fusionPOINT
service for success

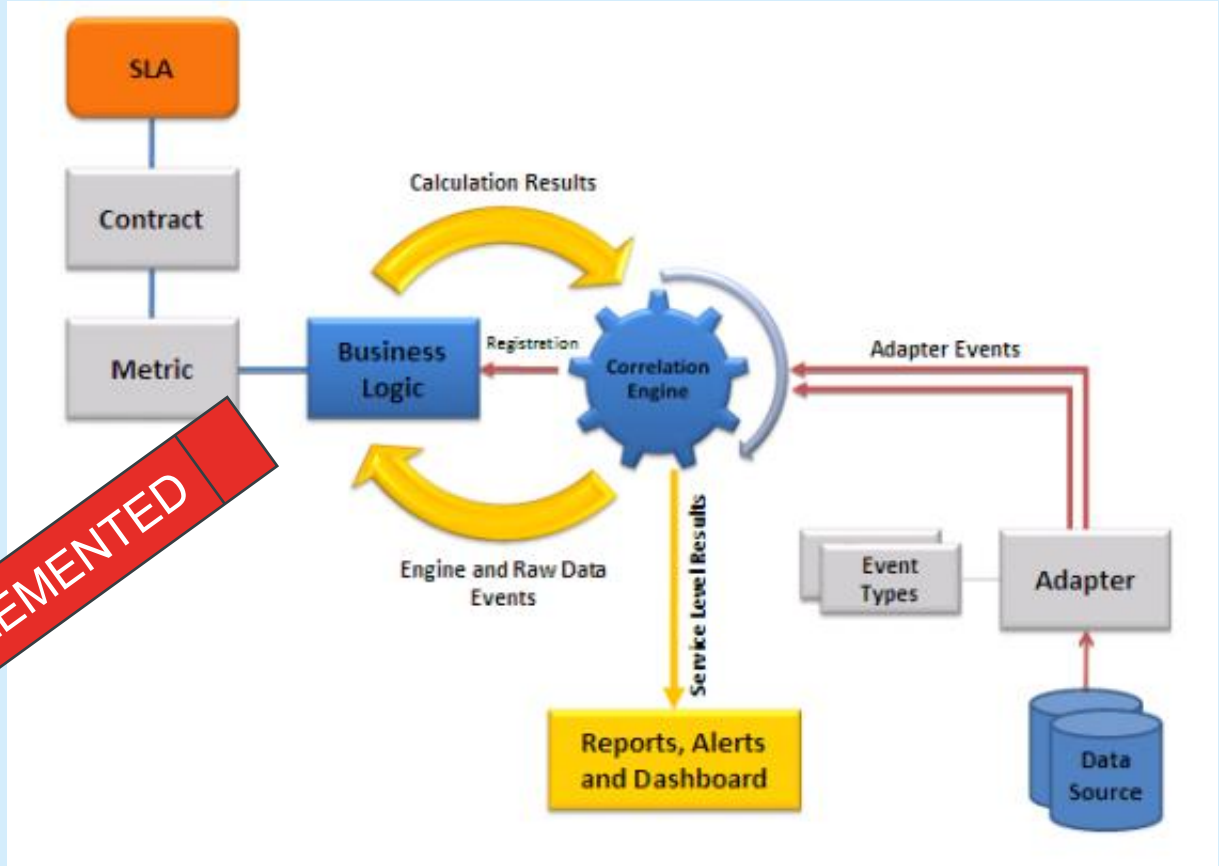
Operational Cockpit

Simplifying Business Operations

The World of SLA Management

- ✓ 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

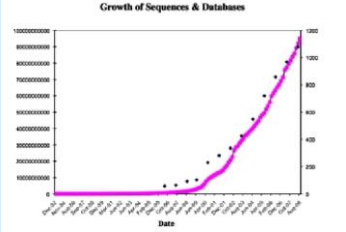
Action Oriented

Delighted Customer

Management Happy

And a Happy SLA Manager

