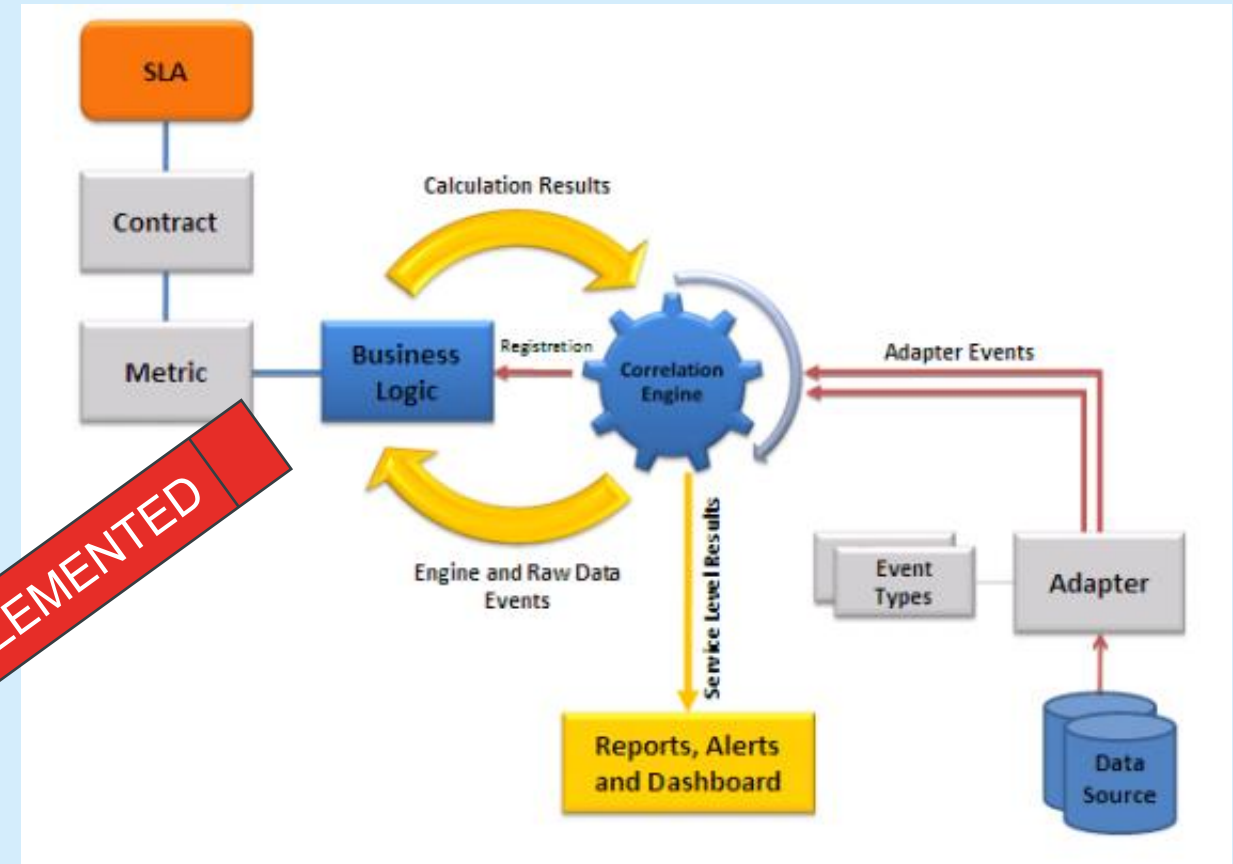


Operational Cockpit

Simplifying Business Operations

- ✓ Services defined according to contractual requirements
- ✓ SLAs automatically generated based on contractual specifications
- ✓ BSI gathers, imports, normalizes, aggregates and correlates performance data to calculate the relevant SLAs, OLAs, UCs and KPIs
- ✓ Performance data is made available through BSI connections to existing customer system landscaper connection to pre-defined location
- ✓ Results delivered in Dashboards, Service Level Reports and Booklets, as well as Alarms for proactive actions in any required format
- ✓ All activities are tracked (audit trail) and version-controlled, providing significant value for customer or internal review session and audits

