

● TeamQuest Performance Software

Release 10 and ITIL Version 3

TeamQuest is no stranger to service lifecycles. Our IT Service Optimization (ITSO) five-step lifecycle approach to capacity management has been around since mid-2005. We have steadily been improving our software and adding functionality to enhance ITSO analysis and reporting. TeamQuest Performance Software Release 10 products provide a quantum leap in supporting ITSO best practices, something those implementing ITIL Version 3's service lifecycle approach can leverage for their uses.

About the Author

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ITIL takes an evolutionary step

Although ITIL Version 2 was quite successful, it had a number of gaps. Many ITIL practitioners and contributors felt that although the second rendition was a major improvement from the initial offering, it still needed to change focus from technology to the business of IT and the services it provides to the business. ITIL pundits stress that integration of IT processes with business processes provides substantial benefits to the enterprise. To that end, the ITIL community developed a lifecycle approach to establishment and delivery of IT services, thus the third iteration of ITIL was born.

Even with its lifecycle approach, all the V1 and V2 component pieces are still there. They just appear as supporting processes in an overarching lifecycle. V3 processes run IT as a business in the same manner that the rest of the enterprise runs theirs. IT uses the same market research practices, same business value statements and same business effectiveness measures.

ITIL Version 3 has a core set of best practices and processes — Service Strategy, Service Design, Service Transition, Service Operation, and Continuous Service Improvement. (More information on these processes can be found in white papers on www.teamquest.com.)

TeamQuest Performance Software Release 10

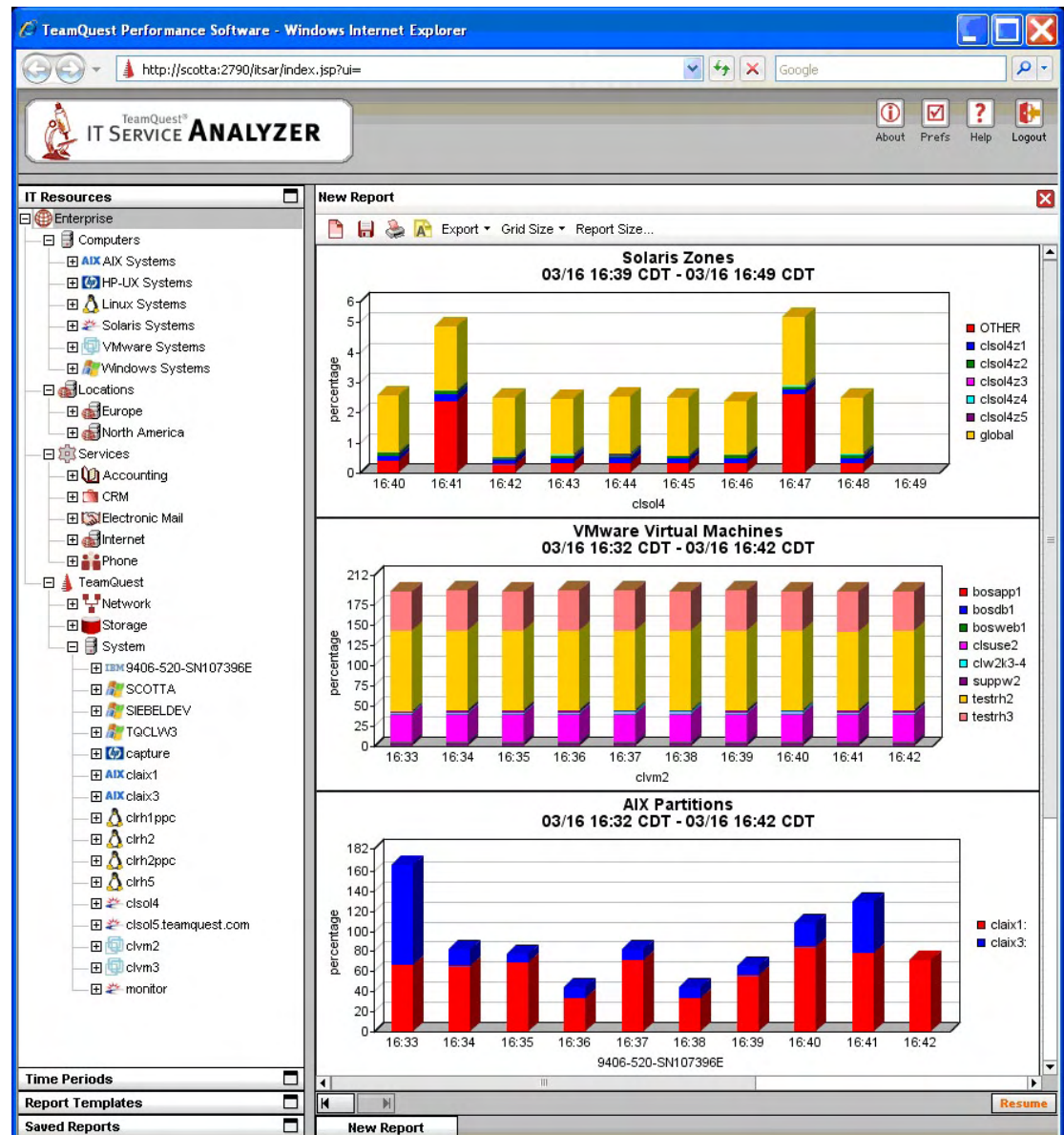
Designed to enhance its IT Service Optimization (ITSO) collection of best practices, TeamQuest has released an updated product suite that offers improved support for business-aligned performance management. The improvements also include the ability to analyze collectively the disparate components comprising a service or multi-tier business applications. The product suite simplifies the combined analysis of the software and hardware contributing to IT services and applications. From any desktop in the enterprise, authorized support staff can quickly drill down to the various components to diagnose impending failures or quickly react to those in progress. TeamQuest's enterprise-class Capacity Management Database automatically serves up performance data regardless of where it is stored, enabling simplified analysis of distributed heterogeneous components.