But after a few months



Increasing Data

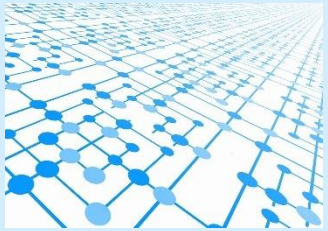
Bad Data Quality

Increasing Customers

Obsolescence

Increasing Change Requests

More Interfaces



And now

Incorrect Reports

Late Reports

Too Many Alerts

Firefighting

Dissatisfied Customer

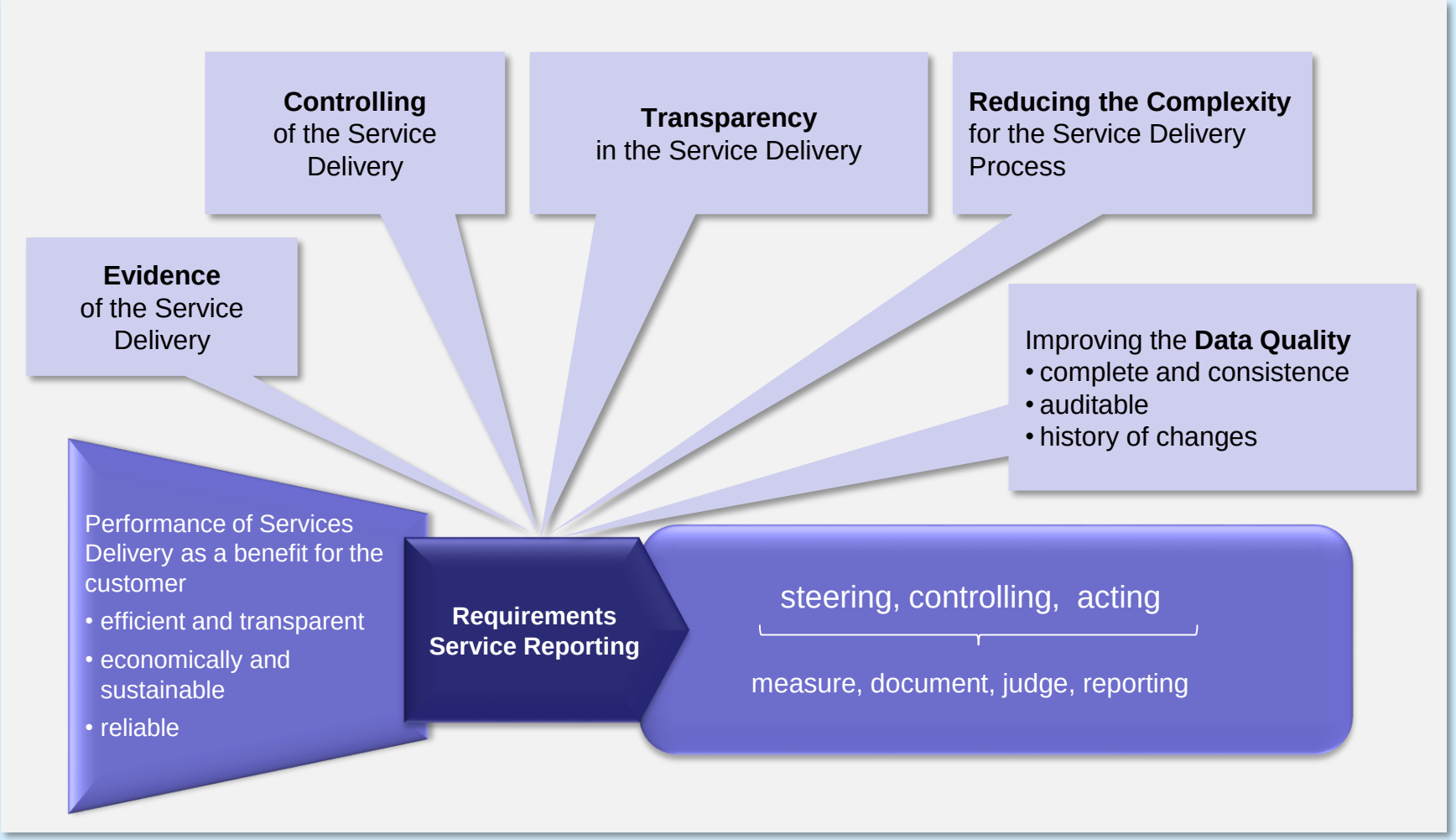
Management Angry

Sad SLA Manager

