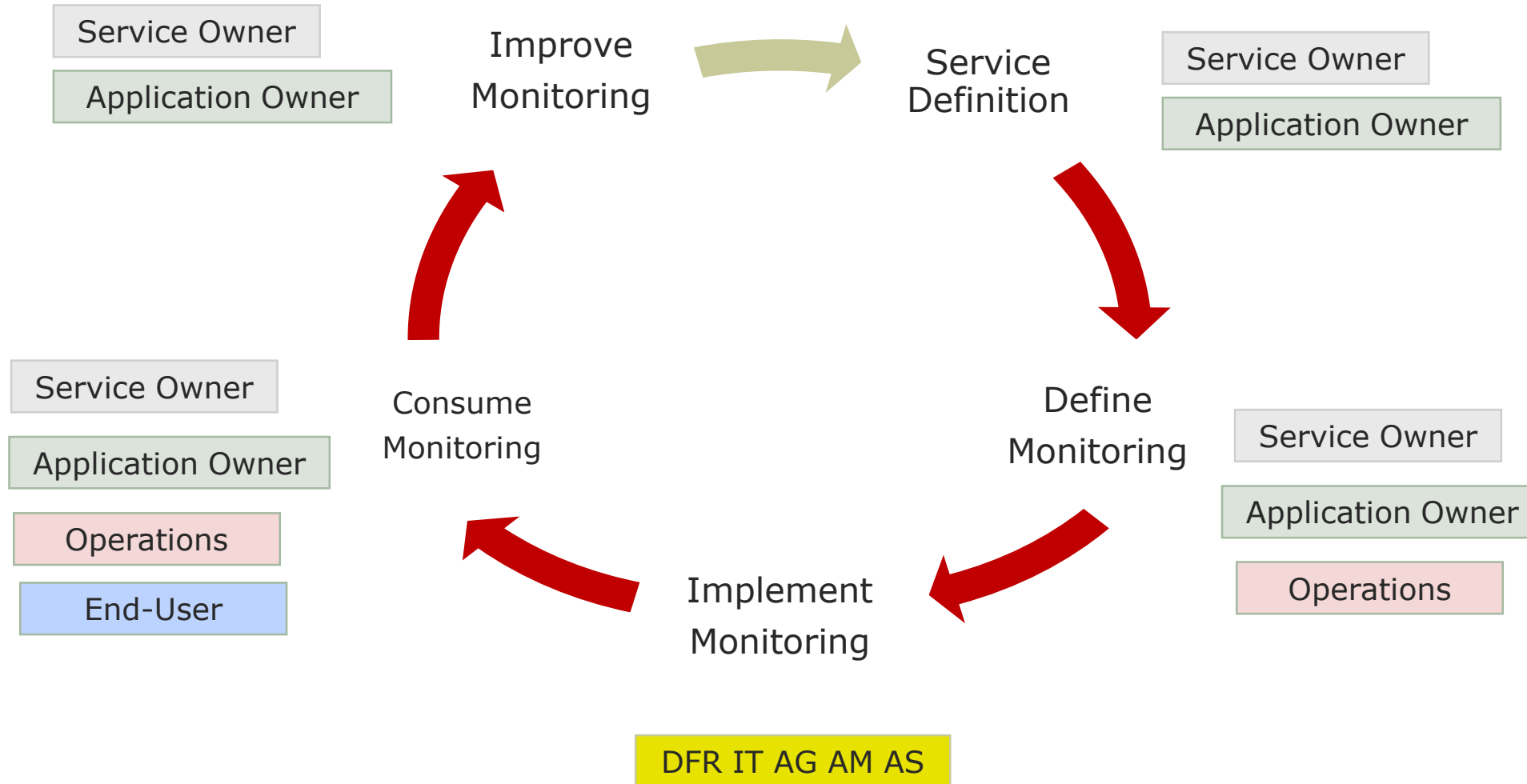
✓ Specialist - Service & Applications

- Departments within the IT
- Application, Operations Support
- IT Support teams in the various departments

BAS
Business Application **Status** View

BAD
Business Application **Dashboard** View

Process for a Service/Application Monitoring



Unified Approach

Presentation -
Layer

Application Status

Application Dashboard

Operation View

Data Management -
Layer

Log Data

Performance
(regular data)

Events
(irregular data)

Data Collection -
Layer

Infrastructure

Application

Cloud

Tool Consolidation

Facility

Tool Consolidation

Current Situation – Boundaries, Limitations, Risk

- Trusted tools in various departments
- Tool limitation
 - Flash based GUI
 - Missing Service Modelling
 - SQL-DB perf/maint on high volume metrics
- Know-how drain on custom integration



Product Architecture

Presentation –
Layer



Integration –
Layer

1Gateway
Events & Metrics

Data Collection –
Layer



Special Tools (SAP)