IMPLEMENTED



A perfect Implementation



Correct Reports



On Time Reports



Timely Alerts



Action Oriented



Delighted Customer



Management Happy



And a Happy SLA
Manager

fusionPOINT
service for success



Increasing Customers

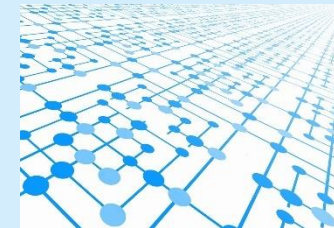


Bad Data Quality

Obsolescence



Increasing Change Requests





Incorrect Reports



Late Reports



Too Many Alerts



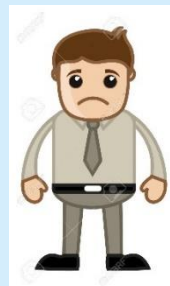
Firefighting



Dissatisfied Customer

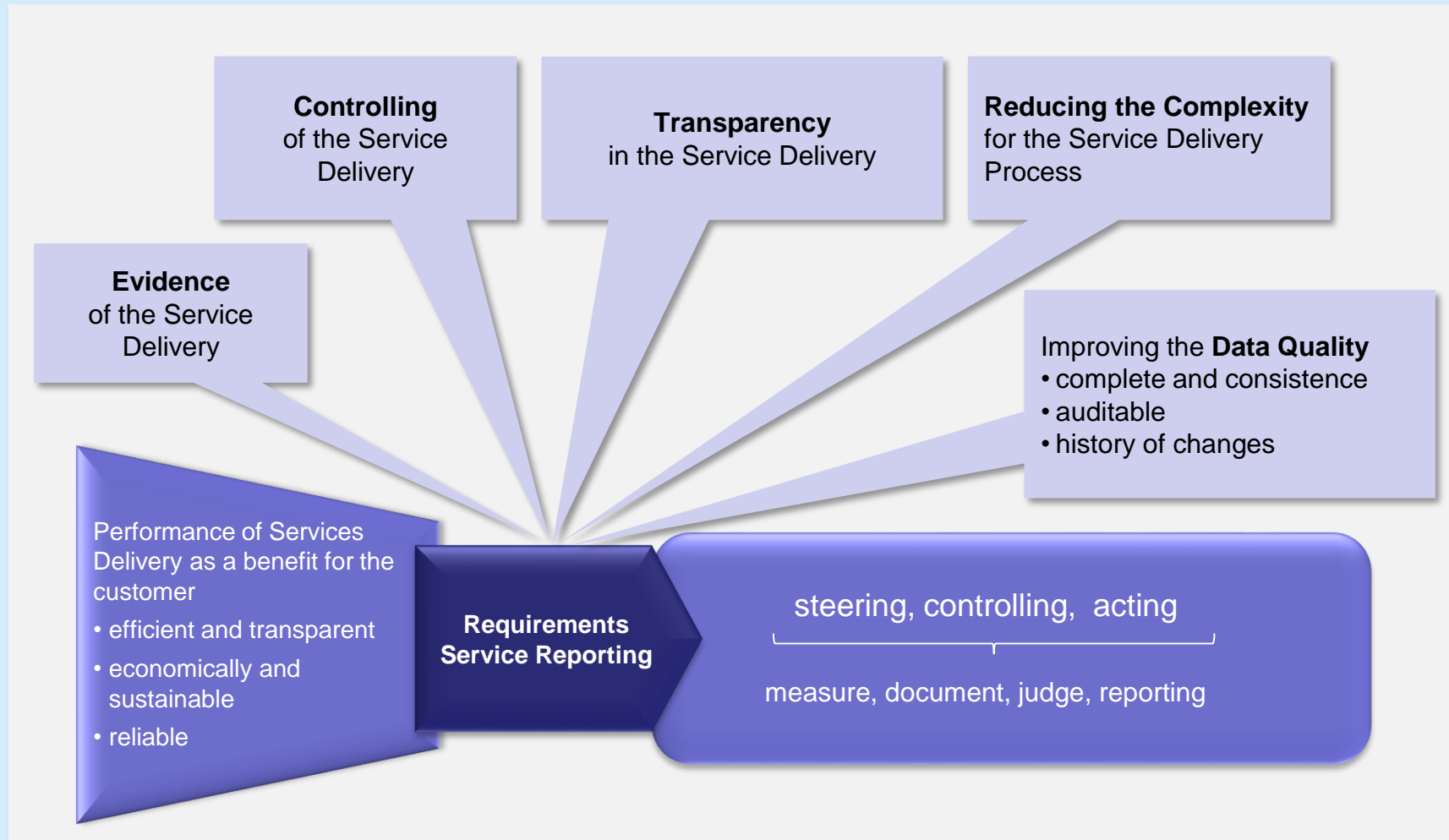


Management Angry



Sad SLA Manager

