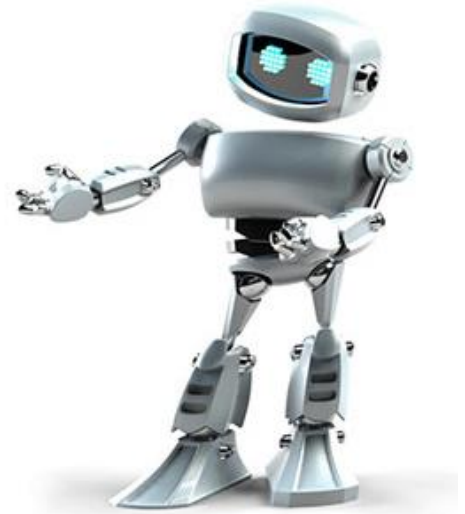


CA Technologies



Unified Infrastructure Management
erweitern Sie die E2E- mit der T2B-Sicht

Armin Groß

10. Dez 2015

Service Assurance

Service Operations Insight

Infrastructure Monitoring

Systeme
Anwendungen
Virtuell
Umgebung
Storage
SAP

Spectrum Network Monitoring

SNMP
Geräte
Layer 2 Scan
Root Cause
Configuration
Update
MPLS

Application Performance Monitoring

Byte Cide
Injection
Java
.NET
SAP
Performance
Analyse

Unified Infrastructure Management



- Anwendungen
- Server
- Netzwerk
- Storage
- Energie, Kühlung
- RZ-Kapazität / -Inventar

Unified Infrastructure Management - Probe Packs

Server

Betriebssysteme,
Parameter

Network

Router, Switches,
SNMP

Service Resp.

Performance,
End-to-End

SAP

SAP Umgebung,
Parameter, Status

Server Appl.

Server, Datenbanken,
Anwendungen

Storage

Speichersysteme

DCIM

RZ Infrastruktur, Verbrauch,
Kühlung, Platz

Ping

Verbindungen, TCP Services

Flow Analyse

Netflow, Analyse des IP-Verkehrs

Am Bedarf orientierter
modularer Einsatz

=>

Transparente Lizenzierung

Szenario

- Problem erkennen

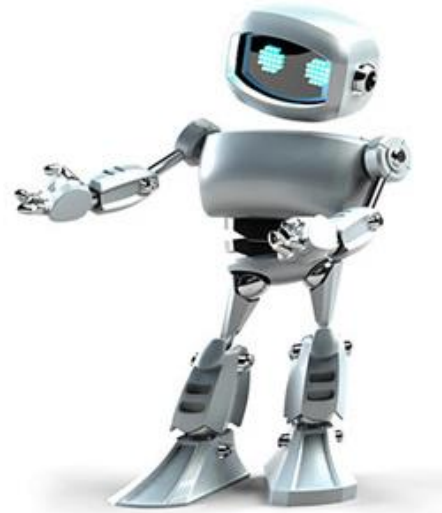
- SAP antwortet langsam
- Anwender öffnet Helpdesk-Ticket

- Ursache finden

- Analyse der Umgebung – Client / Server / weitere Infrastruktur
- Einheitliche Sicht auf alle Technologien

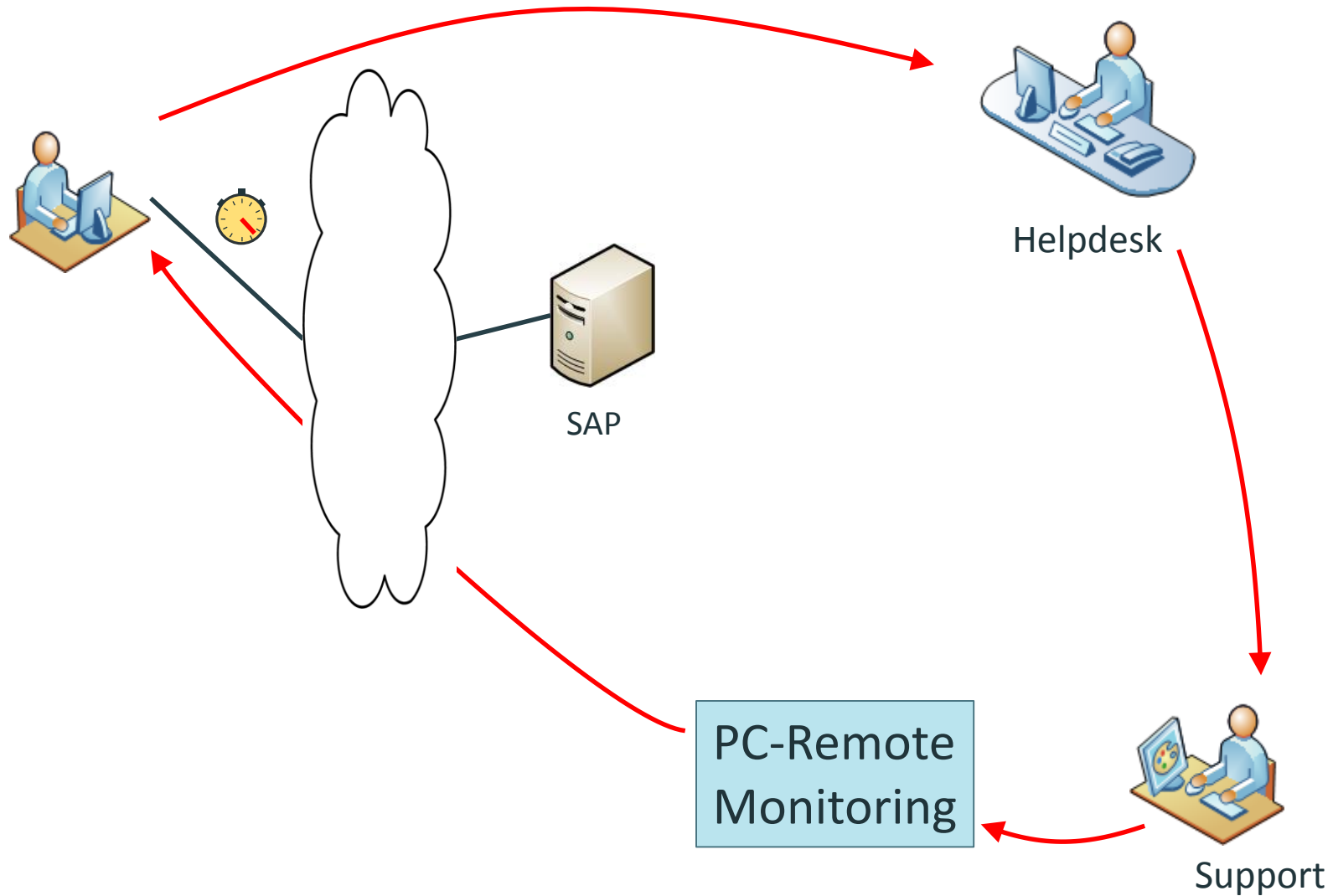
- Proaktiv handeln

- Zukünftig nicht auf Störungen warten, um sie dann zu beheben
- Anzeichen vorzeitig durch geeignetes Beobachten erkennen und gegensteuern



