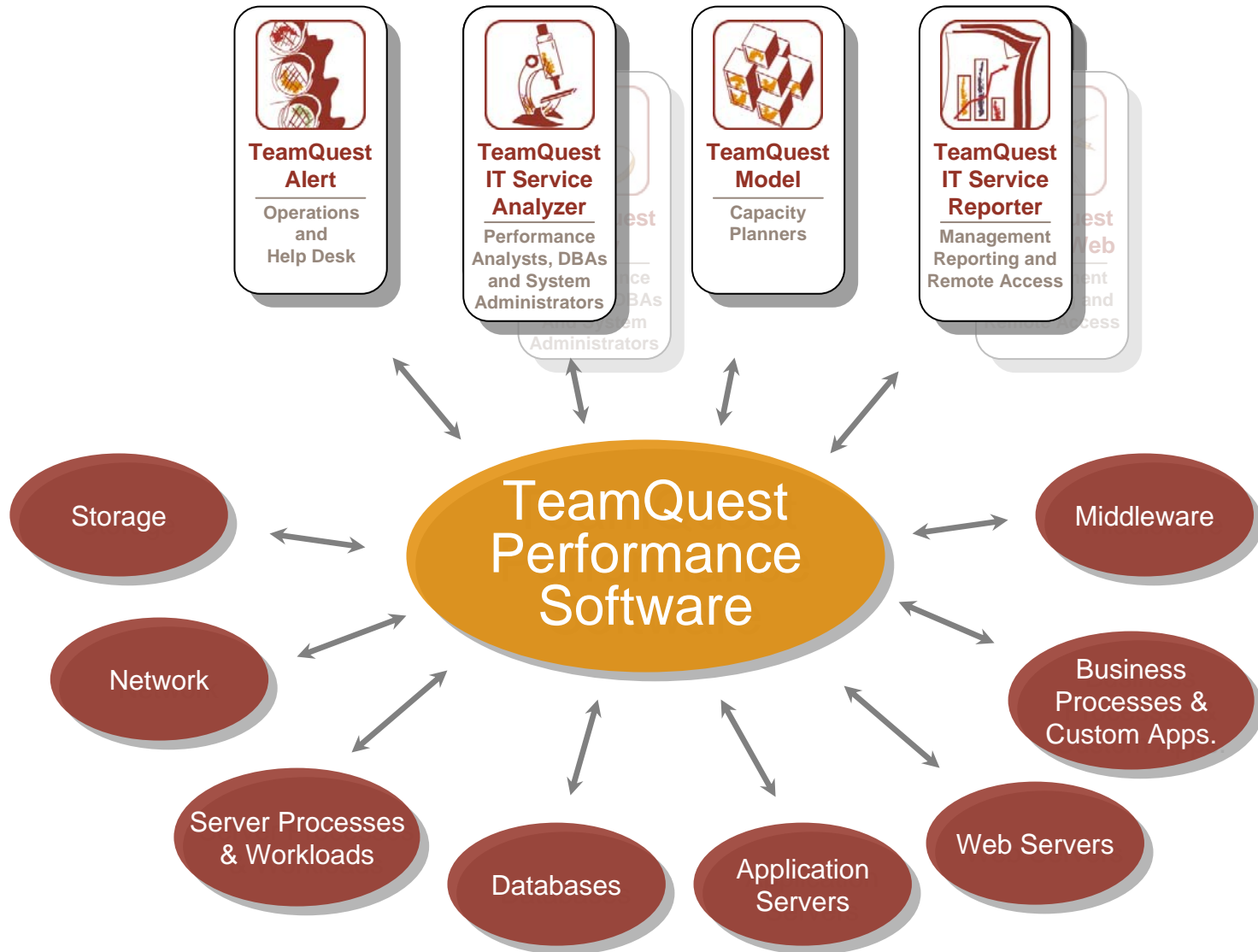


New Software Release: Advanced Features for IT Service Optimization

Scott Adams

Senior Software Engineer and Product Manager

- Improved IT Service Optimization
- Federated Capacity Management Database
- Enterprise drill down analysis
- Open access
- Rich web-based user interface
- Customizable management reporting
- Improved virtualization support





- *Align* performance analysis and reporting *with business units* and *IT services*
- *Group and manage IT resources across the enterprise*
- Show and report on *relationships within the enterprise*



- Who uses it?
 - Capacity Planners
 - Performance Analysts
 - System Administrators
 - Help Desk Personnel

- Why use it?
 - Optimize IT Service performance
 - Diagnose problems quickly
 - Track service levels
 - Identify problems
 - Analyze performance in business terms