“Changes are inevitable and not always controllable. What can be controlled is how you manage, react to and work through”

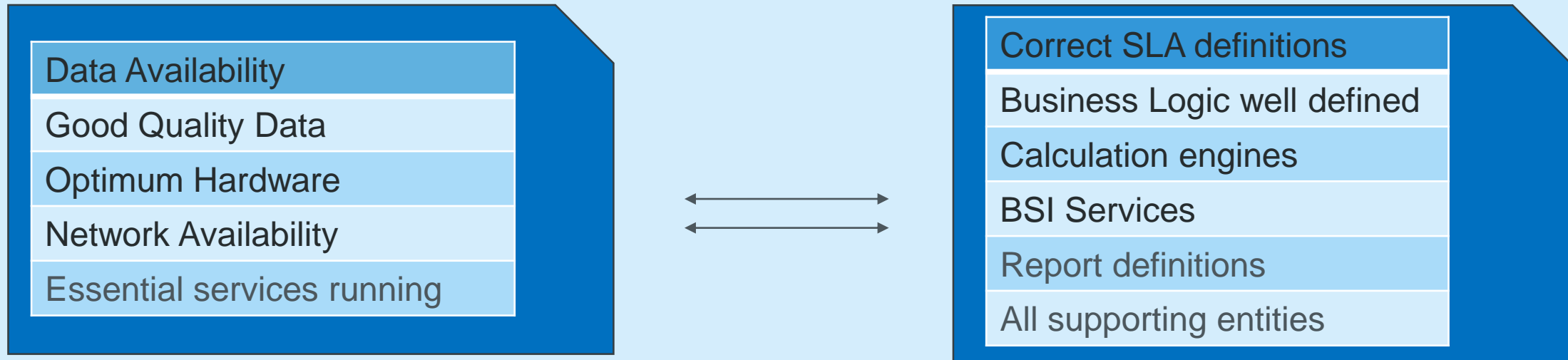


A health checkup on the SLM solution which would monitor the system availability , hardware capacity, calculation cycles, CMDB refresh & alert in case of data missing or corrupt – A system which would ensure IT and SLA Manager are always aware of what's happening in the SLM system and ensure that the reports and dashboards will be correct and on time – An automated Health Checkup system called