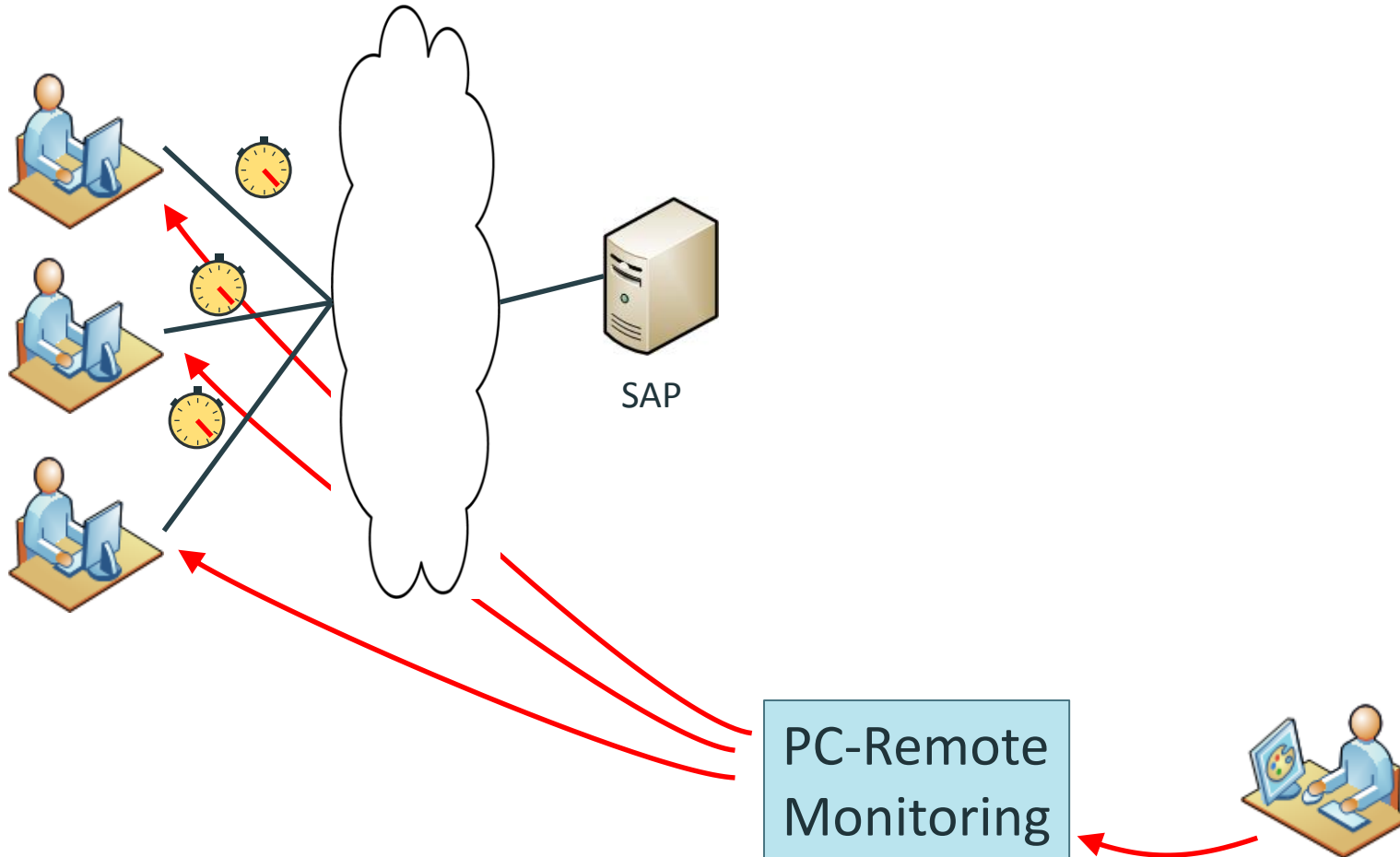
Anwender muss auf Anwendung warten

Helpdesk – Support - erste Analyse

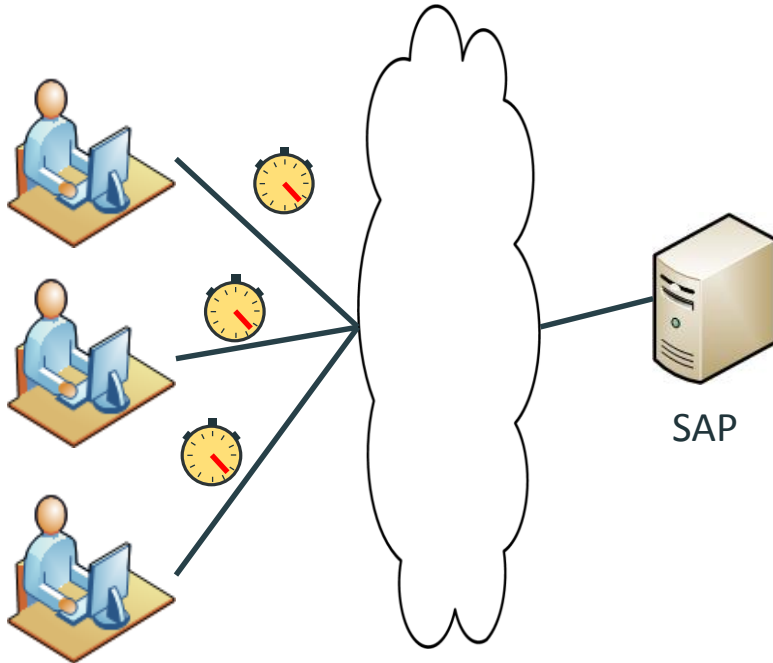


Alle Anwender haben das gleiche Problem

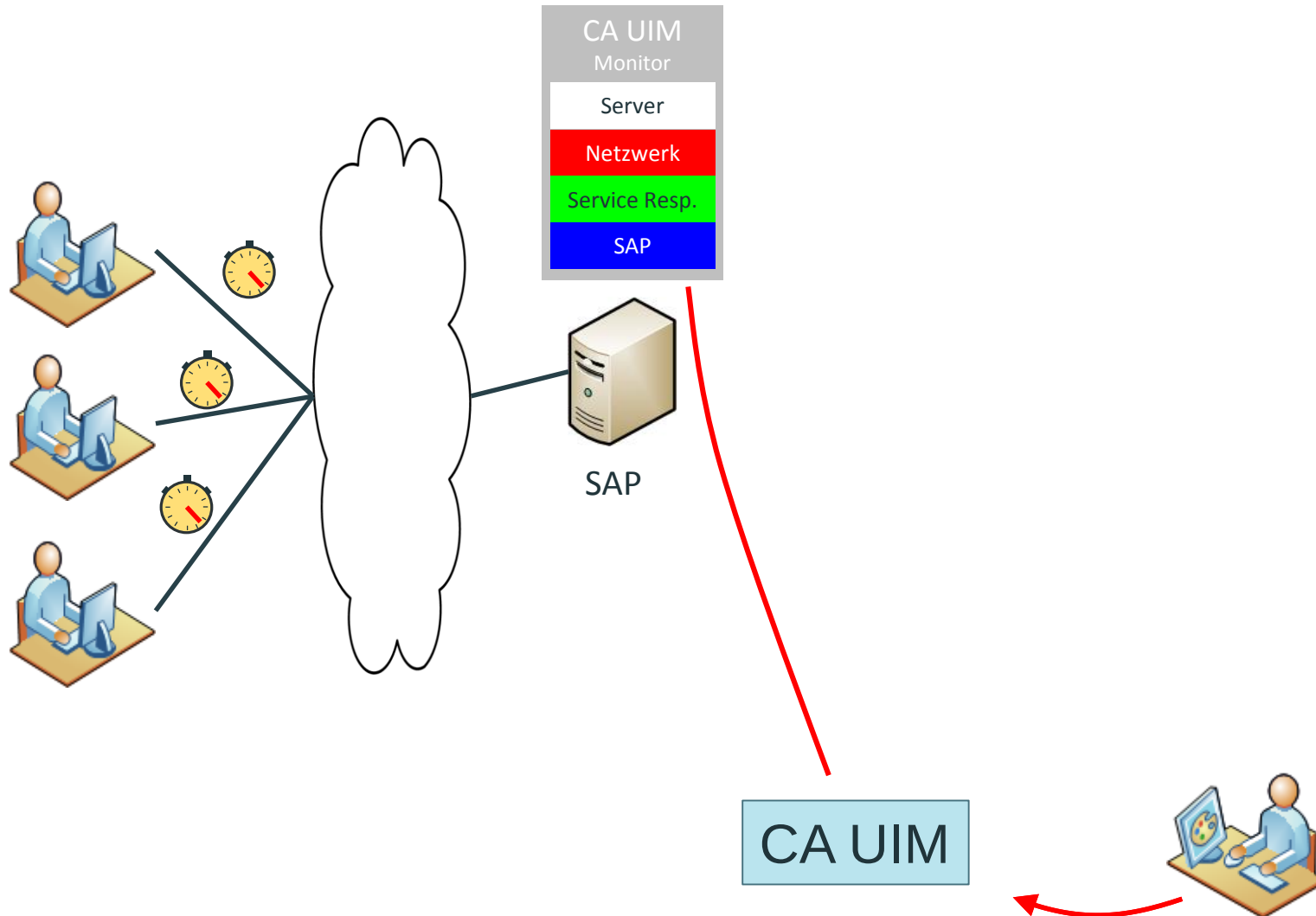
PC-Remote Monitoring hilft bei der Analyse am Desktop



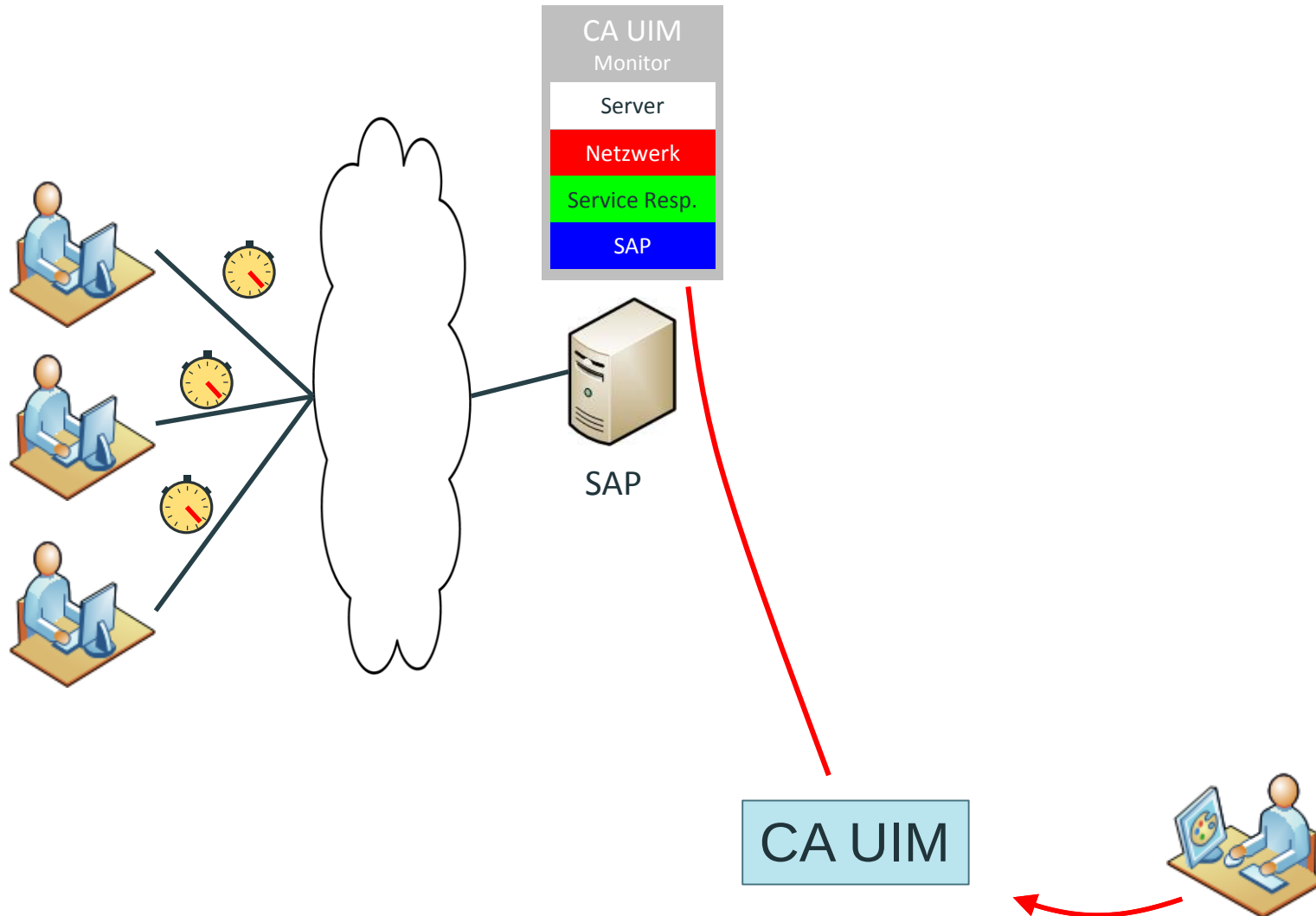
Problemursache nicht an Desktops –wie geht es weiter?