So what went Wrong

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

Requirements for Service Reporting

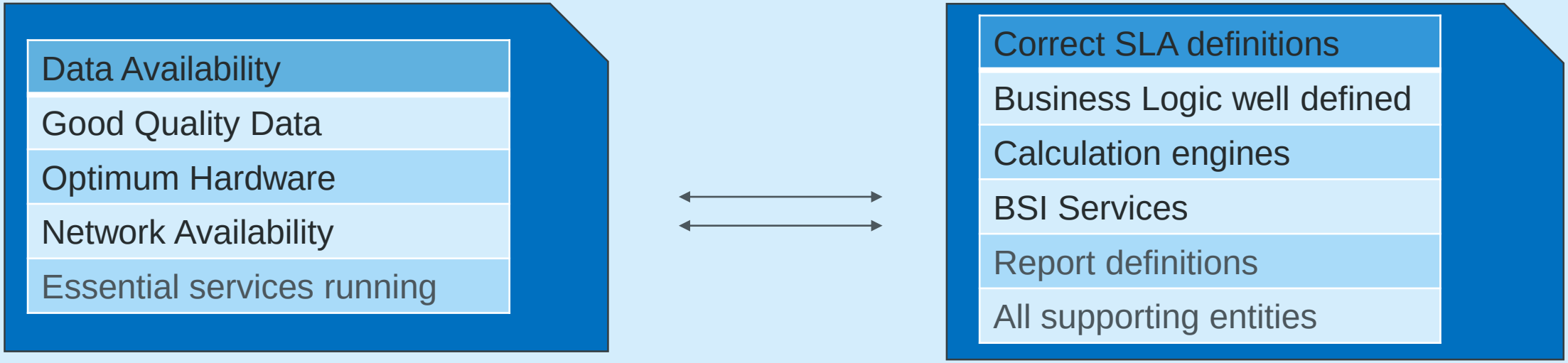


The solution

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

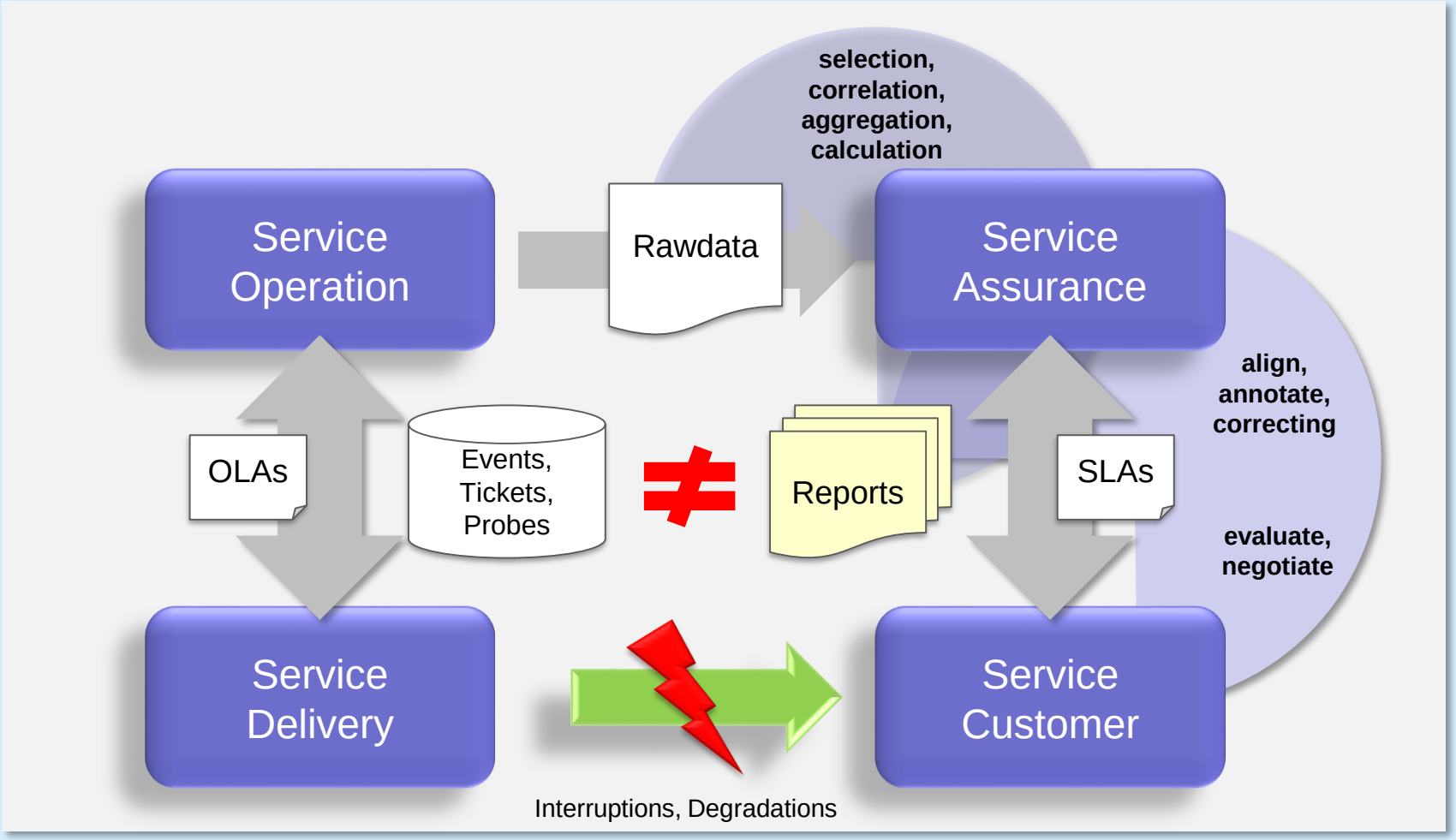
"Operational Cockpit"

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.