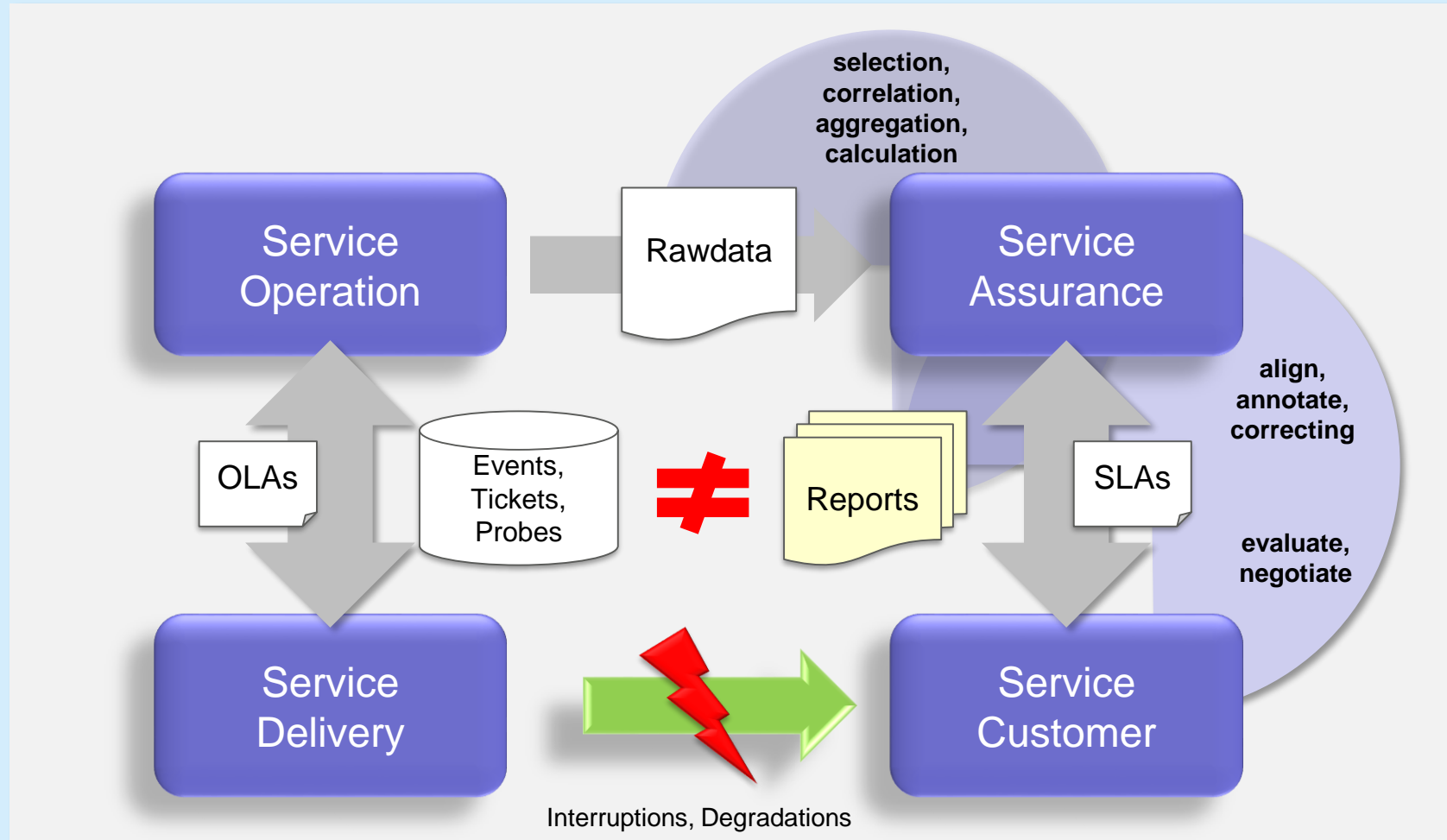
“Operational Cockpit”