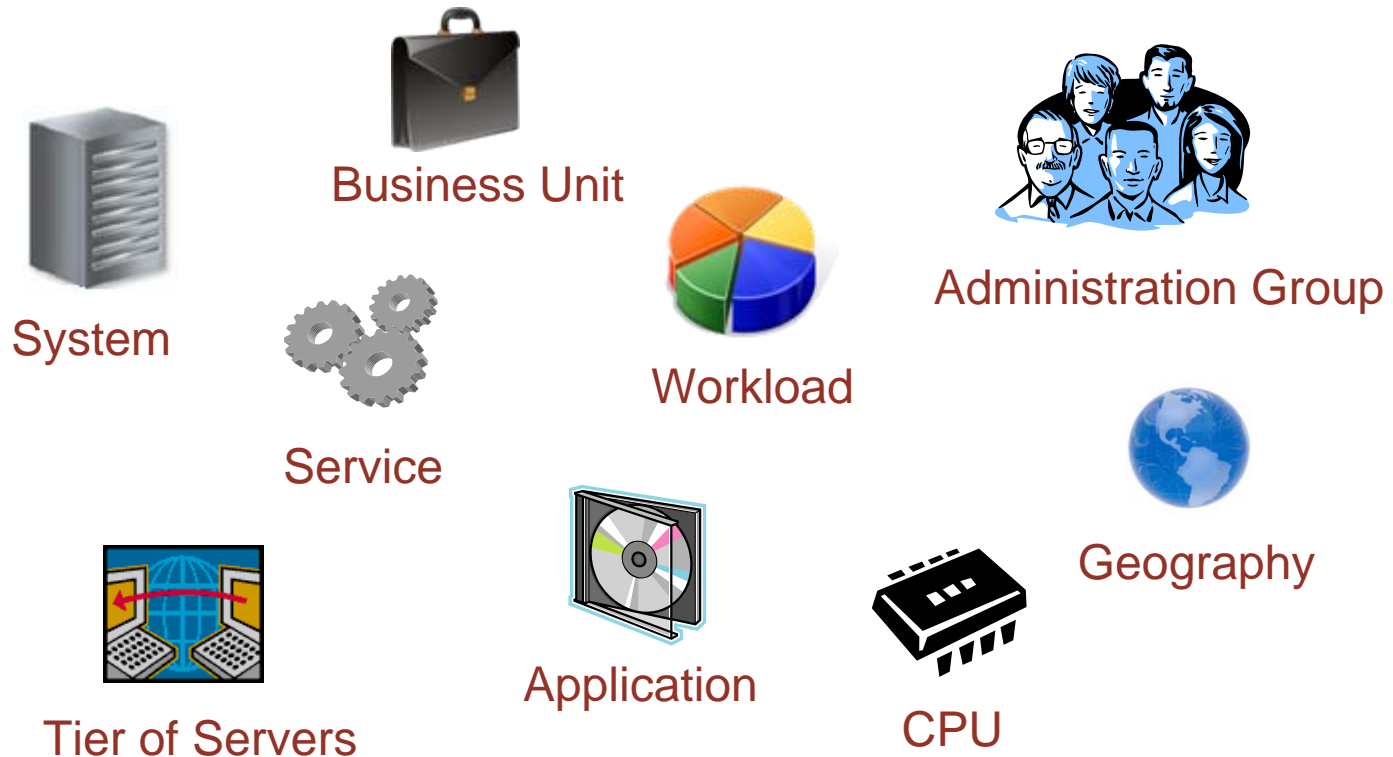


- Who uses it?
 - IT Executives
 - IT Managers
 - Business Managers
 - IT Clients

- Why use it?
 - Demonstrate IT value and efficiency
 - Mitigate risk and maximize availability
 - Communicate IT Service performance as it relates to the business
 - Show where excess or insufficient capacity exists

- IT Resource concept
- Federated database
- Rich-web application

- An IT Resource identifies a physical or logical component or group of components within a data center or IT organization.



The screenshot displays the TeamQuest Performance Software interface within a Windows Internet Explorer browser window. The browser address bar shows the URL `http://scotta:2790/itsar/index.jsp?ui=`. The application title is "TeamQuest® IT SERVICE ANALYZER".

The interface is divided into several sections:

- IT Resources (Left Panel):** A tree view showing a hierarchical structure of resources. The "Enterprise" folder is expanded, showing "Computers" (AIX, HP-LIX, Linux, Solaris, VMware, Windows Systems), "Locations" (Europe, North America), "Services" (Accounting, CRM, Electronic Mail, Internet, Phone), "TeamQuest" (Network, Storage, System), and "IBM 9406-520-SN107396E" (SCOTTA, CPU, Disk, General Objects, Kernel, Memory, Network, Process, TeamQuest Log, WindowsEventLog).
- Zone-Summary (Top Right):** A summary section with options for "Export", "Grid Size", and "Report Size...".
- CPU Usage by Zone (Top Left Chart):** A 3D area chart showing CPU usage percentage from 14:10 to 15:00. The y-axis ranges from 0 to 30. The chart shows a significant drop in usage around 14:20. The legend includes OTHER, clsol4z1, clsol4z2, clsol4z3, clsol4z4, clsol4z5, and global.
- IO Activity by Zone (Top Right Chart):** A 3D bar chart showing IO activity (pio) from 14:10 to 15:00. The y-axis ranges from 0 to 169,307. The chart shows activity peaks at 14:10 and 15:00. The legend includes OTHER, clsol4z1, clsol4z2, clsol4z3, clsol4z4, clsol4z5, and global.
- Memory Usage by Zone (Bottom Left Chart):** A 3D bar chart showing memory usage (kilobytes) at 14:10, 14:30, and 14:50. The y-axis ranges from 0 to 19,814,648. The chart shows consistent memory usage across the time periods. The legend includes OTHER, clsol4z1, clsol4z2, clsol4z3, clsol4z4, clsol4z5, and global.
- Active Processes by Zone (Bottom Right Chart):** A line chart showing active processes (pongoing) from 14:10 to 15:00. The y-axis ranges from 0 to 190. The chart shows a steady increase in active processes over time. The legend includes OTHER, clsol4z1, clsol4z2, clsol4z3, clsol4z4, clsol4z5, and global.

At the bottom of the interface, there are sections for "Time Periods", "Report Templates", and "Saved Reports", each with a checkbox. A "Zone-Summary" tab is selected at the bottom, and an "Update" button is visible in the bottom right corner.

IT Resource Relationships

The screenshot shows the TeamQuest IT Service Analyzer interface. The left pane displays a tree view of IT Resources, with 'AIX claix1' highlighted under 'Computers/AIX Systems' and 'Clear Lake/Symmetrix-000183600792/AIX claix1'. The right pane shows the 'IT Service Analyzer' main area. A 'References' dialog box is open, displaying 'IT Resource Reference Locations for "claix1"':

IT Resource Reference Locations for "claix1"
/Computers/AIX Systems
/Locations/North America/Clear Lake
/Services/Accounting
/TeamQuest/System/9406-520-SN107396E/Partition-4

Buttons at the bottom of the dialog include 'Jump To Location', 'Properties', and 'Close'. The interface also includes a top navigation bar with 'About', 'Prefs', 'Help', and 'Logout' options, and a bottom status bar with 'Time Periods', 'Report Templates', and 'Saved Reports' sections.

IT Resource Properties

The screenshot shows the TeamQuest IT Service Analyzer interface. On the left, a tree view under 'IT Resources' shows a hierarchy: Enterprise > Computers > AIX Systems. The 'AIX Systems' folder is highlighted with a red box. In the main area, the 'AIX Systems Properties' dialog box is open, displaying the following information:

- Full Name: /Computers/AIX Systems
- Type: AIX
- Source: User-Defined
- Update Time: 3/7/07 7:35:19 PM
- Creator: a
- Created On: SCOTTA

The 'Attributes' section contains a table with the following data:

Name	Value
Administrator	Joe Black
Phone	555-2121

The 'Administrator' and 'Phone' rows in the table are highlighted with a red box. A 'Close' button is located at the bottom of the dialog box.

IT Service Application Architecture

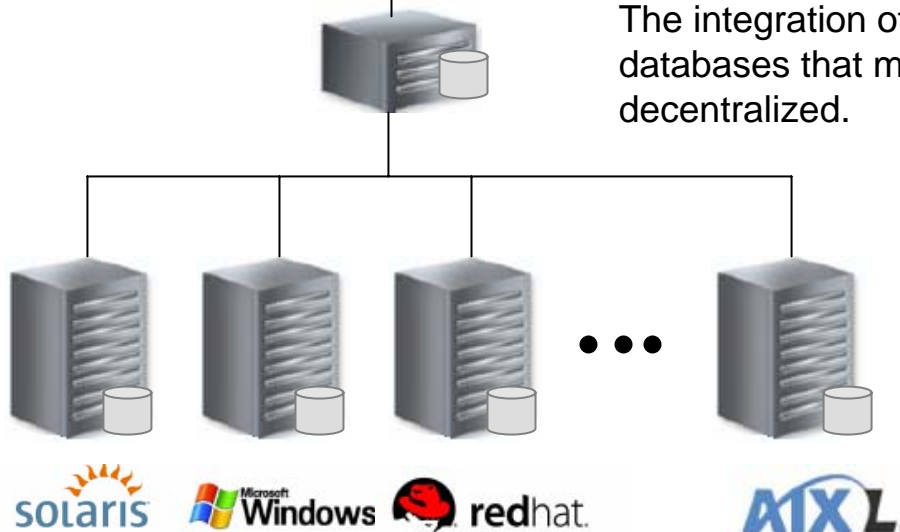
Rich Web Applications

Web applications with the features and functionality of traditional desktop applications.