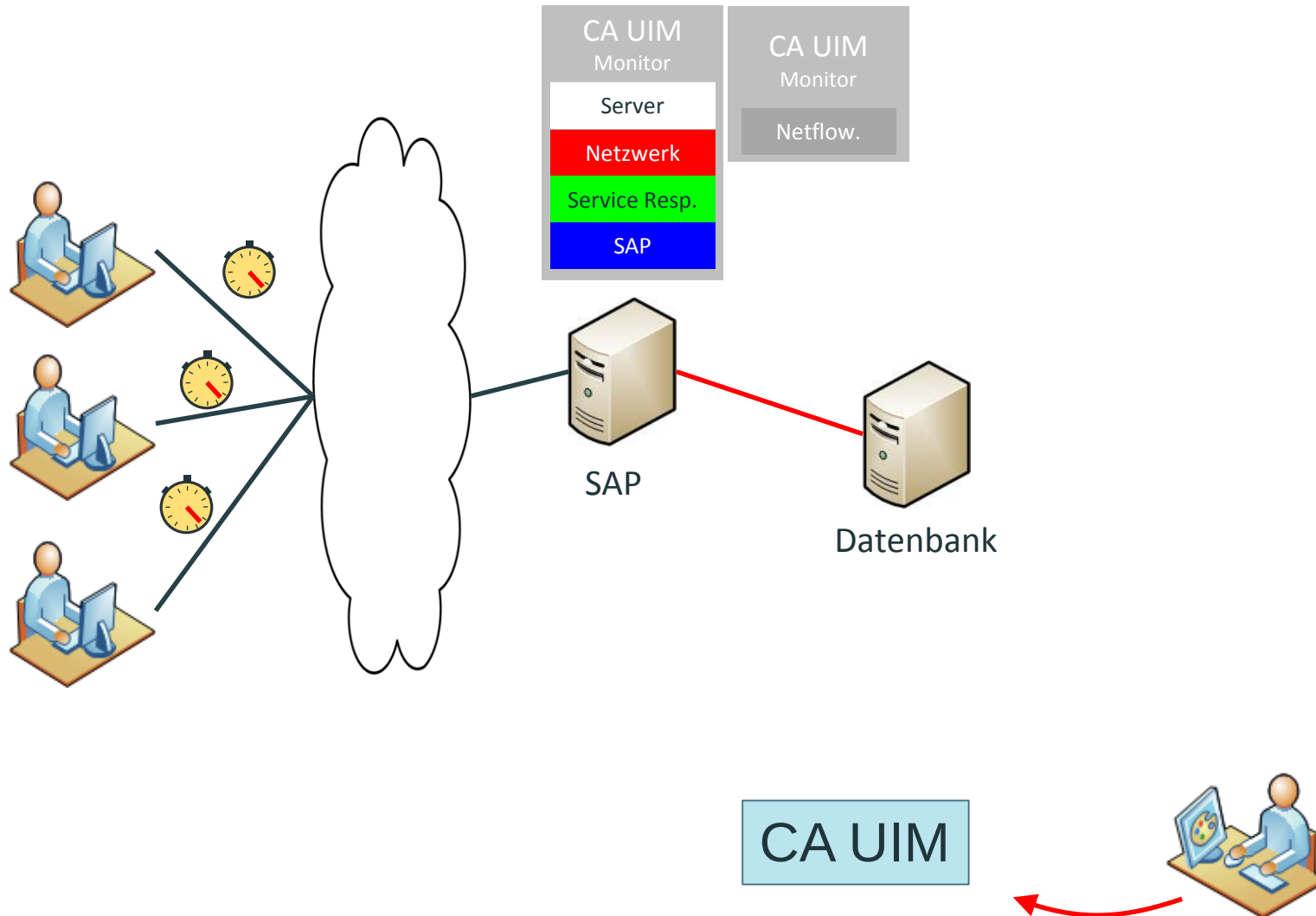
Unified Infrastructure Management überwacht die SAP Umgebung und deren Antwortverhalten



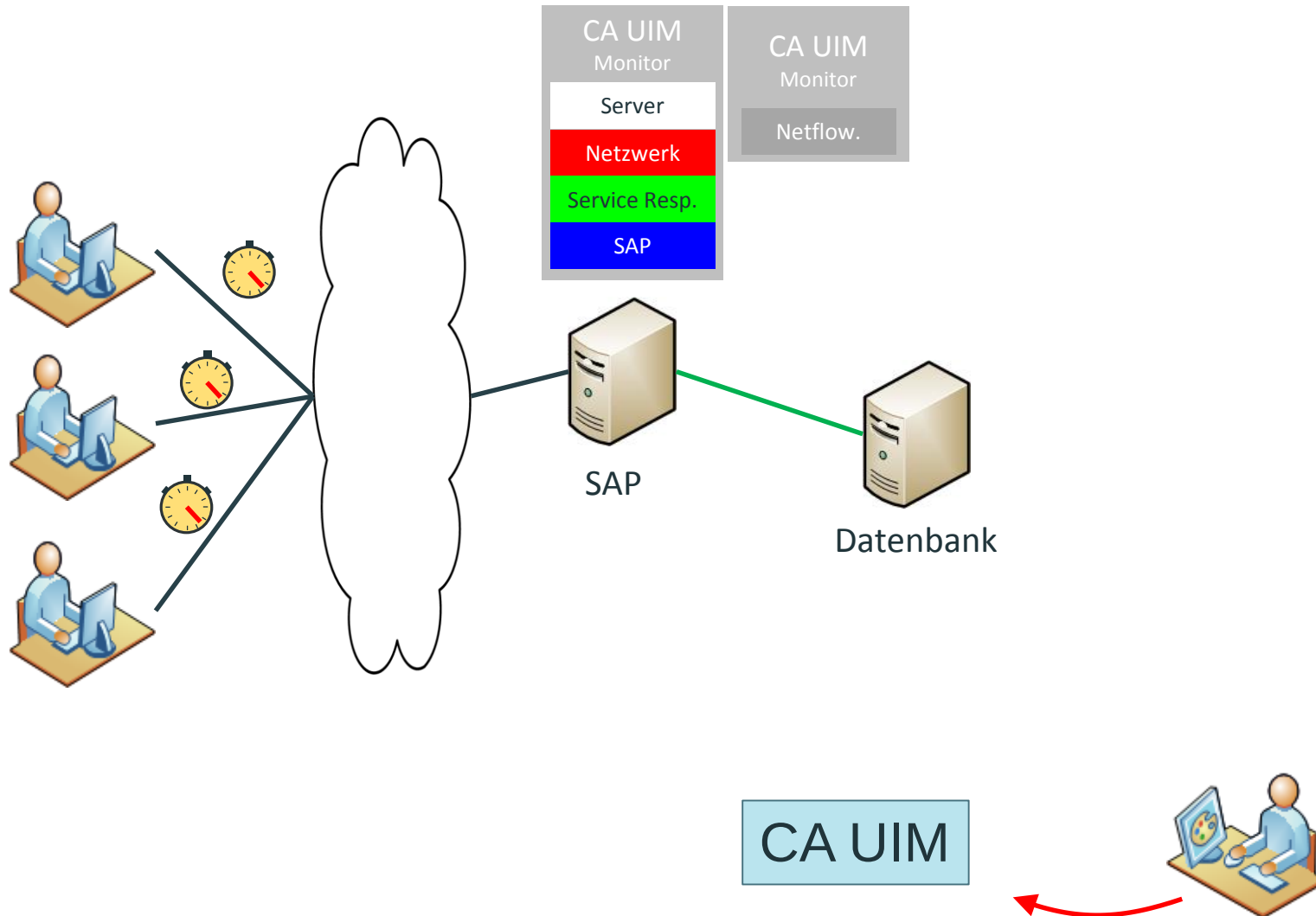
Unified Infrastructure Management stellt fest: SAP hat ebenfalls Wartezeiten! → Ursache?