What creates a Good BSI Report

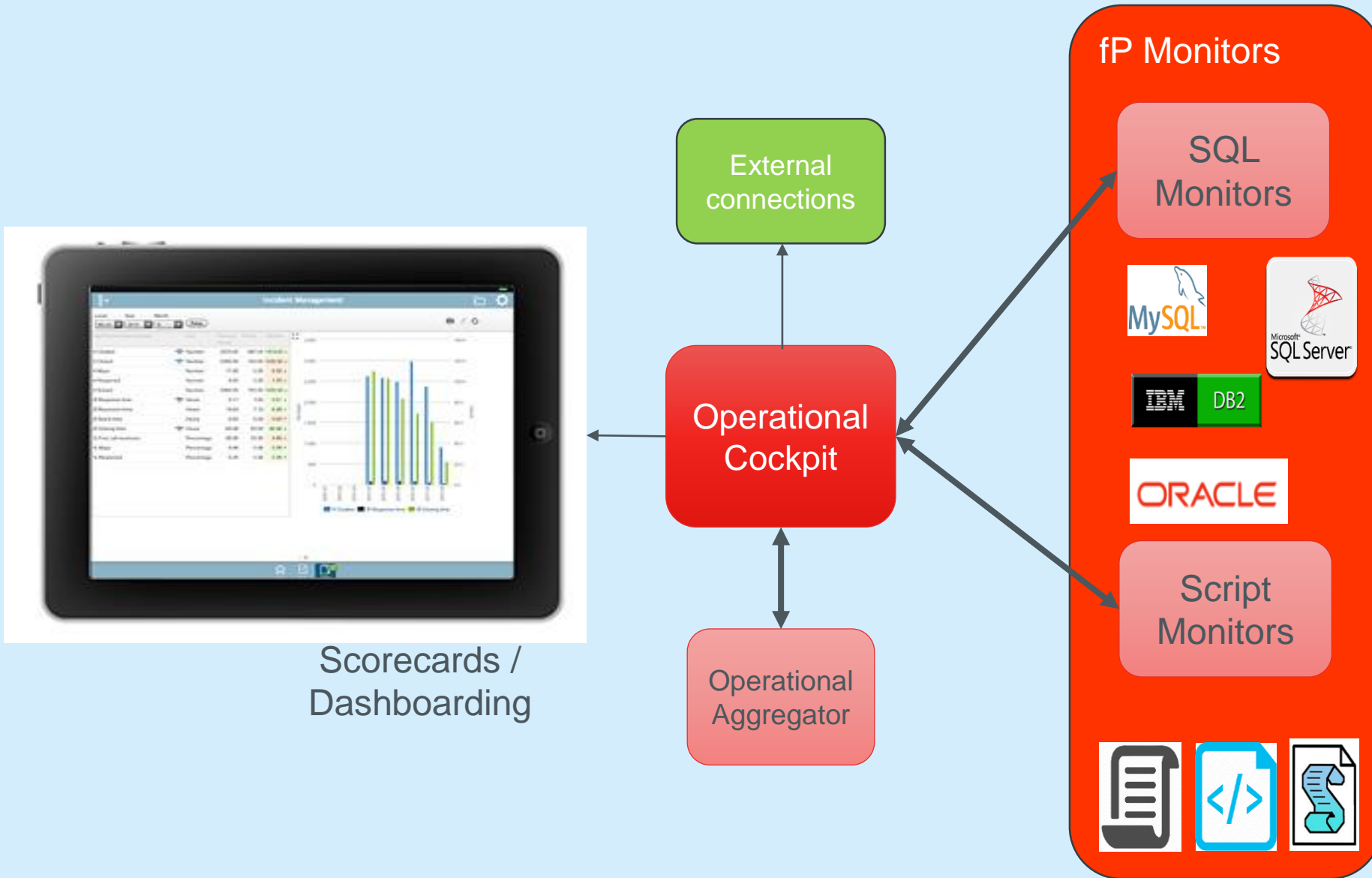


- All these elements are essential for smooth functioning of a SLA Management system and failure at any level would mean unavailable or incorrect reports and dashboards for the customer
- It is easy to distinguish these elements at IT level but for business it may mean a BSI failure if any of these elements are not right. For eg. Bad data would not be a BSI issue but it would impact the overall Service Level Reporting lifecycle if not identified.
- So to ensure a Quality Report, all elements need to be continuously monitored and timely alerts needs to be sent to right people for prevention before error occurrence.