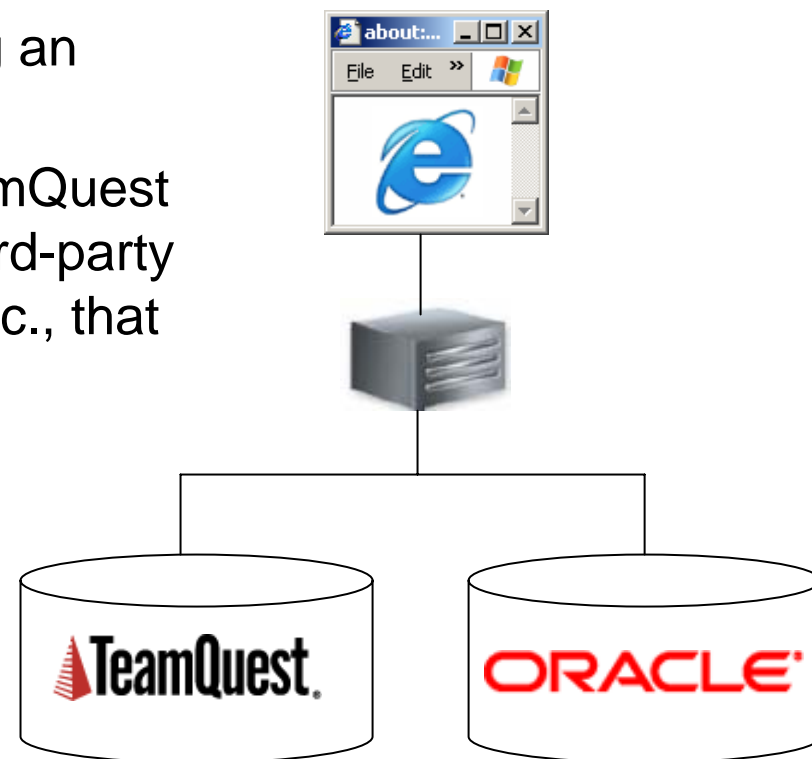


Federated Database

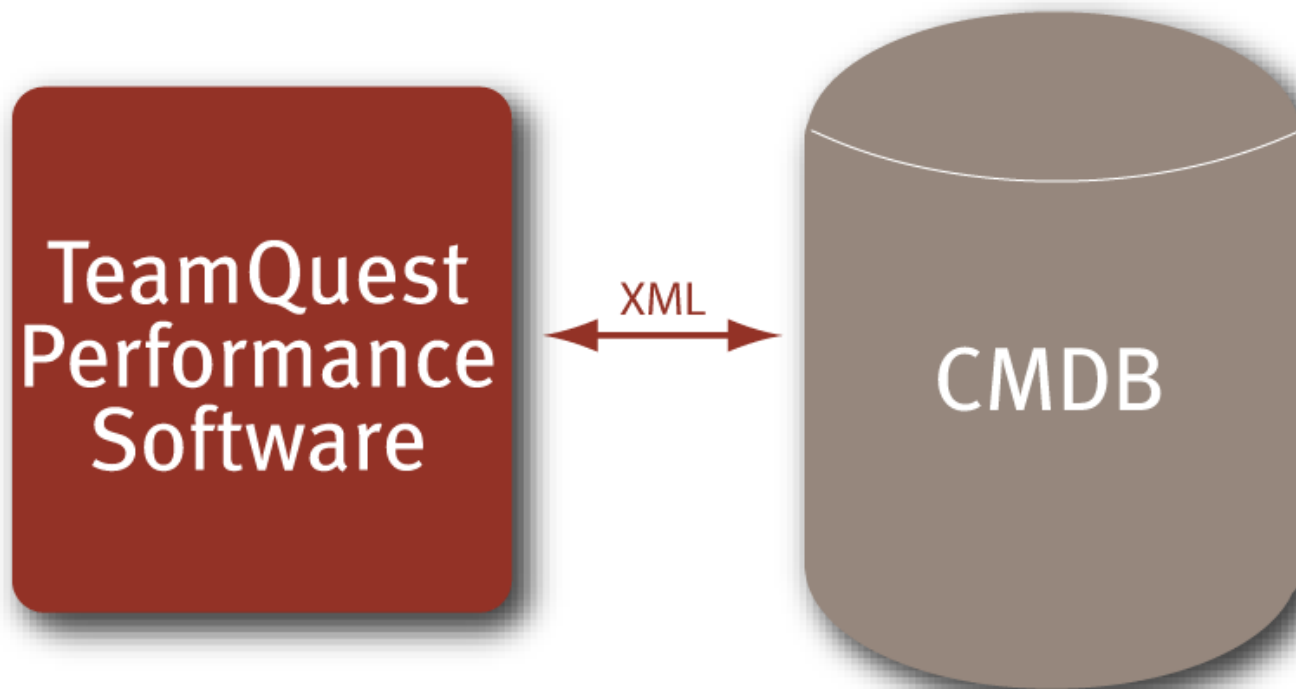
The integration of multiple autonomous databases that may be geographically decentralized.