NMS for Network



Zabbix for Server



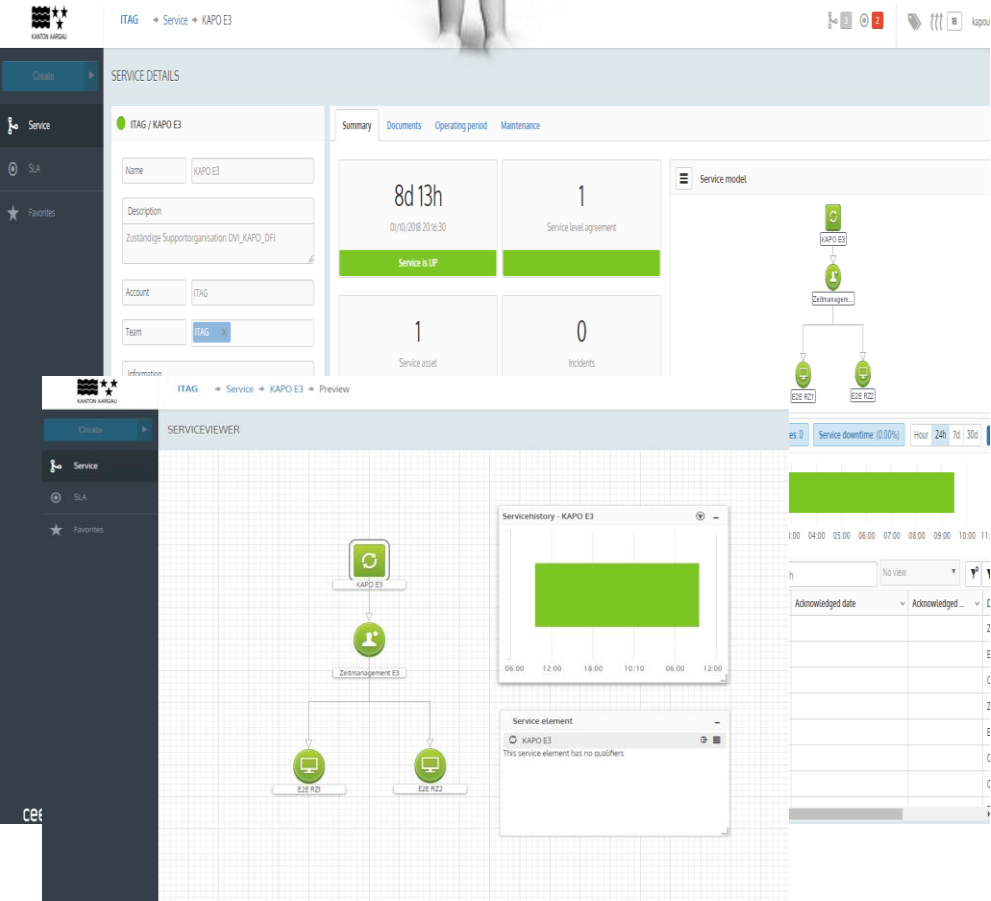
UIM for Application



Views based on Consumer Group



Business Dashboard (BAD)



Business Status (BAS)



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All this leads to

- It `s all about.....
 - Mental change - Service versus Component monitoring
 - Team approach – Technical/Business/Consumer
- Flexibility
 - Creative Monitoring – think beyond boundaries
 - Products with rich full API's
 - Easy integration to maintain flexibility

Good and flexible integration is sometimes like beauty - it's hard to define but you know it when you see it!

(warren g. bennis)

Personal note

- DFR has started cultivating a mentality with a view for Services
- Broader Support - Involvement of all teams due to integration not replacement
- IT seen more of a value add then cost center for the company

The biggest risk facing any outstanding building project is often not the lack of funding or ideas, but of understanding

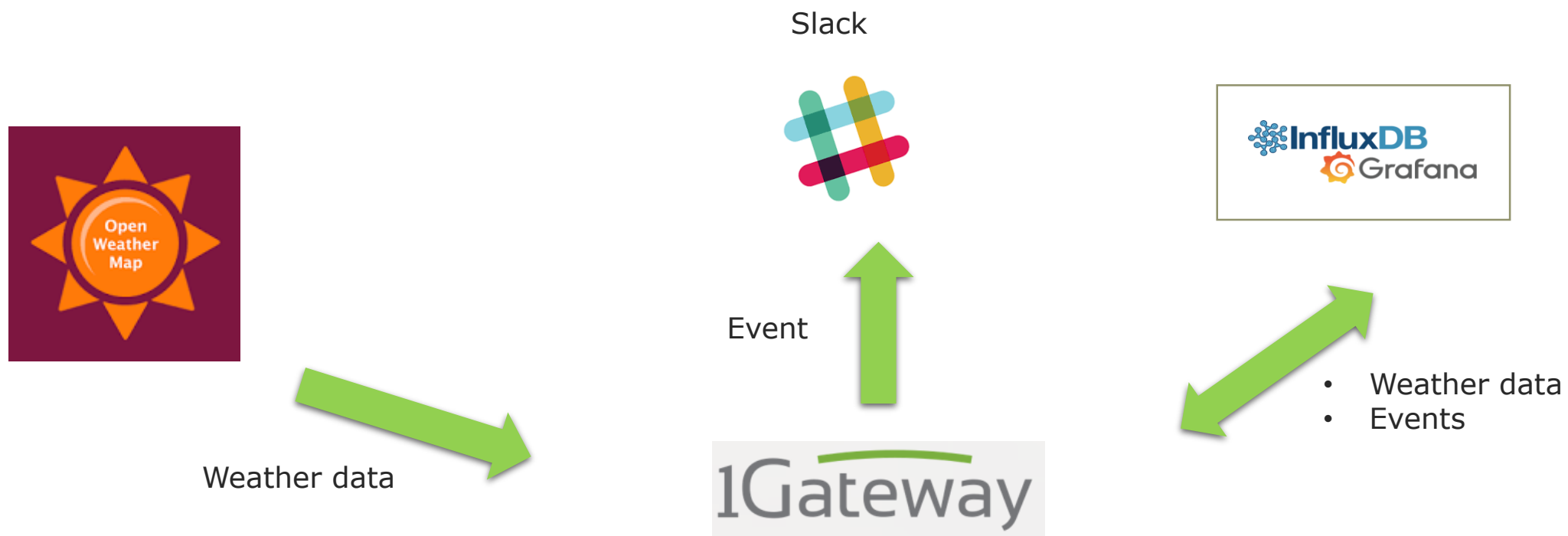
Mario Botta, Swiss Architect

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Demo



Thank you – Question?

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