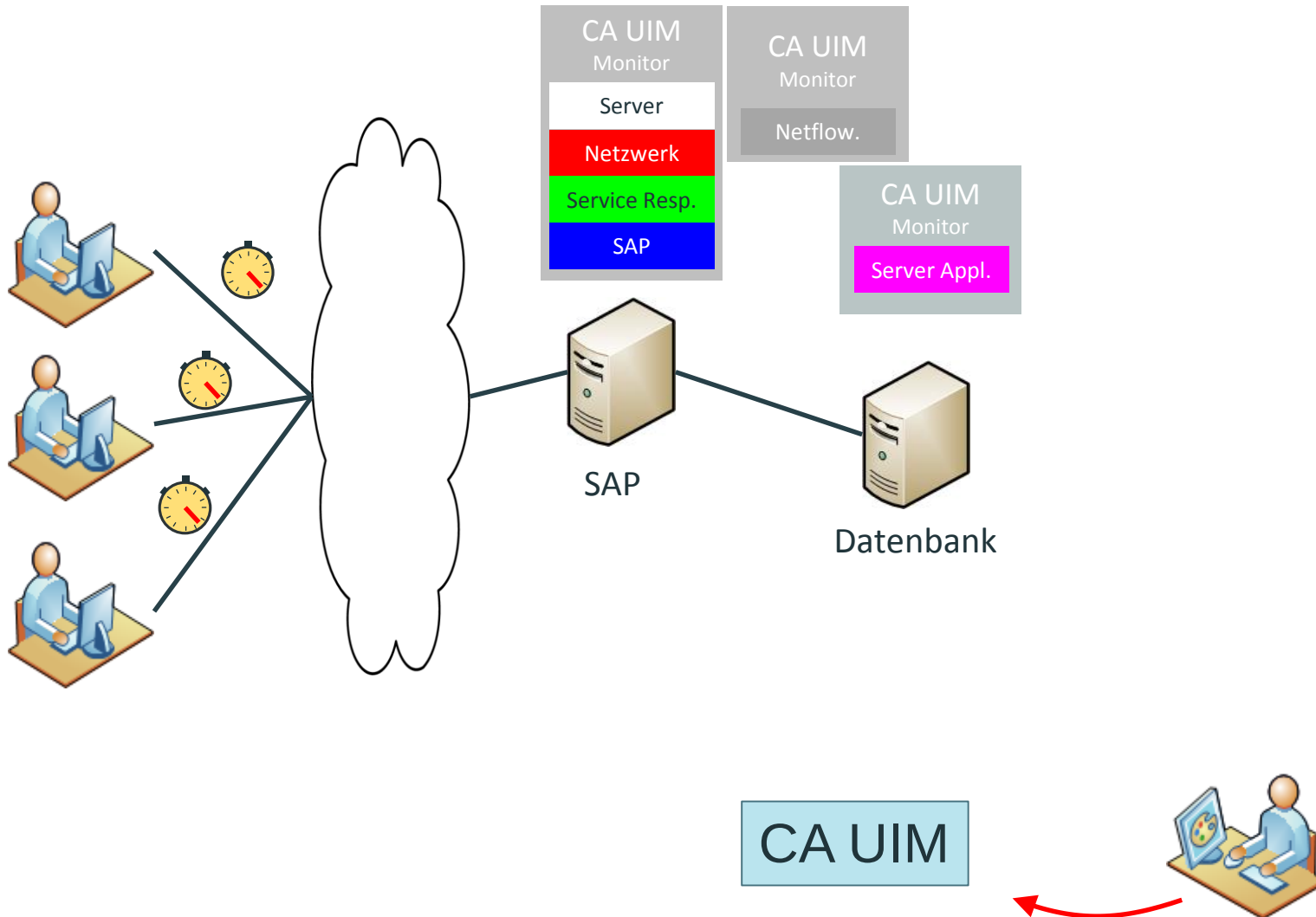
Unified Infrastructure Management analysiert die Bandbreitenauslastung



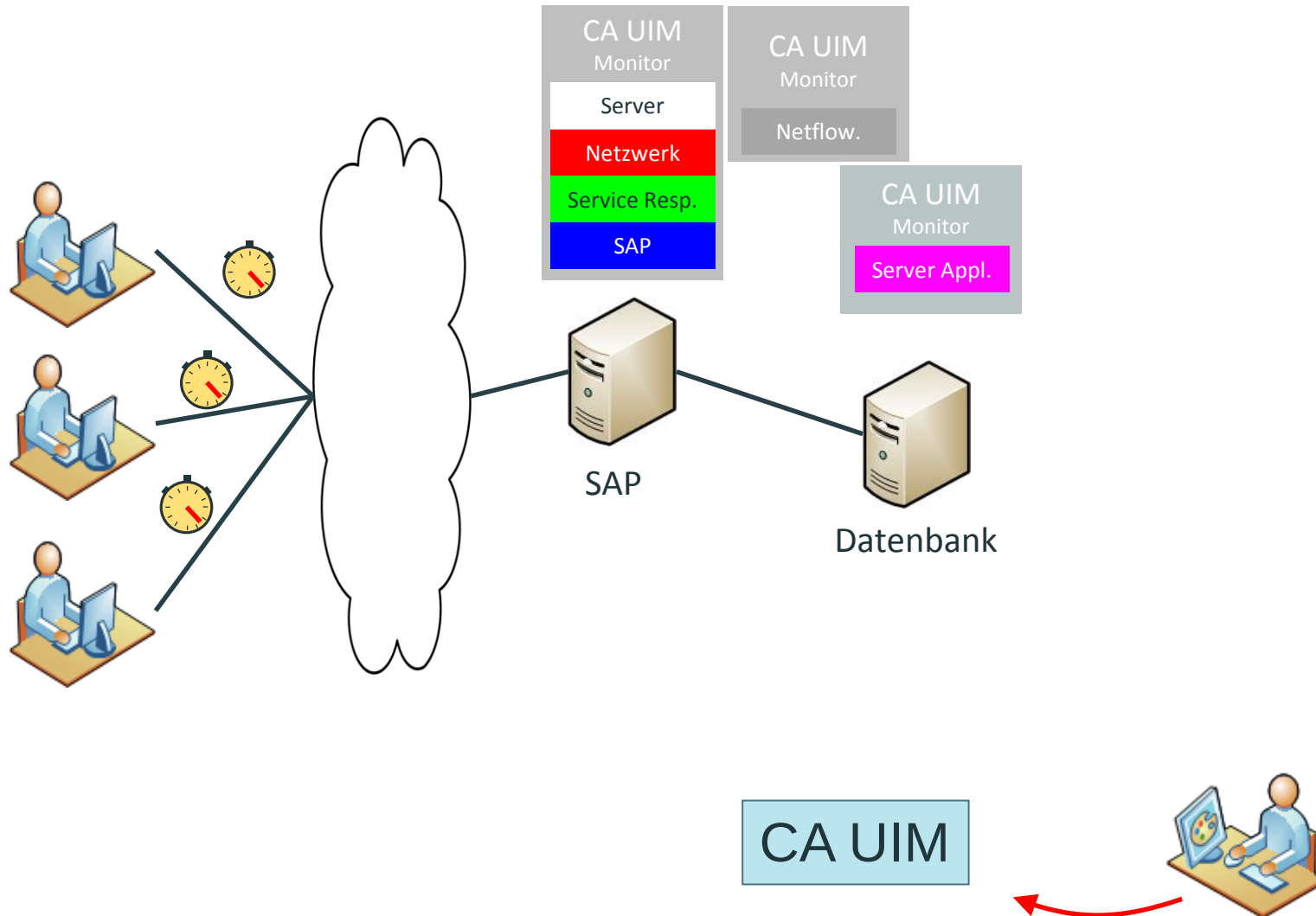
Unified Infrastructure Management stellt fest: Bandbreite nicht ausgelastet → Was nun?