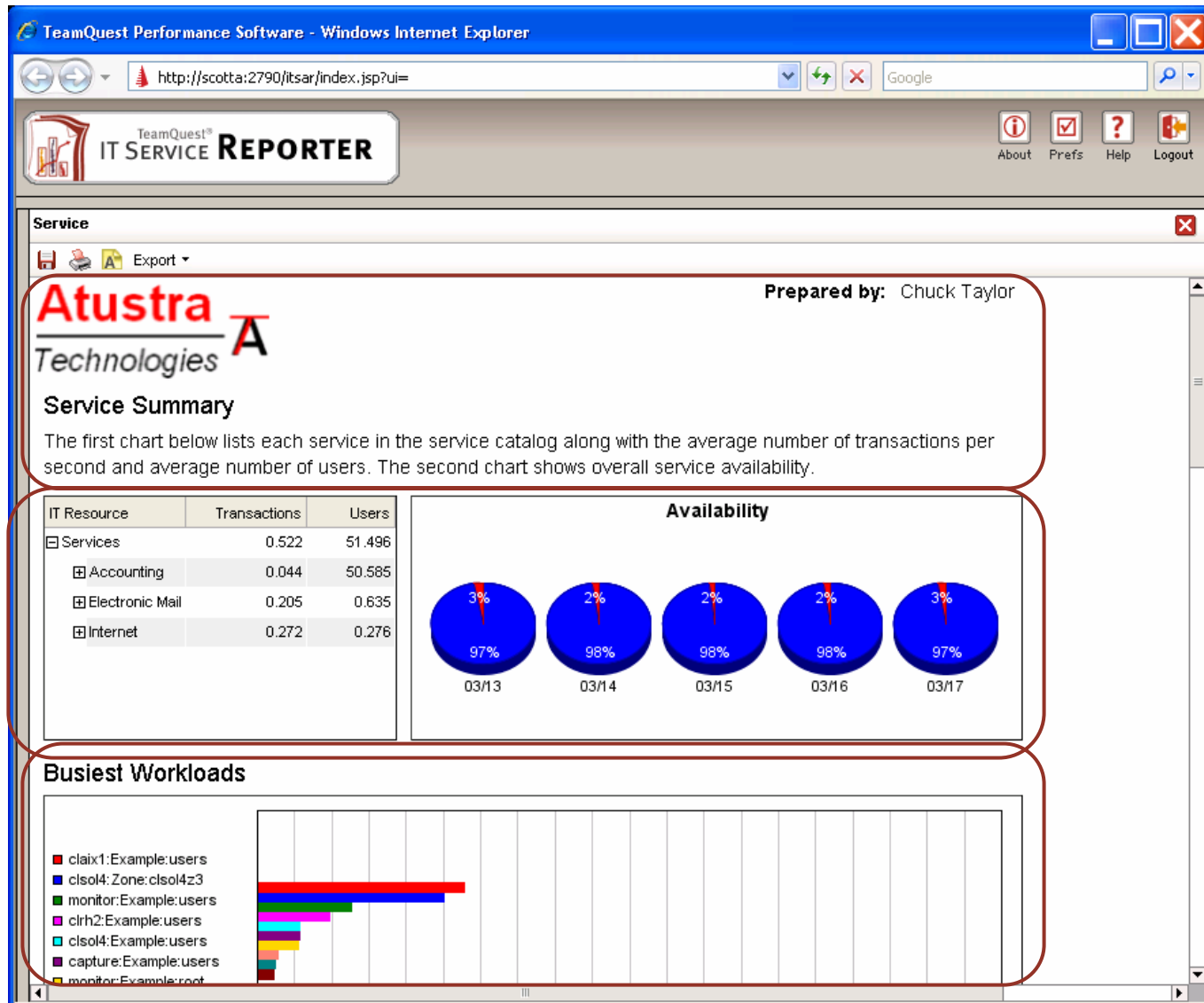
- Open Enterprise Database: **ORACLE**
 - Provides the ability to store and retrieve TeamQuest performance data using an Oracle database
 - Enables access of TeamQuest performance data to third-party apps, reporting tools, etc., that can access Oracle