- Automation of recurring and complex system- and process checks
- Reduction of the daily effort for checks
- Coverage of internal standard activities (“Health Checks”) for BSI
For example Aggregation and Correlation Engine & Monitoring the calculation cycles
- Completeness of calculation cycles
- Aggregation of information on several levels
- Monitoring of complex data flows – separate as well as end-to-end
- Open architecture
 - Product independent
 - Fast roll out
 - Easy to understand
 - Easy to include additional functions and systems
- Overall saving of cost with significantly improved quality

- Generic Solution based on .NET technology
- Centrally managed
- General aggregation logics and mechanism
- Connection of any data source via fP-monitors (via VBS + SQL)
- Report results according to the evaluation criteria of the Operational Cockpit
- Integration of a base package “CA BSI standard checks”
 - Aggregation- and Correlation Engine
 - Completeness of the calculation cycles
 - Monitoring of the data flow in respect of the adaptors and raw data



SLA Portal – Check Definition


service for success

Operational Cockpit

Check Definition

Check Result

Base Entities

Category

Contact

Monitor

Support Level

KPI

Definition

Scorecard

User Management

New

Clone...


Delete

Edit









Refresh

Reset View Settings

Export to

 **Check Definition**

[Scorecard](#) / [Definition](#) / [Check Result](#) / [Current EQUI State - SA: 2016-...](#) / [Check Definition](#)

	Category 1	Category 2	Category 3	Category 4	Category 5	Name	Last Duration (ms)	Latest Result	Last Execution	Is Active	Is Reported	Monitor
<input type="checkbox"/>												
<input type="checkbox"/>	 Produktivsystem	Basic Infrastructure	Database	Invalid Objects		Prod - Invalid Jobs	228	success!	19.04.2016 09:19:53	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SQL - PCA
<input type="checkbox"/>	 Produktivsystem	Calculation Flow	Standard E2E Flow	Calculation Status		Calculation Duration - PSL3	248	success!	19.04.2016 09:19:53	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SQL - PCA
<input type="checkbox"/>	 Produktivsystem	Calculation Flow	Standard E2E Flow	Calculation Status		Calculation Status - PSL3	95	success!	19.04.2016 09:19:53	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SQL - PCA
<input type="checkbox"/>	 Produktivsystem	Calculation Flow	Standard E2E Flow	Equipment Status	CI	Current EQUI State - CI	826	success!	19.04.2016 09:18:47	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SQL - PCA
<input type="checkbox"/>	 Produktivsystem	Calculation Flow	Standard E2E Flow	Equipment Status	Service Asset	Current EQUI State - SA	928	success!	19.04.2016 09:19:49	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SQL - PCA
<input type="checkbox"/>	 Testsystem	Basic Infrastructure	Application Server	Free Space	Drive C:	Test - FreeSpace C:	184	success!	19.04.2016 09:17:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	VBS - Test - Application Server
<input type="checkbox"/>	 Testsystem	Basic Infrastructure	Application Server	Free Space	Drive D:	Test - FreeSpace D:	25	success!	19.04.2016 09:17:59	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	VBS - Test - Application Server
<input type="checkbox"/>	 Testsystem	Basic Infrastructure	Database	Invalid Objects		Test - Invalid Jobs	281	success!	19.04.2016 09:18:01	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	SQL - TCA

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service for success

Operational Cockpit

Check Definition

Check Result

Packages

Base Entities

KPI

User Management

Monitor

Tree structured categories

Current results

Intuitive filter / sort / group function

	Category 1	Category 2	Category 3	Category 4	Category 5	Name	Last Duration (ms)	Latest Result	Last Execution	Is Active	Is Reported
Monitor: SQL - S/S User											
<input type="checkbox"/>		Basic Infrastructure	Database	Invalid Objects		Invalid Objects	31	success!	03.05.2016 10:48:42	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>		Basic Infrastructure	Database	Jobs		Jobs	78	success!	03.05.2016 10:48:42	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>		Basic Infrastructure	Database	NLS Settings	Server	NLS_SETTINGS	125	success!	03.05.2016 10:48:41	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
							720	success!	03.05.2016 10:48:42	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
							156	success!	03.05.2016 10:48:40	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
							31	success!	03.05.2016 10:48:42	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>		BSI Infrastructure	T-Log	Erase		T-Log Erase	31	success!	03.05.2016 10:48:41	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>		BSI Infrastructure	T-Log	Errors		T-Log Errors	15	success!	03.05.2016 10:48:41	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>		BSI Infrastructure	T-Log	Size		T-Log Size	16	success!	03.05.2016 10:48:42	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>		BSI Infrastructure	Translation	Translation Entries		Translation Entries	15	success!	03.05.2016 10:48:41	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>		BSI Infrastructure	Translation	Translation Scripts		Translation Scripts	31	success!	03.05.2016 10:48:42	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monitor: VBS - Application Server											
<input type="checkbox"/>		Basic Infrastructure	Application Server	Disk Fragmentation		Disk Fragmentation AppServer	312	success!	08.03.2016 08:31:35	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>		Basic Infrastructure	Application Server	Event Management		Event Management AppServer	718	success!	08.03.2016 08:31:33	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		Racir	Annihilation			FreeSpace			08.03.2016		