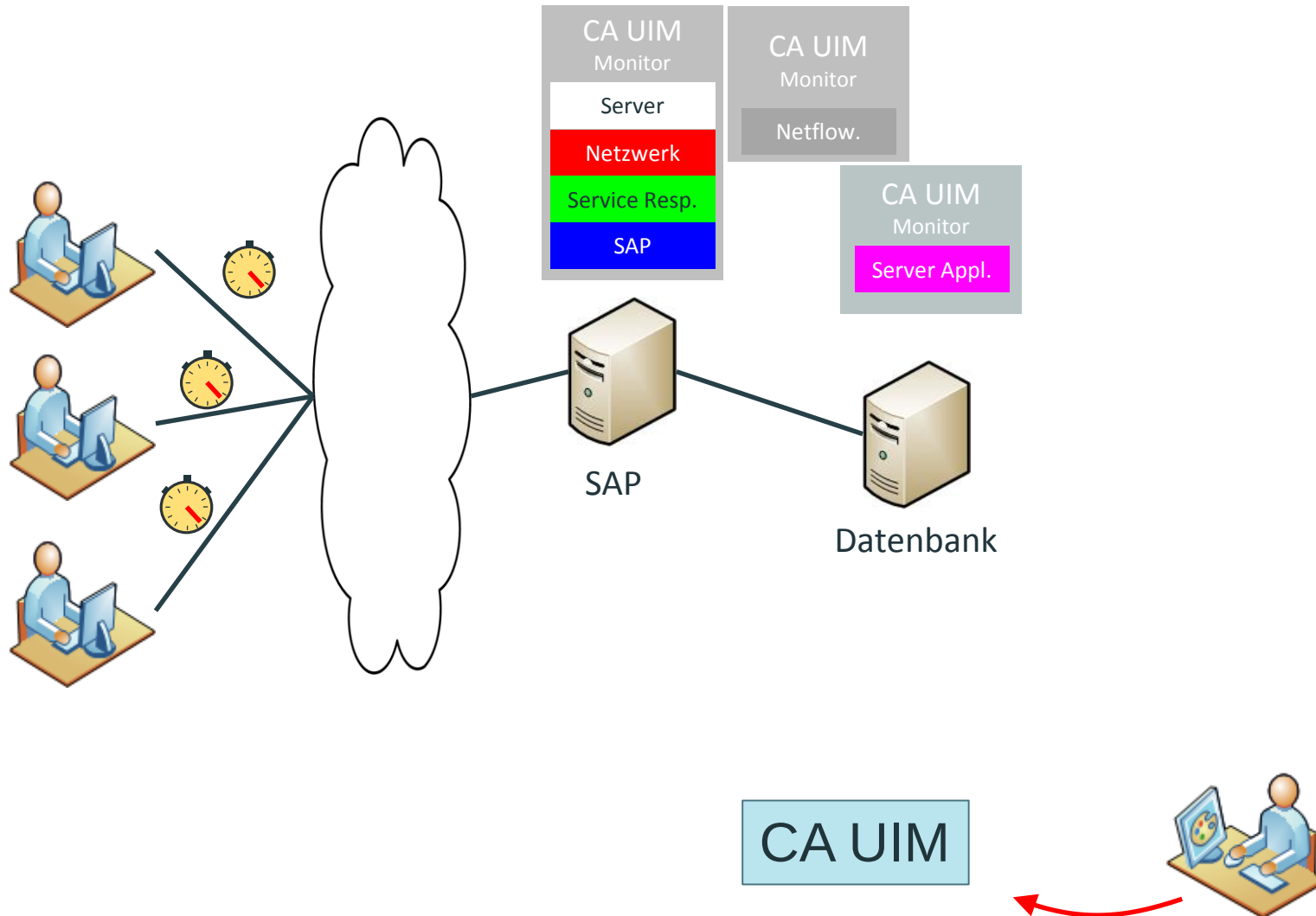
Unified Infrastructure Management analysiert Informationen aus Datenbank



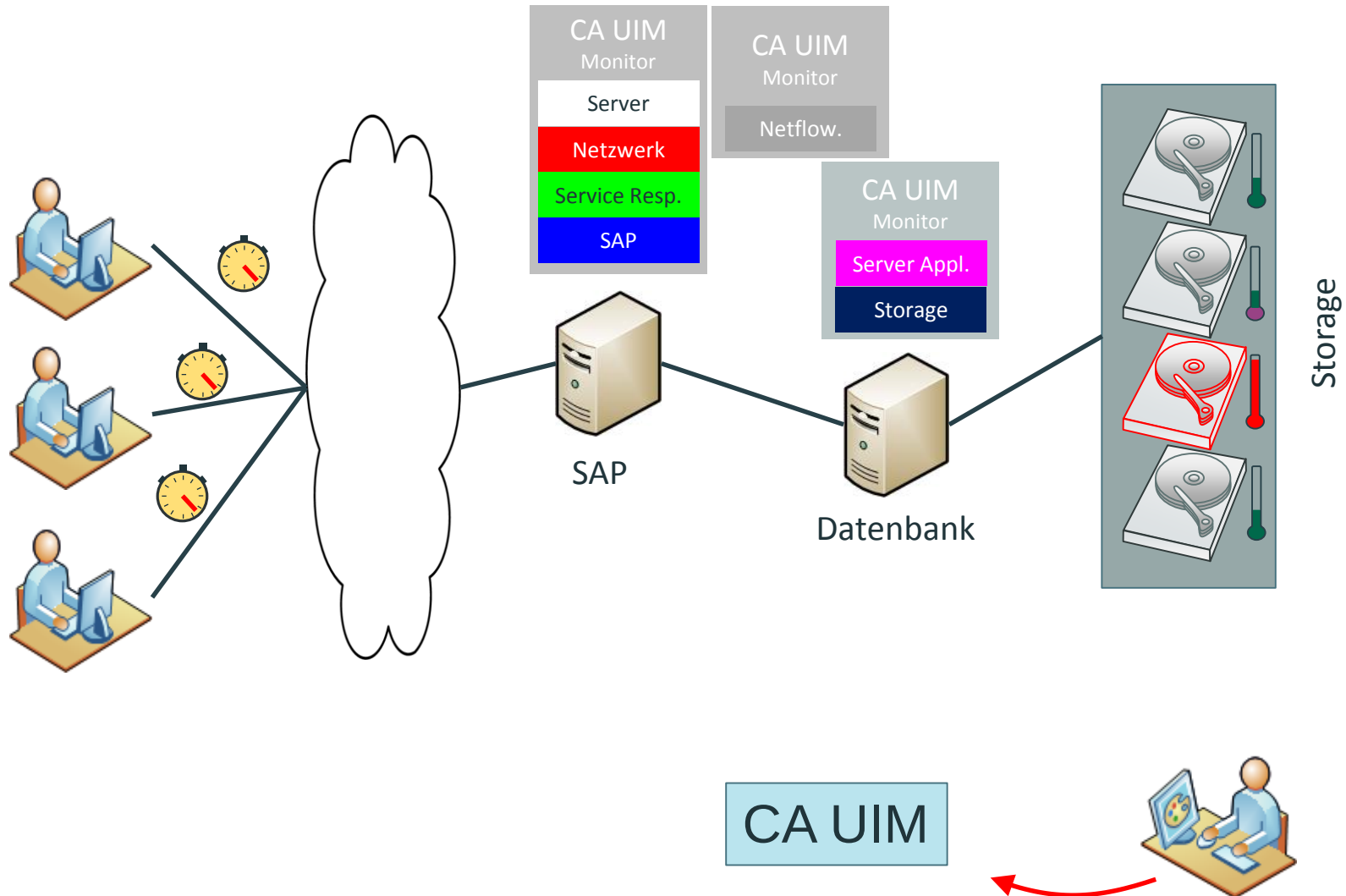
Unified Infrastructure Management stellt fest: Datenbank langsam → Ursache?



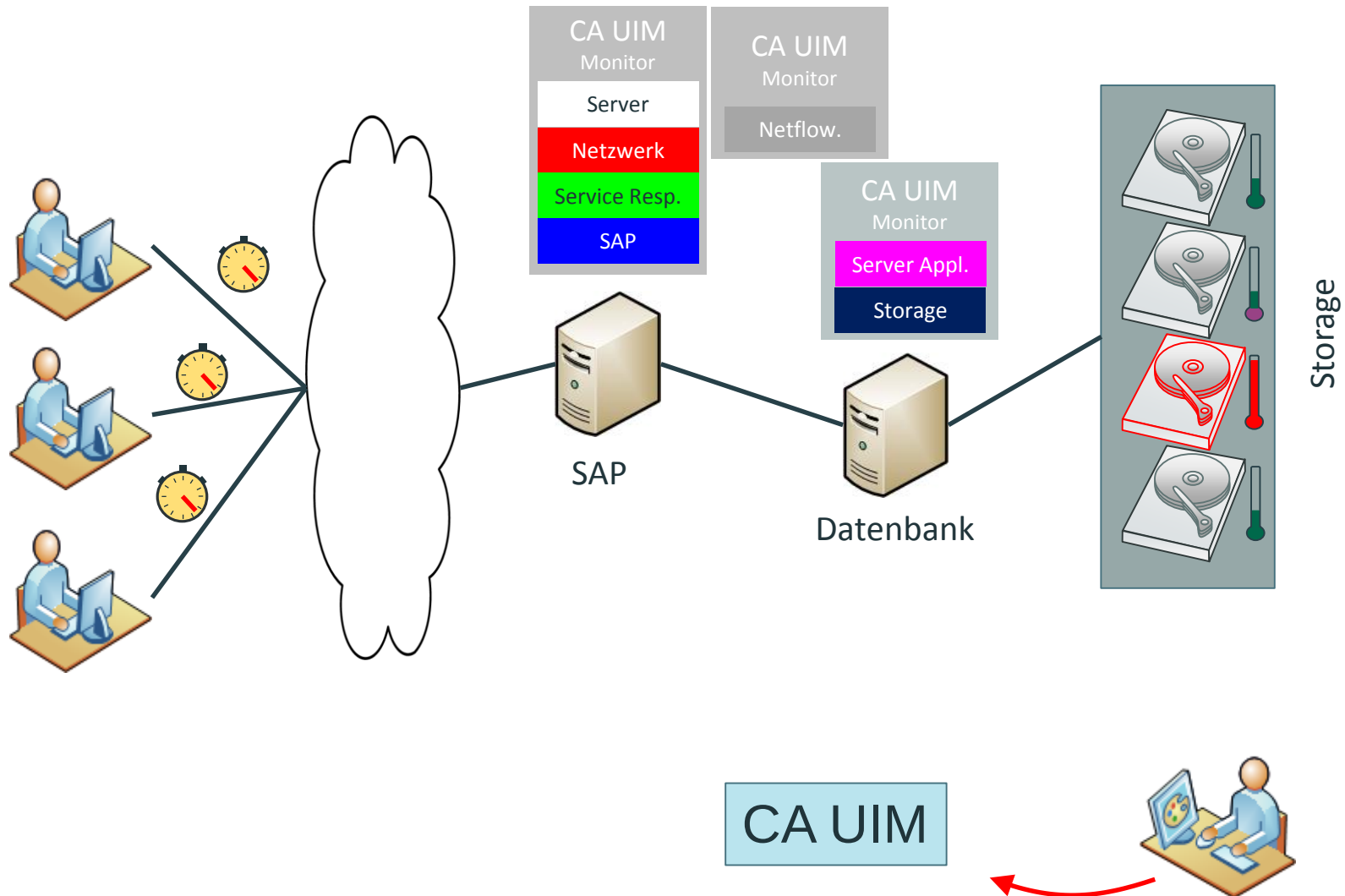
Unified Infrastructure Management stellt fest: Datenbank nicht ausgelastet (lange Antwortzeiten im Storageumfeld)