Service Delivery and Service Assurance



Motivation

- 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

Implementation

- 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

Operational Cockpit - Architecture

Scorecards / Dashboarding

External connections

Operational Cockpit

Operational Aggregator

fP Monitors

SQL Monitors

MySQL

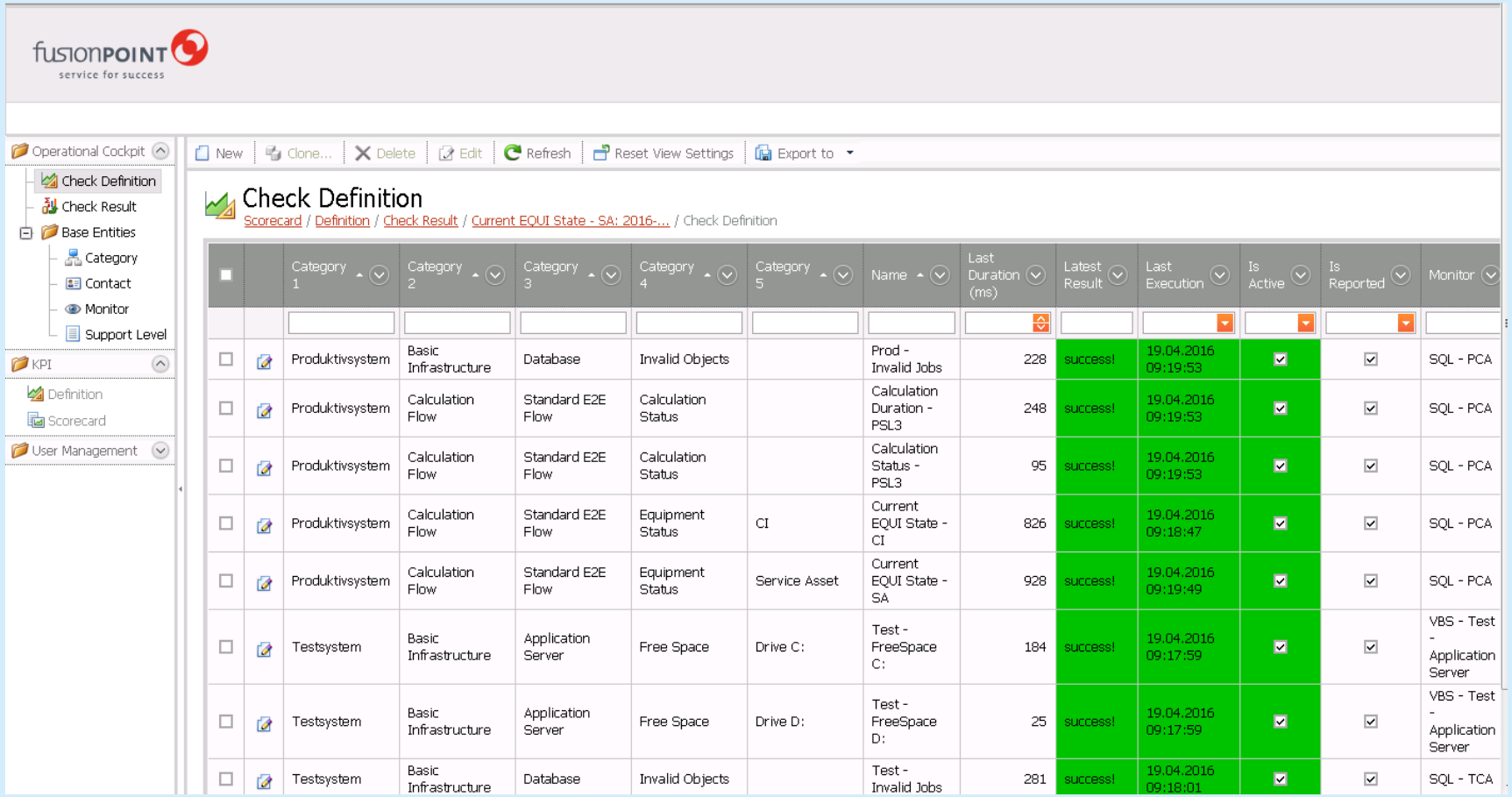
Microsoft SQL Server

IBM DB2

ORACLE

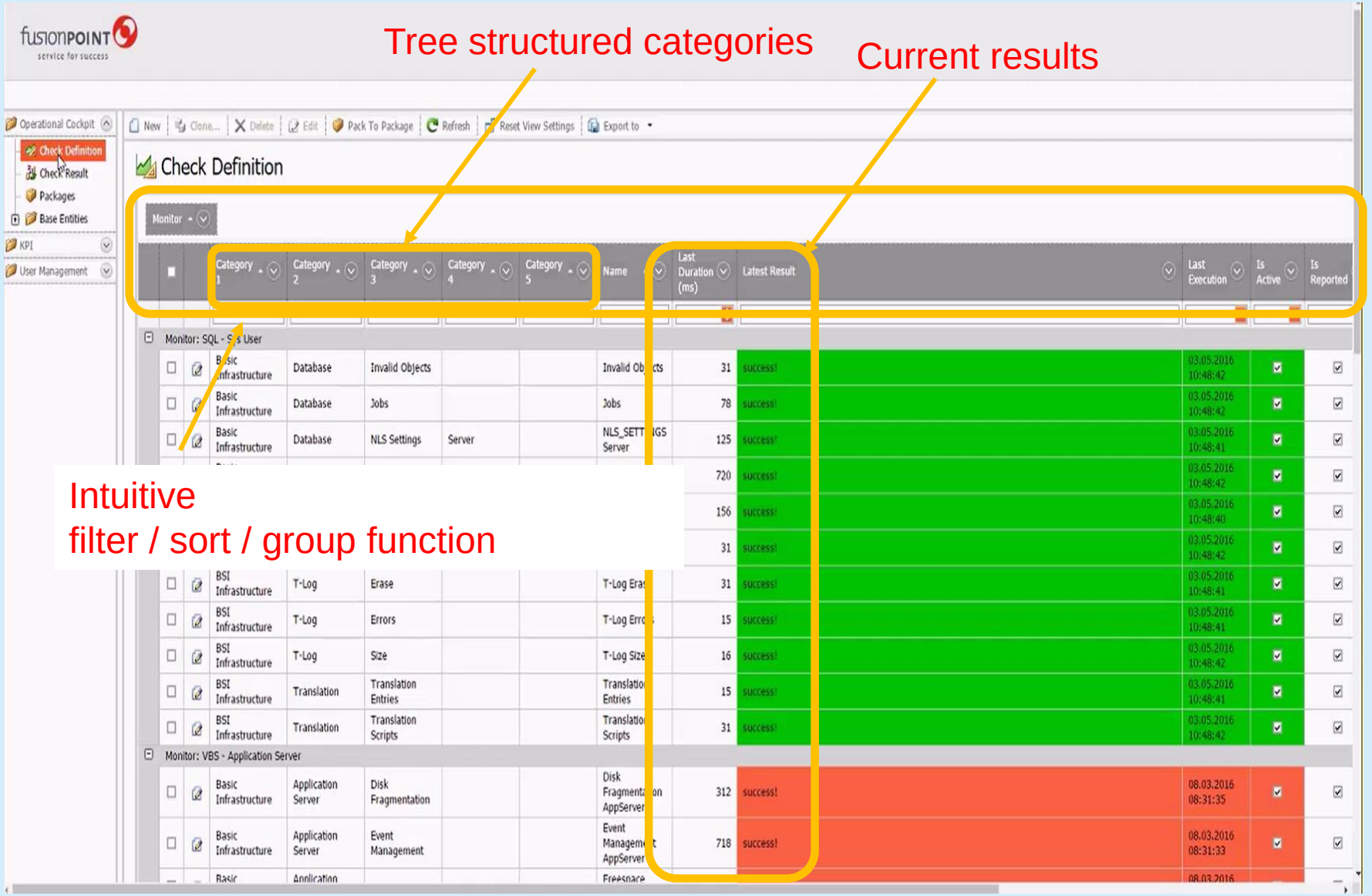