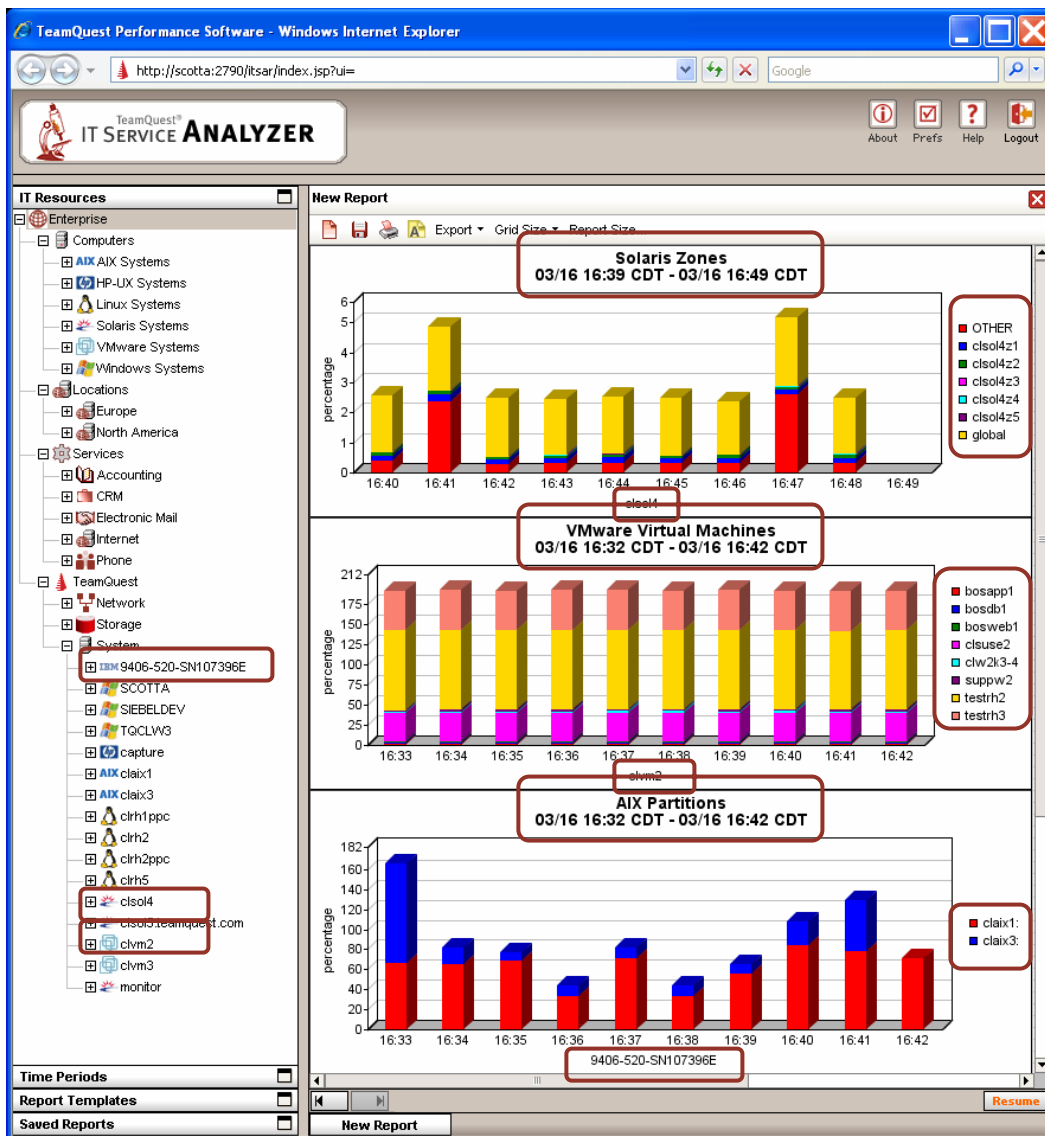
- Ability to XML Import/Export IT Resource information to/from configuration management database



Customized Reporting



Analyzing Virtual Environments



- Single dashboard for virtualization
- Physical system usage broken down by virtual system