Unified Infrastructure Management stellt fest: Hardwareproblem im Diskarray

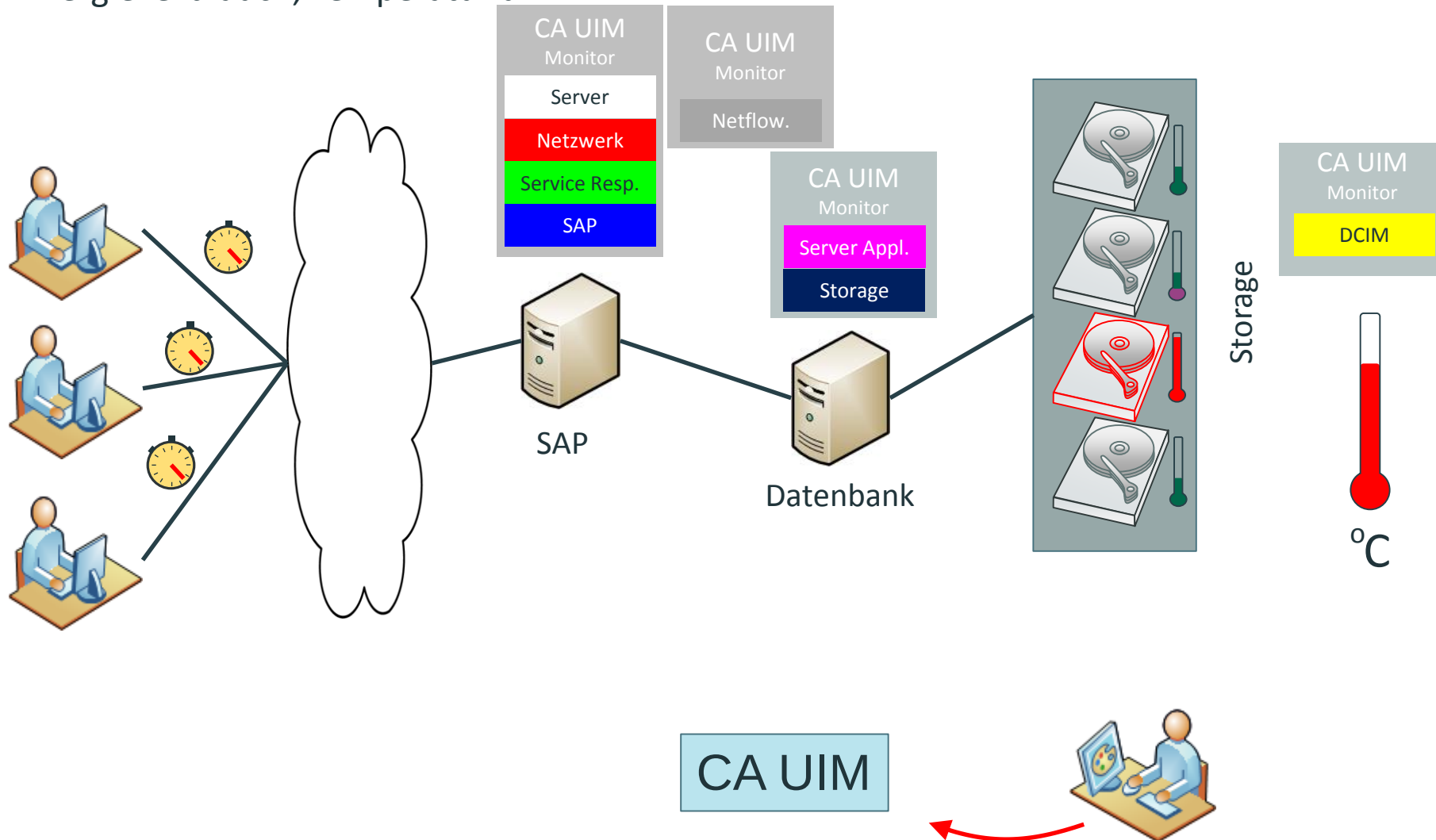


Die Temperatur einer Platte führte zum Ausfall

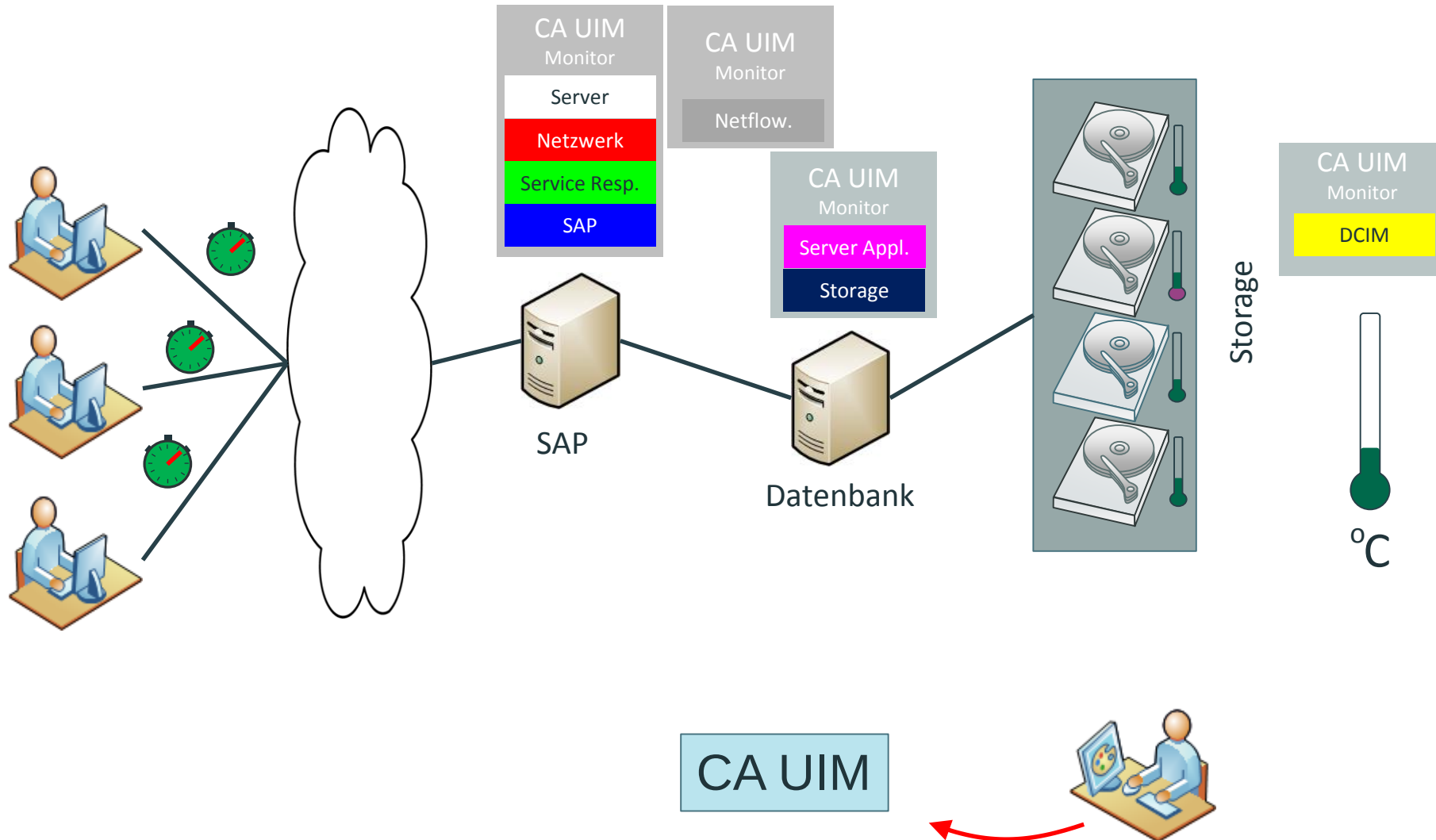


Unified Infrastructure Management überwacht zukünftig RZ-Umgebung

Energieverbrauch, Temperatur uvm.