Script Monitors

SLA Portal – Check Definition

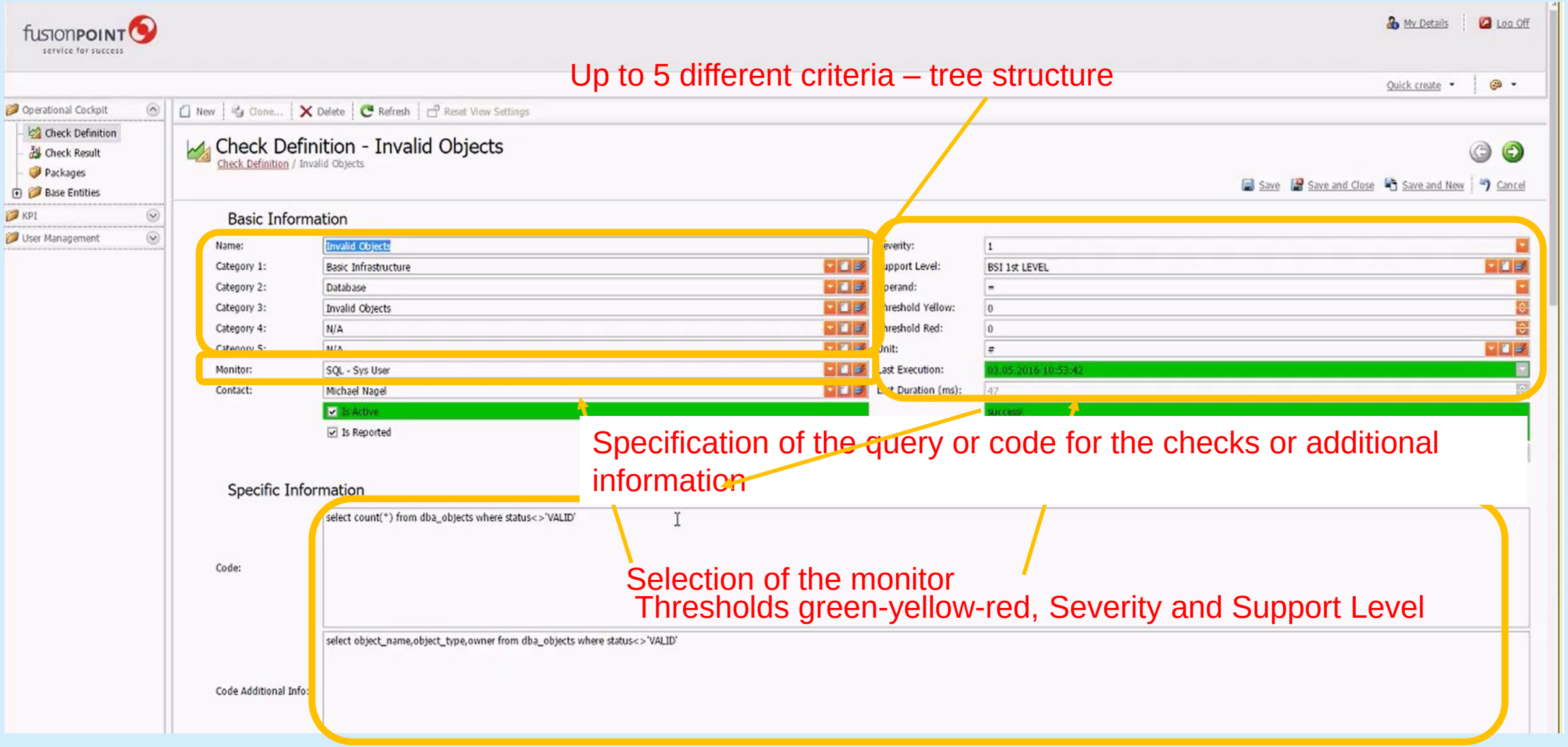


Category 1	Category 2	Category 3	Category 4	Category 5	Name	Last Duration (ms)	Latest Result	Last Execution	Is Active	Is Reported	Monitor
Produktivsystem	Basic Infrastructure	Database	Invalid Objects		Prod - Invalid Jobs	228	success!	19.04.2016 09:19:53	☑	☑	SQL - PCA
Produktivsystem	Calculation Flow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