Up to 5 different criteria – tree structure

Basic Information

Name:	Invalid Objects	Severity:	1
Category 1:	Basic Infrastructure	Support Level:	BSI 1st LEVEL
Category 2:	Database	Operand:	=
Category 3:	Invalid Objects	Threshold Yellow:	0
Category 4:	N/A	Threshold Red:	0
Category 5:	N/A	Unit:	#
Monitor:	SQL - Sys User	Last Execution:	03.05.2016 10:53:42
Contact:	Michael Nagel	Last Duration (ms):	47
<input checked="" type="checkbox"/> Is Active		Success	
<input checked="" type="checkbox"/> Is Reported			

Specific Information

Code:

```
select count(*) from dba_objects where status<>'VALID'
```

Code Additional Info:

```
select object_name,object_type,owner from dba_objects where status<>'VALID'
```

Annotations:

- Up to 5 different criteria – tree structure (points to Category 1-5)
- Specification of the query or code for the checks or additional information (points to Code field)
- Selection of the monitor (points to Monitor field)
- Thresholds green-yellow-red, Severity and Support Level (points to Threshold Yellow, Threshold Red, Severity, and Support Level fields)

New Delete Validate Refresh Reset View Settings

Definition - Freespace

[Check Definition](#) / [Check Result](#) / [Scorecard](#) / [Definition](#)

Definition Preview

Name:* Freespace

Target Object Type:* Check Result

Criteria:

- And
 - Check Defi
 - Day Is grea
 - Day Is less

Direction: High is better

Expression: Min(RESULT)