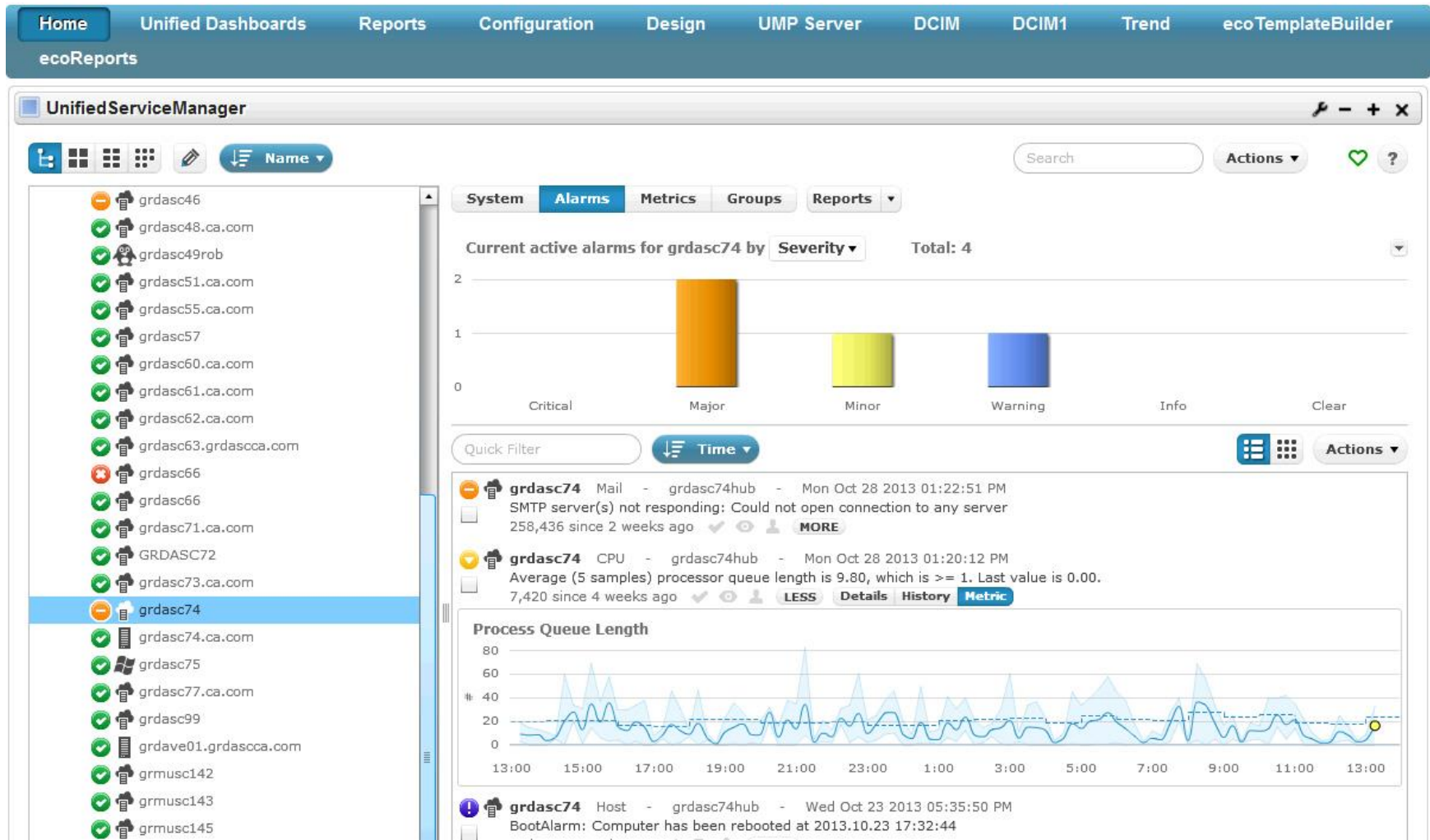


Unified Infrastructure Management: Proaktiv Probleme vermeiden



Unified Infrastructure Management

Beispiel: Unified Management Portal



Unified Infrastructure Management: Beispiel: Unified Service Manager

The screenshot displays the Unified Service Manager web interface. The top navigation bar includes links for Home, Unified Dashboards, Reports, Configuration, Design, UMP Server, DCIM, DCIM1, Trend, and ecoTemplateBuilder. Below this is an ecoReports section. The main content area is titled 'UnifiedServiceManager' and features a search bar, an Actions dropdown, and a heart icon. The left sidebar shows a tree view of the system hierarchy: Groups (41), Operating Systems (0), SC Darmstadt (41), Servers (6), UNIX (1), Windows (5), and Geo View. The 'grdasc66' system is selected and highlighted. The main panel shows the details for 'grdasc66', including its Name, IP Address (130.119.103.66), Dedicated status (VirtualMachine), OS Type (Windows), OS Name (Windows Server 2008 R2 Standard Edition, 64-bit), OS Version (6.1.7601), OS Description (Service Pack 1 Build 7601), Origin (grdasc74hub), Nimsoft Type (Robot), and State (Unmanaged). The Alarms section shows 1 critical alarm and 1 warning.

Home Unified Dashboards Reports Configuration Design UMP Server DCIM DCIM1 Trend ecoTemplateBuilder

ecoReports

UnifiedServiceManager

Search Actions

System Alarms Metrics Groups Reports

grdasc66

Name: grdasc66
IP Address: 130.119.103.66
Dedicated: VirtualMachine
OS Type: Windows
OS Name: Windows Server 2008 R2 Standard Edition, 64-bit
OS Version: 6.1.7601
OS Description: Service Pack 1 Build 7601
Origin: grdasc74hub
Nimsoft Type: Robot
State: Unmanaged

Alarms
1 1

No metrics available.

Groups (41)
Operating Systems (0)
SC Darmstadt (41)
Servers (6)
UNIX (1)
Windows (5)
Geo View
Inventory (43)
Search Results (0)

grdasc15
grdasc46
grdasc66
grdasc74
grdasc75

Unified Infrastructure Management:

Beispiel: DCIM Report im Unified Management Portal

Home Unified Dashboards Reports Configuration Design UMP Server DCIM **DCIM1** Trend ecoTemplateBuilder
ecoReports

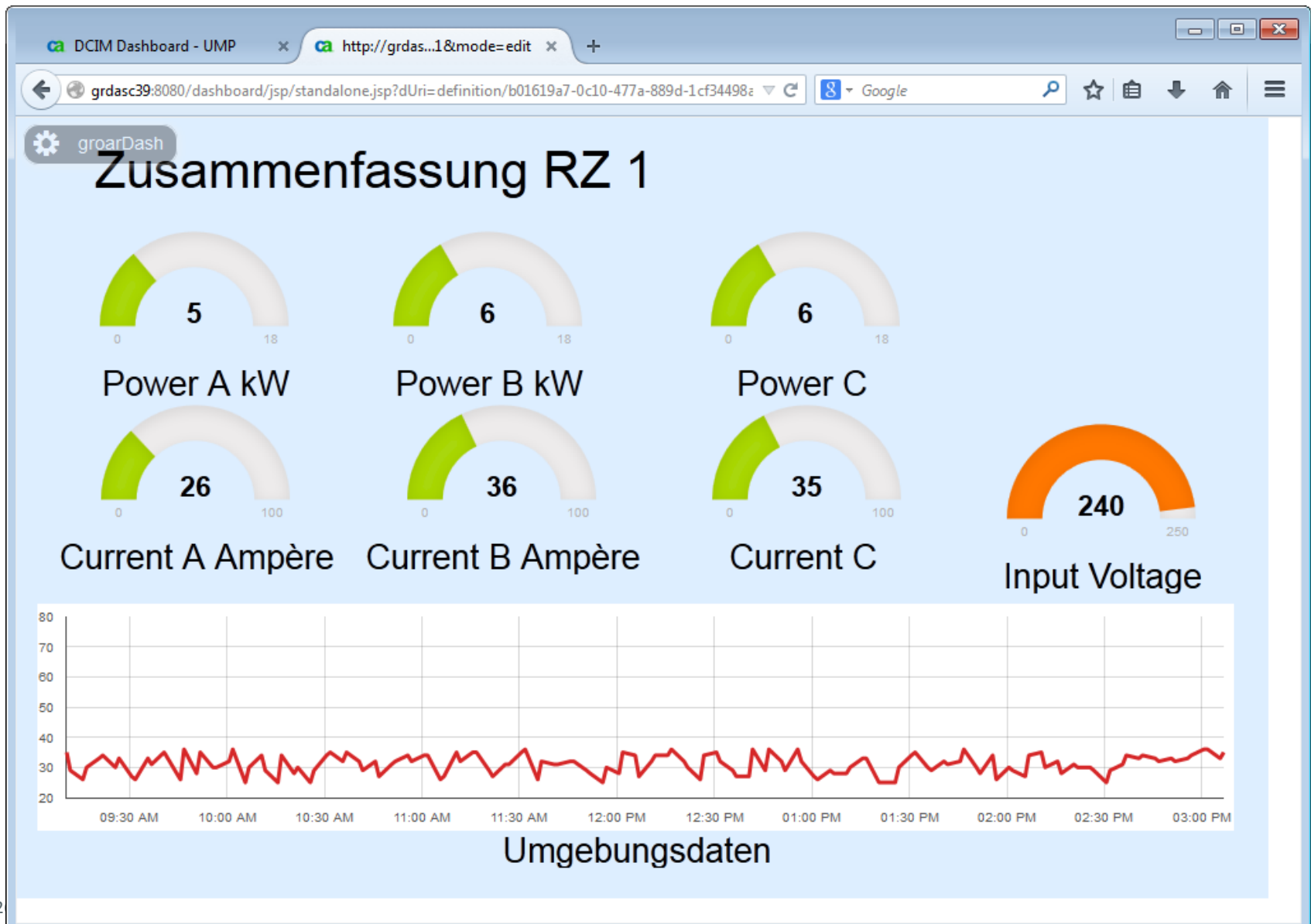
Data Center

UPS Output voltage



Unified Infrastructure Management:

Beispiel: DCIM Dashboard im Unified Management Portal



Unified Infrastructure Management Funktionale Architektur

Display



- Multi-Tenant
- 3rd Party Integration
- Easily Skin-able
- Stables SLA Reporting

Correlate/Aggregate



Hub 2



Hub



Data Repository

- Fail Over
- Open APIs
- 3rd party integration

Collect

Server

Agent Based

(Probes located on each server)



CPU, Disk, Memory, Logs, Services, Processes, etc.