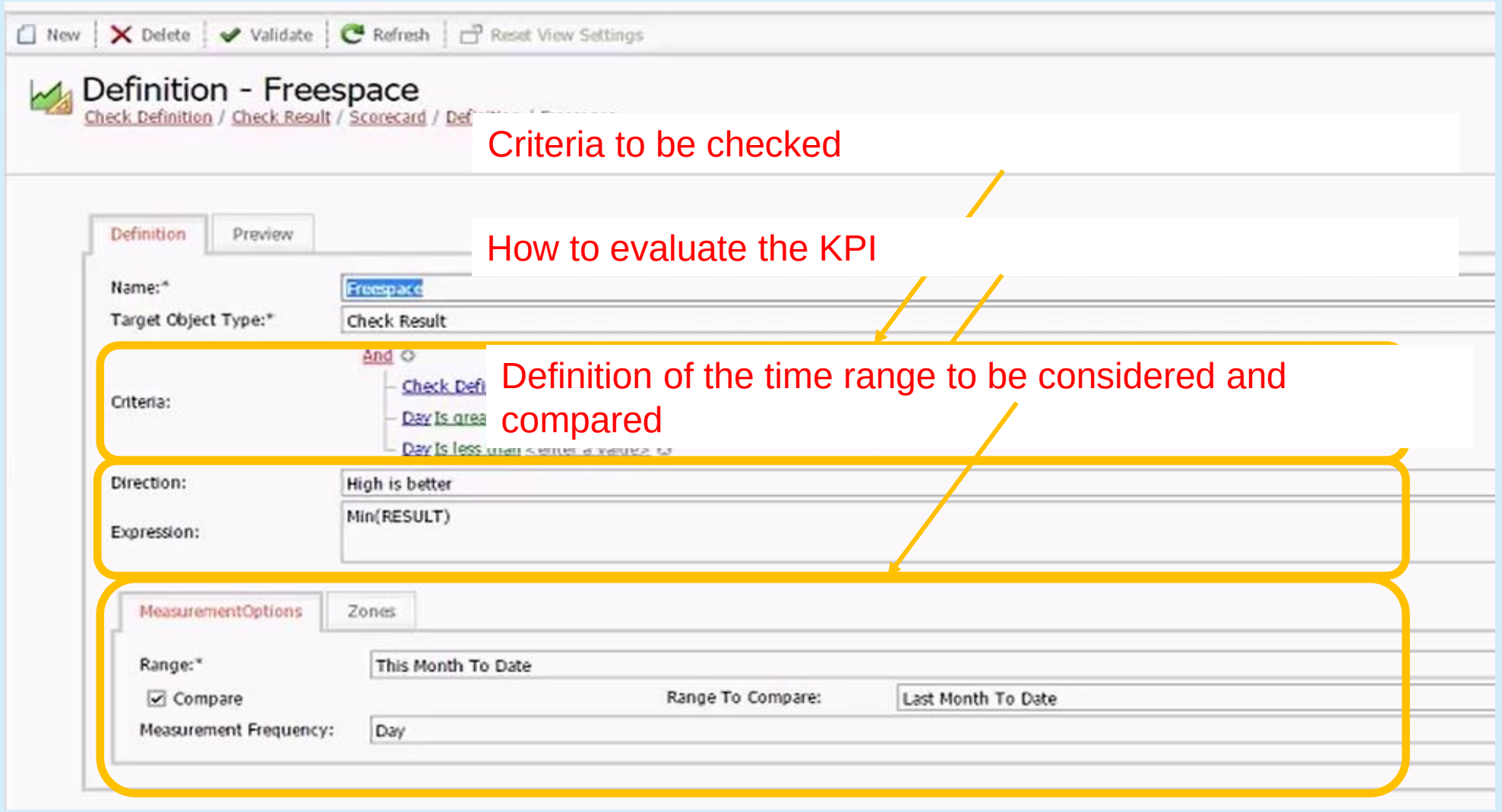
Check Definition



Check Definition



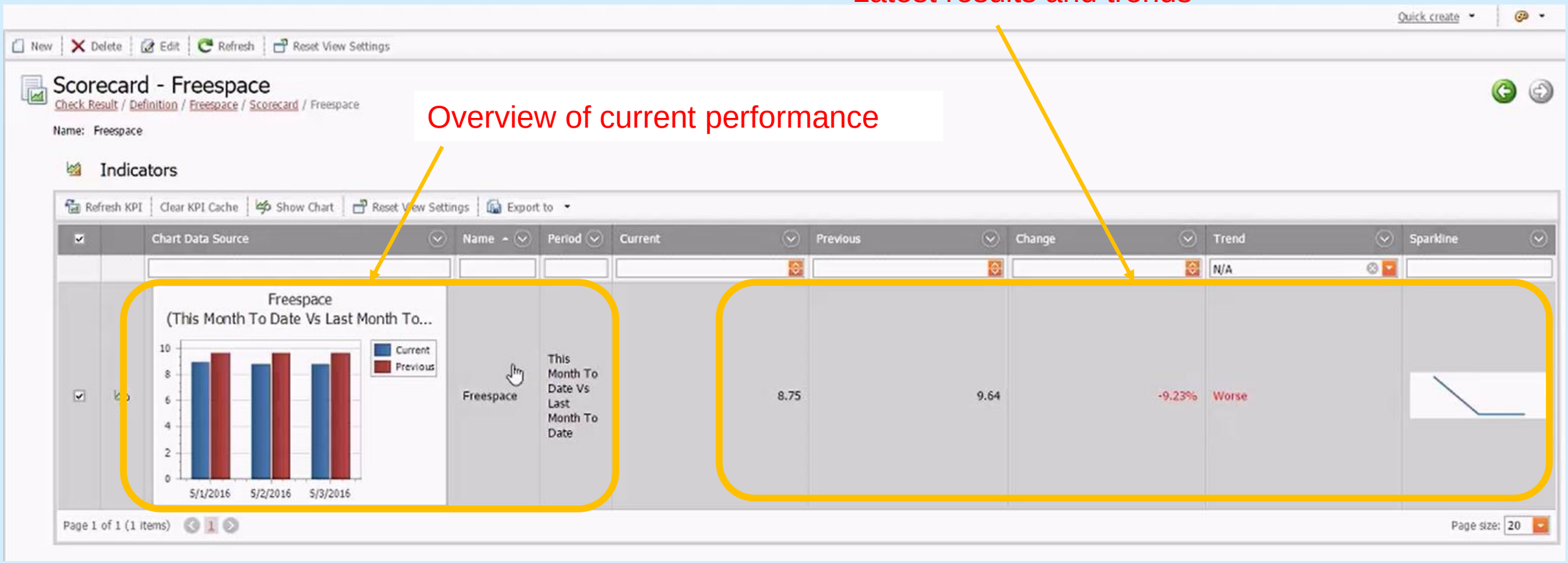
KPI-Definition



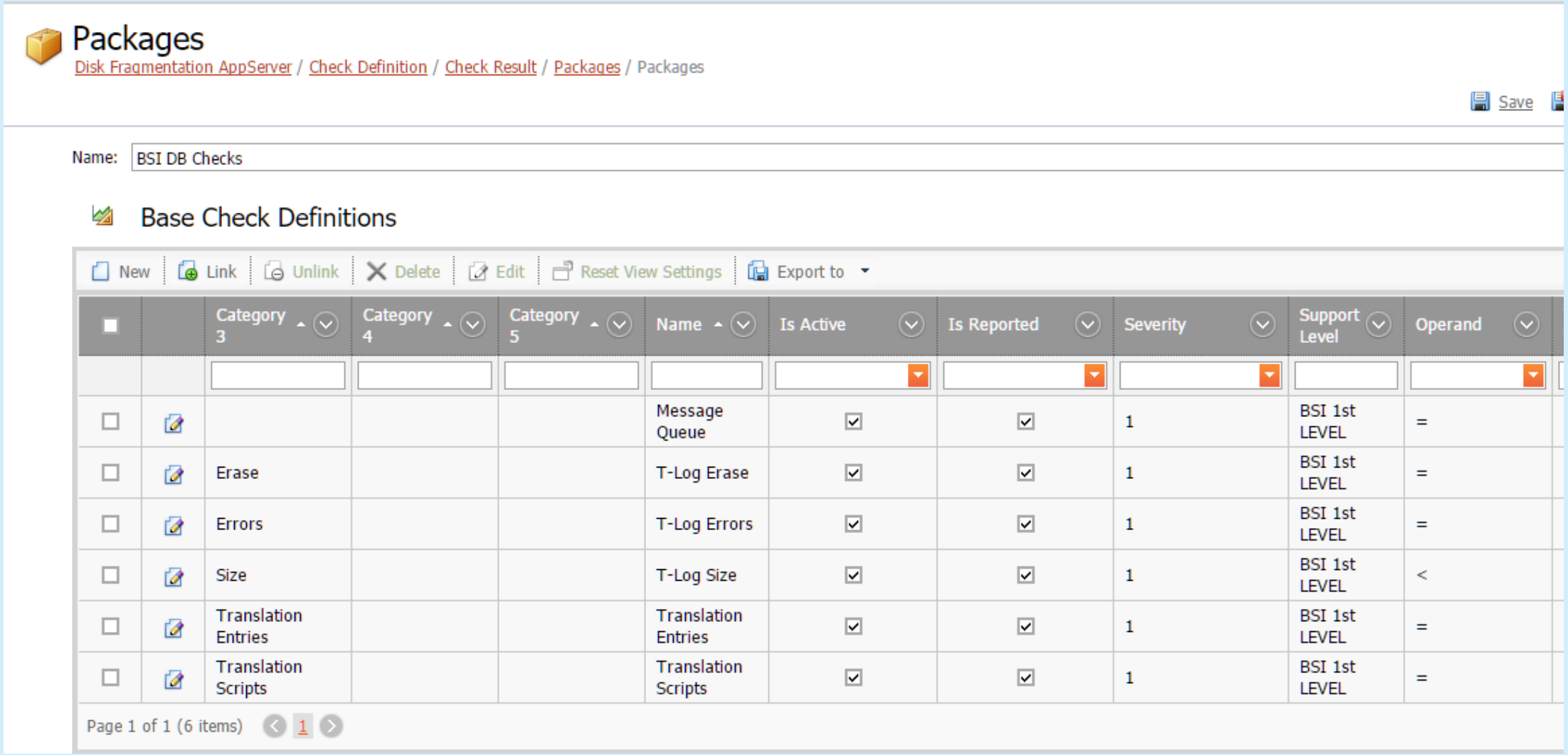
Scorecard-View and Trending

Latest results and trends

Overview of current performance



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