MeasurementOptions Zones

Range:* This Month To Date

☒ Compare Range To Compare: Last Month To Date

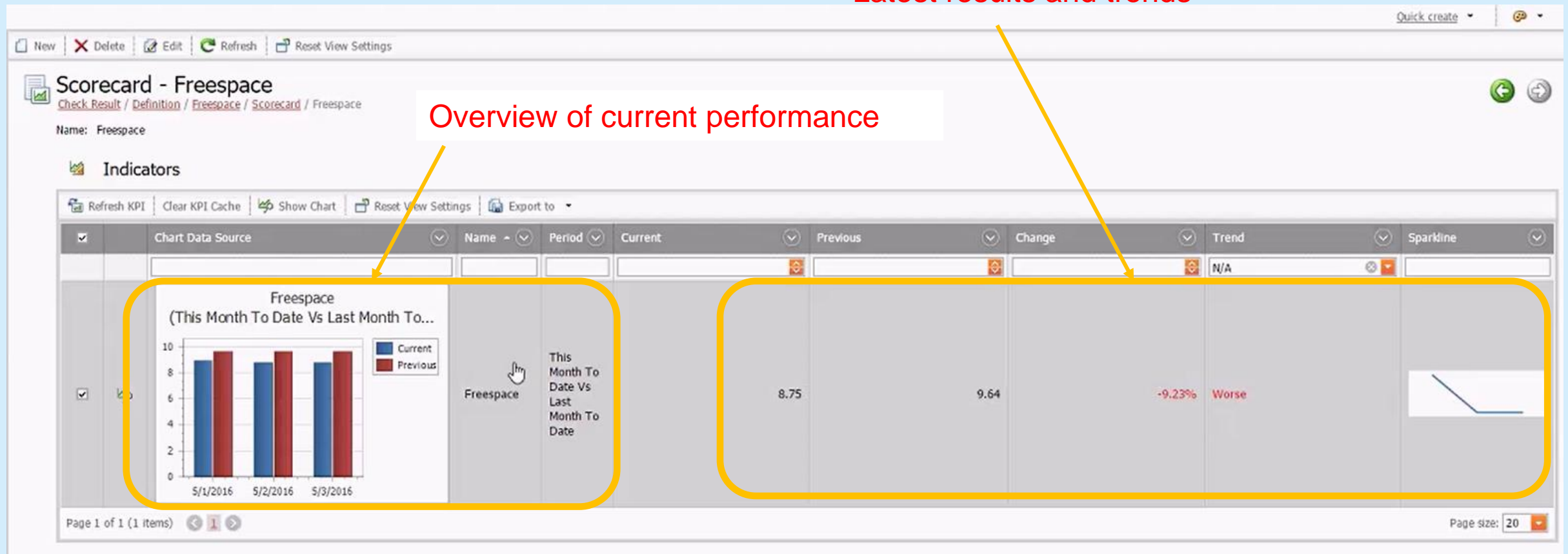
Measurement Frequency: Day

Criteria to be checked

How to evaluate the KPI

Definition of the time range to be considered and compared

Scorecard-View and Trending



Bundling checks within packages



Packages

[Disk Fragmentation AppServer](#) / [Check Definition](#) / [Check Result](#) / [Packages](#) / Packages

Save

Name: BSI DB Checks



Base Check Definitions

New Link Unlink Delete Edit Reset View Settings Export to ▾

<input type="checkbox"/>		Category 3 ▾	Category 4 ▾	Category 5 ▾	Name ▾	Is Active ▾	Is Reported ▾	Severity ▾	Support Level ▾	Operand ▾
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>					Message Queue	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	BSI 1st LEVEL	=
<input type="checkbox"/>		Erase			T-Log Erase	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	BSI 1st LEVEL	=
<input type="checkbox"/>		Errors			T-Log Errors	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	BSI 1st LEVEL	=
<input type="checkbox"/>		Size			T-Log Size	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	BSI 1st LEVEL	<
<input type="checkbox"/>		Translation Entries			Translation Entries	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	BSI 1st LEVEL	=
<input type="checkbox"/>		Translation Scripts			Translation Scripts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1	BSI 1st LEVEL	=

Page 1 of 1 (6 items)



Monitor

[Packages](#) / [Category](#) / [Michael Nagel](#) / [Contact](#) / Monitor

Type ▾

		Name	Description	Category 1
Type: SQL				
<input type="checkbox"/>		SQL - FP-DEMO-2		PROD
<input type="checkbox"/>		SQL - Sys User	This monitor executes SQL statements in the fp-demo-2 database with the user "OperationalCockpit"	
Type: VBScript				
<input type="checkbox"/>		VBS - Webserver	This monitor can execute VBScript code on the webserver.	
<input type="checkbox"/>		VBS - DB Server	This monitor can execute VBScript code on the database server.	
<input type="checkbox"/>		AppServer03		PROD
<input type="checkbox"/>		VBS - DEV-10-NAGEL	This monitor can execute VBScript code on DEV-10-NAGEL.	
<input type="checkbox"/>		VBS - Application Server	This monitor can execute VBScript code on the application server.	

Page 1 of 1 (9 items)



A comprehensive checkup

- ✓ Completely Automated
- ✓ Monitoring on
 - CA BSI Service
 - IIS/Web Services
 - Windows servers
 - Database
- ✓ By having regular Reports IT staff or SLA Manager can have a daily view or on demand view of the system health
- ✓ Predictive Algorithm can be applied to identify data forecasting, capacity forecasting etc.
- ✓ Alerts can be configured and sent at breaches or defined intervals
- ✓ Can be configured easily

AUTOMATED



easy!

managing the complexity -
service for success

Thank you

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