Release 10 includes two major new products: both are rich Web applications that provide a desktop-quality user interface accessible from a browser.

- TeamQuest IT Service Reporter provides an intuitive, flexible, and highly interactive, drag-and-drop interface for easy creation and customization of management reports. Include corporate logos, explanatory text, and the most appropriate charts for different audiences.
- TeamQuest IT Service Analyzer provides an easy-to-use enterprise-class tool for investigating IT service performance, even in highly distributed heterogeneous environments.

Release 10 also provides improved predictive modeling support for virtualized environments, simplified cross-platform capacity planning, streamlined centralized maintenance capabilities and much more.

TeamQuest Release 10 Being Used As a Performance Dashboard for a Multi-vendor Virtualized Environment



Since ITSO and ITIL Version 3 share a service lifecycle approach, the new suite of products better support ITIL objectives.

TeamQuest benefits common to both ITIL versions

Service Level Management

TeamQuest Release 10 introduces the concept of IT Resources (ITRs) which facilitate customized views of IT infrastructure. IT Resources define relationships between hardware and software components, allowing users to view infrastructure components by tier, platforms, locations, or in terms of the IT services and business applications/processes they support. Along with the federated Capacity Management Database, IT Resources allow users to easily identify a pending IT service problem and drill down to locate the component at fault for fast resolution, regardless of where that component may reside or where the corresponding performance data is kept.

Where finer granularity in aggregating resources is required, TeamQuest Performance Software provides a user-friendly workload definition capability. Individual processes can be pattern-matched and aggregated. Any field in the process table can be used as a discriminator to segregate data into discrete workloads. Workloads can span diverse platforms, permitting multi-tier views across the enterprise.

Reporting remains an important component of Service Level Management (SLM), whether it is for understanding current levels of service in preparation for SLA negotiations or regularly scheduled automated reporting to measure and analyze SLA performance. TeamQuest IT Service Analyzer provides fast and flexible ad-hoc reporting, while TeamQuest IT Service Reporter provides professional publishing and automated scheduling capabilities. Flexibility is the mainstay of the reporting product, permitting the SLM team a variety of views, such as all the service components, only the ones out of compliance, or even just the top 10 (or other specified number) offenders. IT Service Reporter also permits annotation of generated reports and granular built-in security which restrict report access to authorized viewers.

TeamQuest Release 10's user interface permits the importing business metrics associated with a time period. The metrics can then be married with service level reporting, permitting results to be expressed in terms the business understands.