Modeling Virtual Environments

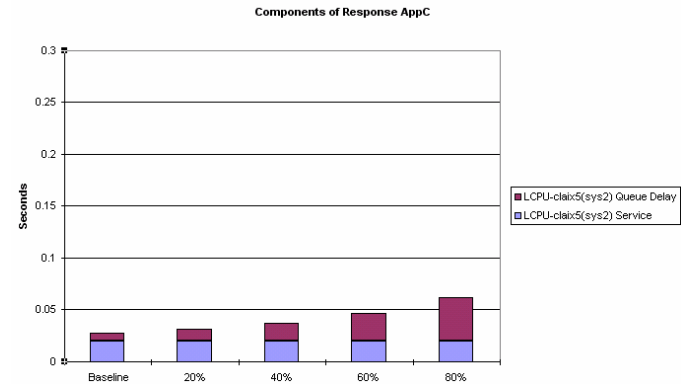
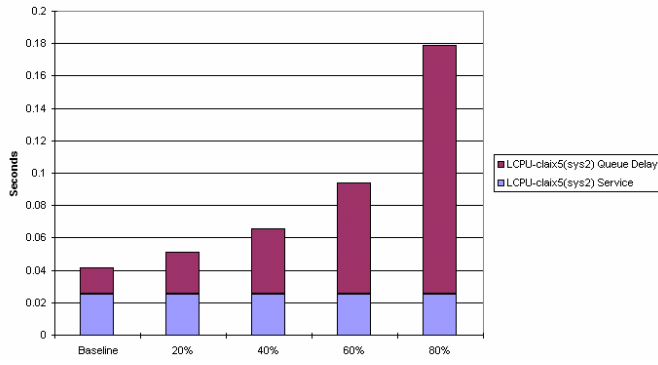
Physical System Name	System Type	Logical System Name	OS Type	CPU Type	Mode	Entitled Capacity	Share Weight
9111-520*1234567	AIX_SERIES						
2 9111-520*1234567	AIX_SERIES	sys2	AIX_SERIES	SHARED	UNCAPPED	1.2	100.
3 9111-520*1234567	AIX_SERIES	sys1	AIX_SERIES	SHARED	CAPPED	0.2	
4 9111-520*1234567	AIX_SERIES	sysv	AIX_SERIES	SHARED	CAPPED	0.2	

System Description

System Name	Workload	Workload Growth Type	Baseline	+20%	+40%	+60%	+80%
9 sys2	AppC	Rate:	50.19	60.228	70.266	80.304	90.342