Server

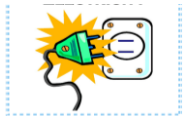
Agentless

(Probes remotely talk to devices)



Network, Databases, Cloud, etc.

- Agent Optional
- 180+ Probes
- SDKs available



Network
LAN & WAN



Server
Physical &
Virtual



Databases



Application
Commercial &
Custom



Cloud
Public & Private



Agentenlose und/oder Agentenbasierte Überwachung



– Agentenlose Überwachung

- Die Remote System Probe sammelt Informationen von entfernten Systemen ein, z.B. von einem Hypervisor, SAN System, Netzwerkgeräte, SaaS, und Cloud-Umgebungen oder Server wo keine Agenten möglich/erlaubt sind.

– Agentbasierte Überwachung

- Liefert detaillierte Informationen eines Systems.
- Spooling → kein Datenverlust.

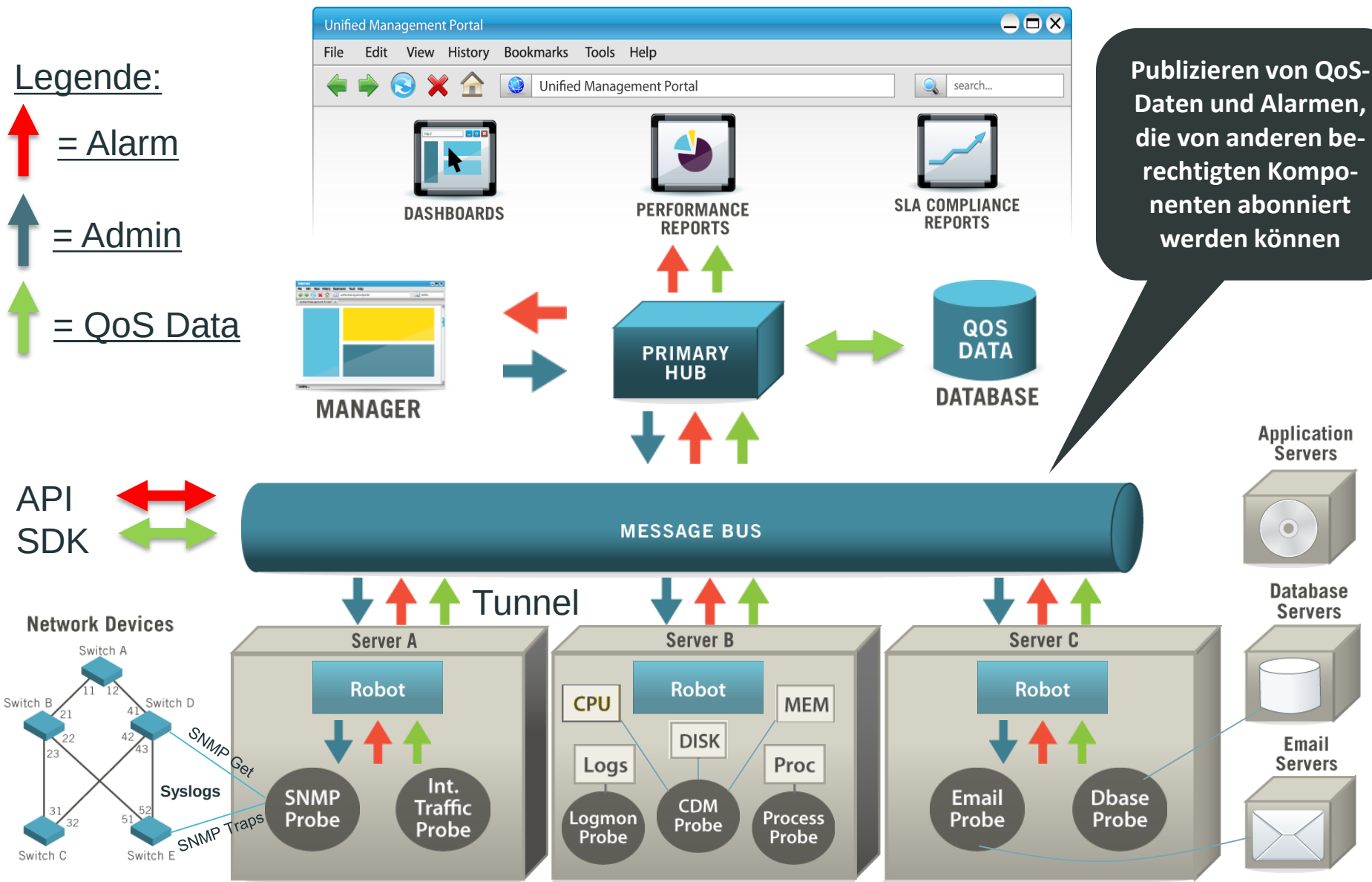
Publizieren & Abonnieren via Message Bus

Legende:

↑ = Alarm

↑ = Admin

↑ = QoS Data



Unified Infrastructure Management

■ Überwachung der IT-Umgebung

- Anwendungen
- Server
- Netzwerk
- Storage
- Energie, Kühlung
- RZ-Kapazität / -Inventar

■ Modular

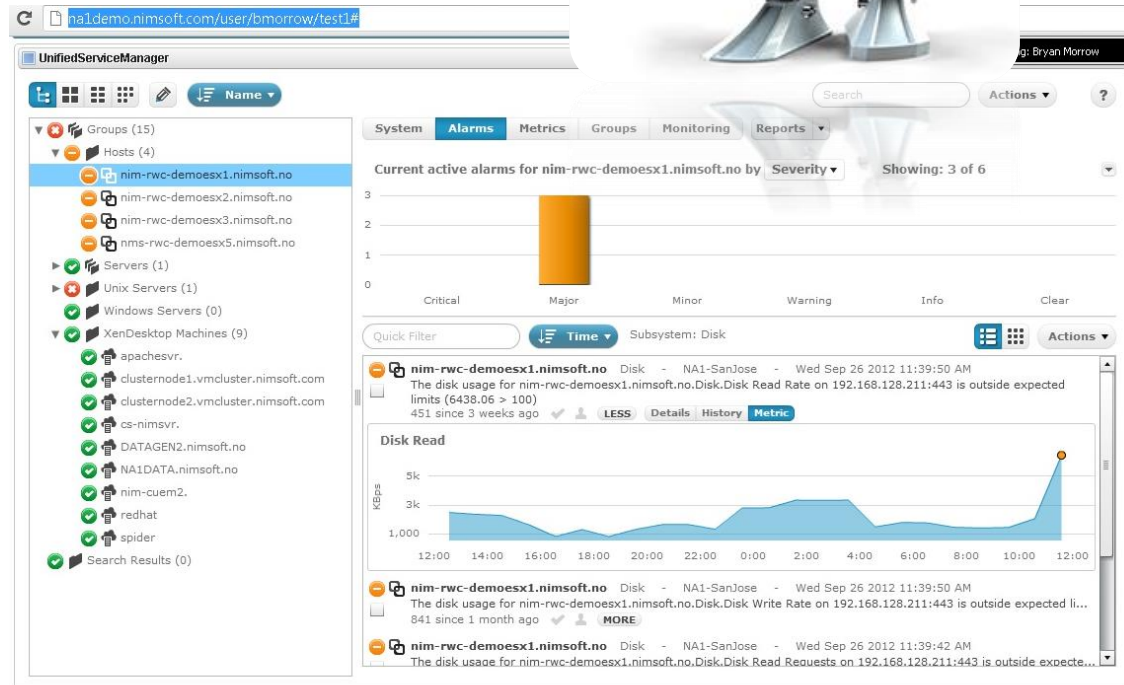
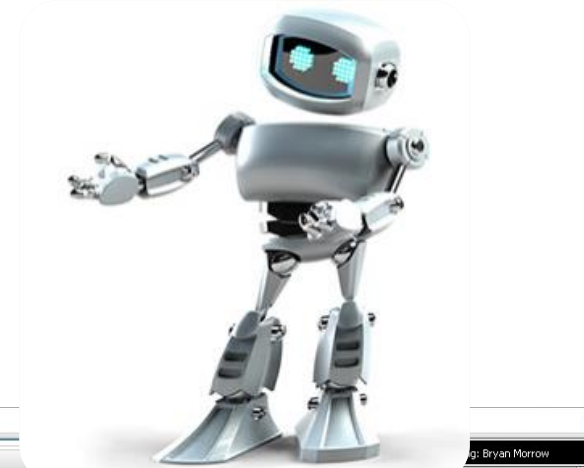
■ Sicher

■ Klar strukturiert

■ Einheitlich

■ Flexibel

■ Mandantenfähig



Vielen Dank!



Armin Groß

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in