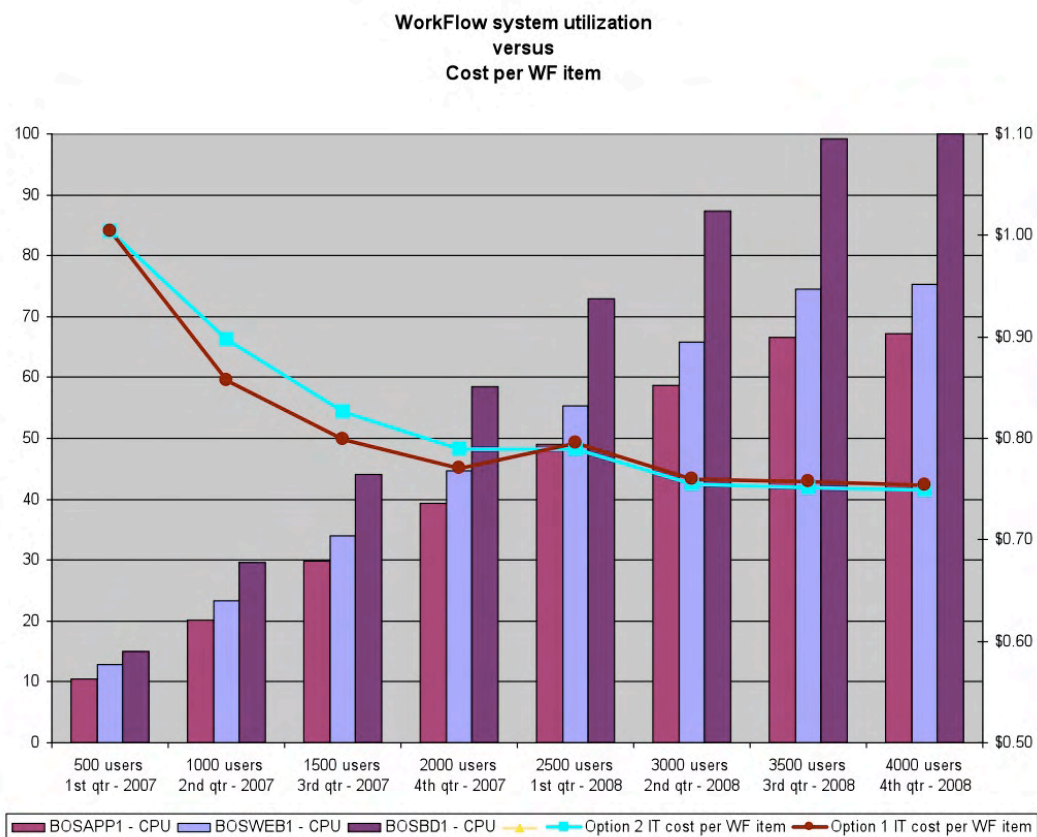
Capacity Management

The TeamQuest Release 10 suite of products provides improved usability and functionality supporting the IT Service Optimization (ITSO) framework and best practices. These enhancements can also be leveraged to support all ITIL V2 and V3 Capacity Management processes. The new drag-and-drop functions provide simplified and speedier definition of services across tiers, permitting more timely enterprise views, both for troubleshooting and for answering quick what-if capacity growth scenarios. As previously mentioned, ITRs facilitate analysis across platforms and tiers. The user interface permits importing of business metrics associated with specific time periods.

For the capacity planner, the new tools speed identification of excess or insufficient capacity situations. Dashboards can help planning staff quickly reveal current and historical IT service status. Doing so helps staff concentrate optimization efforts on IT Resources that affect the most critical IT services. High level views can be developed that help the capacity planner understand which of thousands of systems in an IT operation are at risk for performance issues.

The federated database can store process and performance data at user-defined levels of granularity. It is designed to enhance the capacity planning and performance analysis experience but can also satisfy the needs of a wide range of IT staff, from service level managers and planners to chargeback analysts.

Importing business metrics and associating them with performance data, whether it be a single IT infrastructure component or across multiple infrastructure tiers, permits the planner to deal with information at business levels. Results of planning work can then be expressed in terms the business understands. For example, in the chart below, the capacity planner has overlaid the cost per business unit of work over a growth chart, revealing that the cost per item goes down as usage increases. This transforms the IT/business purchase discussion from one of IT expense to one of business investment.



For the performance analyst or troubleshooter, TeamQuest IT Service Analyzer offers both real-time and historical capabilities for proactive IT service performance analysis. Use it to automatically detect impending problems, allowing you time to resolve them before they impact business. Easily drill down across multiple, heterogeneous infrastructure components to isolate the root cause of service performance problems, regardless of where various components may reside.

The new drag-and-drop tools permit the performance analysis staff to quickly analyze problematic IT services or multi-tiered applications to identify the IT component causing the problem, regardless of where that component may reside. Staff can automatically detect

anomalies by comparing recent metrics with historical norms. Cause-effect relationships can be identified using correlation analysis capabilities. Cycles and patterns in system behavior can be quickly and efficiently identified using trend analysis.

Using IT Service Analyzer, the performance analyst can quickly identify impending problems before they affect business. The enterprise views help staff know which IT components are likely to cause bottlenecks. The workload definition wizard helps staff aggregate process information into coherent groups which can be analyzed to determine how much of each server resource is being consumed by each IT service, business process, department, or application. Using IT Resources, staff can combine performance data from multiple servers, applications, or other IT components to facilitate analysis and reporting.

The new release permits integration with third-party tools. You can import and export IT Resource definitions to and from CMDBs or third-party discovery tools using XML. You can also generate alarm events and send them to third-party consoles via SNMP traps. TeamQuest's federated Capacity Management Database permits you to store historical performance data in Oracle database(s), permitting you to employ existing reporting tools such as Crystal Reports. This new facility extends the flexibility in reporting and permits easy integration of TeamQuest performance data into existing Oracle reporting.