Category 3	Category 4	Category 5	Name	Is Active	Is Reported	Severity	Support Level	Operand
			Message Queue	☑	☑	1	BSI 1st LEVEL	=
Erase			T-Log Erase	☑	☑	1	BSI 1st LEVEL	=
Errors			T-Log Errors	☑	☑	1	BSI 1st LEVEL	=
Size			T-Log Size	☑	☑	1	BSI 1st LEVEL	<
Translation Entries			Translation Entries	☑	☑	1	BSI 1st LEVEL	=
Translation Scripts			Translation Scripts	☑	☑	1	BSI 1st LEVEL	=

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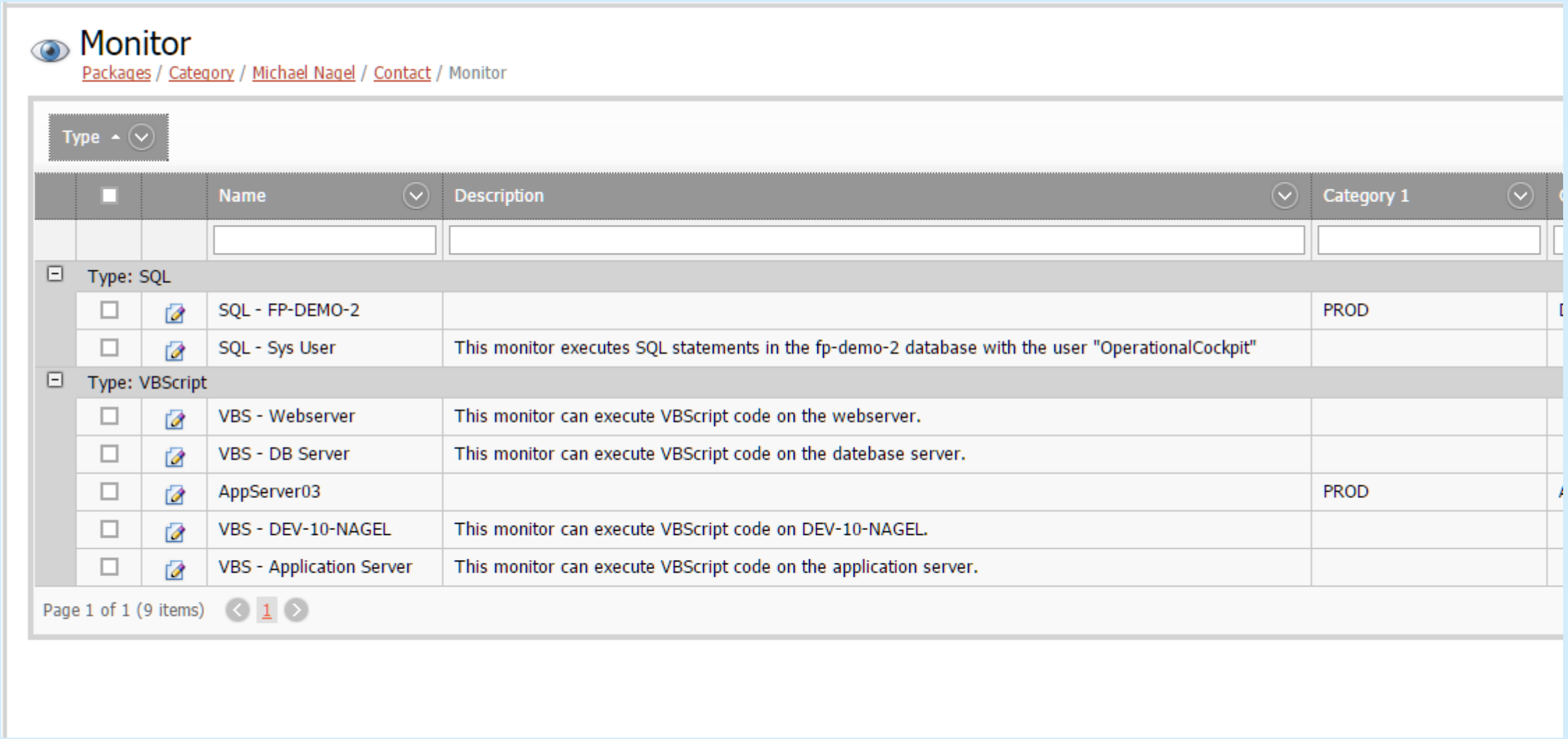
Monitor definition



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

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managing the complexity -

service for success

Thank you