Benefits specific to ITIL Version 3

As mentioned at the beginning of this paper, ITIL Version 3 has adopted a service lifecycle approach to service delivery and management. The new processes rely heavily on quantitative metrics and reporting. In every step, before and after views are analyzed to ensure services stay on track and continue to meet the needs of IT customers.

One key component of ITIL Version 3 is the Capacity Management Information System or CMIS. ITIL Version 2 promoted the use of a Capacity Management Database or CDB which was the repository for all IT infrastructure performance and usage data. The Capacity Management team uses the data to perform their work as outlined by the ITIL processes. ITIL process leaders saw a gap related to the CDB. The data was valuable to wide range of other ITIL processes outside Capacity Management. They determined an information system containing a federated database accompanied by analysts and reporting tools would better serve the wider audience. Thus in Version 3, the CMIS was born.

ITIL Version 3 is all about measuring. Service metrics are defined before any design activities are started. Throughout the design and implementation processes, before and after are measured, compared and actions are taken if results are not within specification. Since ITIL Version 3 looks at IT work as services to the business, it is necessary to be able to collect performance and usage data by service. TeamQuest's workload definition wizard is perfect for the job, permitting the user to segregate process data using a variety of selection criteria across any process data field. In addition, TeamQuest tools automatically segregate performance and usage information into coherent groups called IT Resources or ITRs. ITRs permit a great deal of flexibility in service analysis and reporting. ITRs give you the ability to quickly see all apps/services/workloads using a particular resource. This is especially important when troubleshooting a problem; with one click you can view all services that are using the failing component.

TeamQuest Release 10 provides a CMIS, in support of the ITIL Version 3 requirements. The TeamQuest federated capacity database makes data accessible to all authorized users. The collection tools provide a user interface to import business metrics and associate them with a specific time period. The TeamQuest suite of performance analysis and capacity planning tools permit users across the enterprise to access the data, analyze it and develop ad-hoc or custom reports and distribute them. Using a federated database means the user does not need to know where each piece of data resides, the Information System knows. The tools are easy to use, employing familiar drag-and-drop technology so a wide audience can analyze and/or report on the data. The beauty of this system is that everyone will be using same data with the same tools to produce consistent results, reducing confusion due to conflicting information.

Besides excellent service performance analysis tools, Release 10 provides improved reporting tools. TeamQuest IT Service Reporter is a rich Web application used to create, customize and distribute reports via the Web. You can automate reporting and simplify distribution.

TeamQuest IT Service Reporter is used to create reports customized for your intended audience. You can create professional level customized reports sporting your company logo and explanatory text using a drag-and-drop interface. Using automation facilities, you can schedule and distribute performance management reports that on a regular basis reveal the status of IT services.

Using XML and Java, TeamQuest IT Service Reporter offers a highly interactive, Web-based user interface for defining reports. You can

use it to show which IT Resources are at risk for performance issues. You can report IT service performance as it relates to business, seamlessly accessing data without regard to where the data is actually stored.

The highlights of Release 10 of TeamQuest Performance Software enhancements that provide benefits to ITIL Version 3 implementers are:

- **Service Strategy** — Release 10 implements a CMIS providing the historical data needed to make informed decisions on new services and major service enhancements. In addition, high level modeling of different scenarios helps leaders understand the potential impacts of new and changed services on the IT infrastructure.
- **Service Design** — Capacity Management plays a key role in service design. The Release 10 CMIS and predictive modeling tools are critical to optimizing the final service solution.
- **Service Transition** — The Release 10 CMIS with its data capture and analysis tools are necessary to gauge efficiency of the service components as the service is constructed. Testing results are compared to the original design specifications and if differences are found, reviews can be commissioned to determine causes and identify steps needed to bring components back into compliance.
- **Service Operation** — Capacity plans are developed and tracked as part of this process. A CMIS is necessary to develop accurate plans and to track progress across time. If current usage or performance strays substantially from plan, reviews should be commissioned to determine causes and if necessary, implement corrective steps.
- **Continuous Service Improvement** — This is all about analyzing service performance to ensure services continue to meet business expectations. The TeamQuest CMIS provides the server infrastructure performance and usage information needed for the CSI staff to perform their assessments.

Summary

As you can see, the federated capacity management database, combined with TeamQuest's suite of performance and capacity analysis tools qualifies it as an excellent ITIL V3 CMIS. TeamQuest Release 10 is crafted to support service lifecycle processes, whether it is ITSO or ITIL Version 3. TeamQuest Release 10 is an easy to use, flexible set of tools that satisfy the needs of capacity planners, service level managers, performance analysts or predictive modelers. TeamQuest's federated database, along with the accompanying analysis and reporting tools, fits the bill for your CMIS needs. The toolset should serve you well in your ITIL Version 3 endeavors.

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