Growth Projection

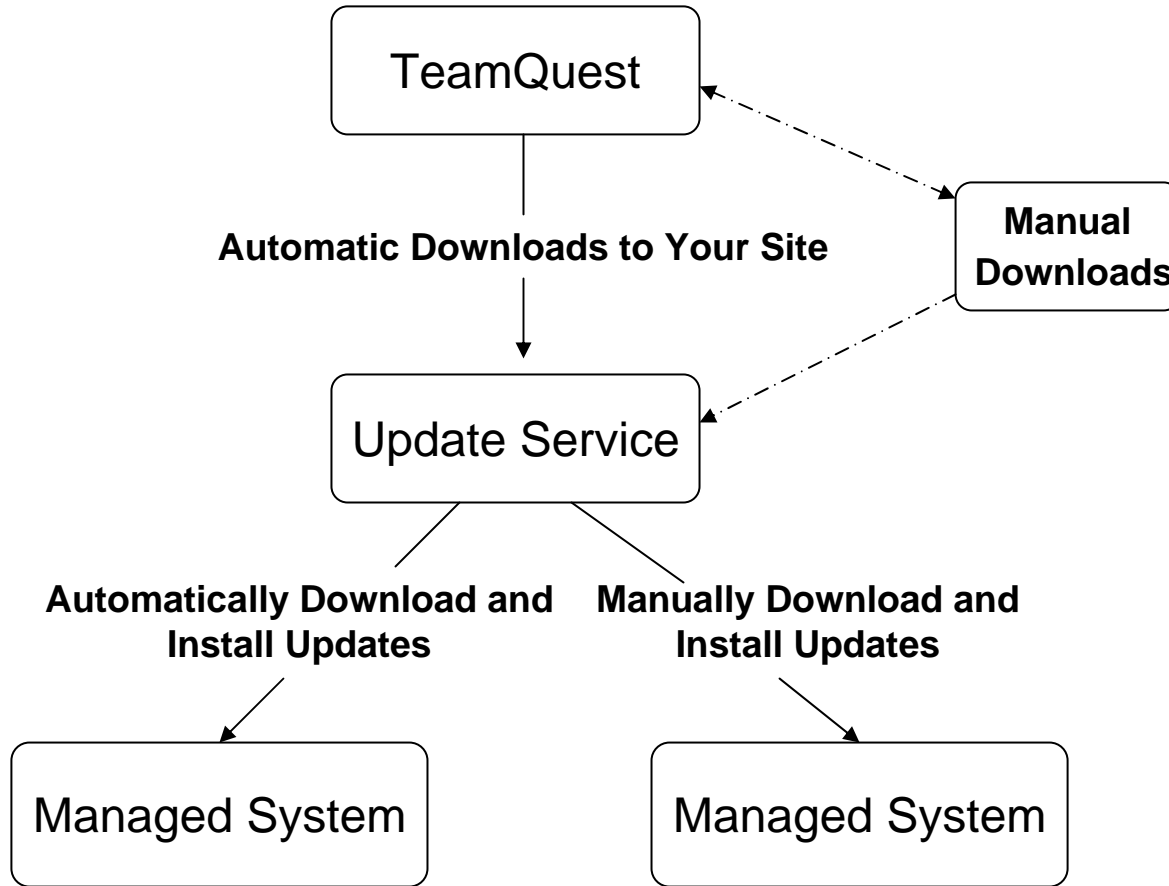
Prediction
Components of Response AppC



Prediction

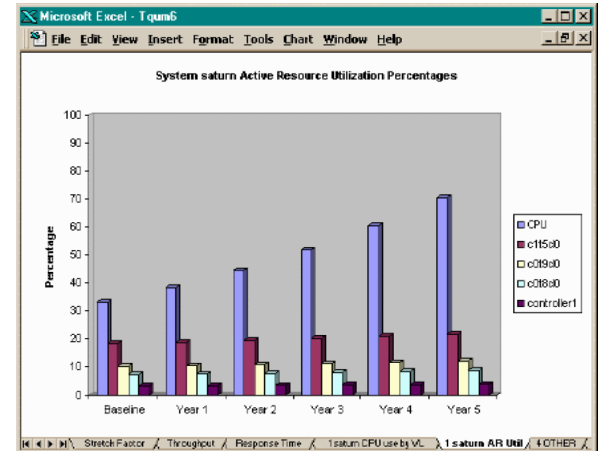
System Name	Active Resource	Equipment Name	Equipment Type	Discipline	Speed Factor	Number of Servers
1 9111-520*1234567	CPU	p5-520 2100MHz P5+	CPU	PPRI	1.2637	2.

Hardware Upgrade

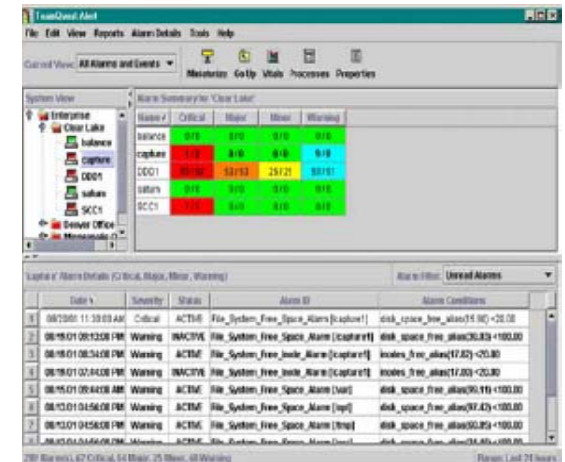


- FIPS 140-2 compliant and OpenSSL communications
- FIPS 200 compliance includes FIPS 140-2 encryption for passwords

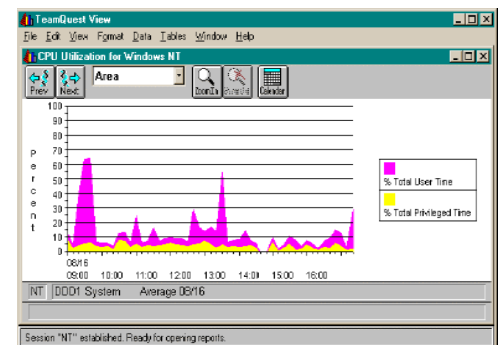
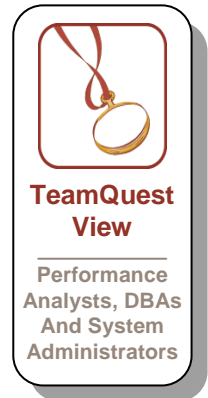
- Capacity planning tool
- What-if analysis and prediction
- Used for upgrade planning, server consolidation, and bottleneck analysis
- Offers dual modeling disciplines
- Provides multiple platform support



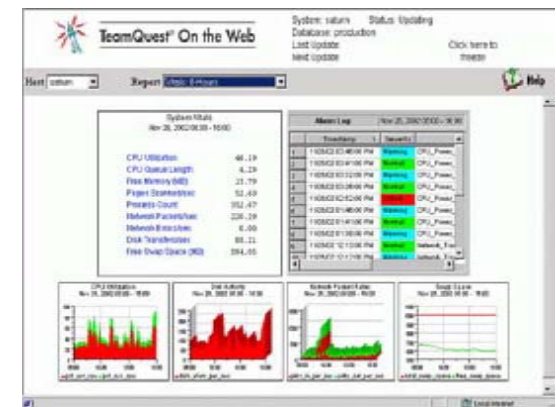
- Rules-based, visual enterprise monitor
- Provides multi-system monitoring and alarm management
- Offers rapid problem investigation on large number of systems
- Supports server and application data
- Low training costs idea for operations or help desk



- Provides problem investigation, analysis, and reporting
- Single tool for current and historical reporting
- Works with local or enterprise performance database
- Analysis capabilities include trending, drill-down, and correlation
- Runs on Windows and Motif platforms



- Automated performance report publishing facility
- Provides access to all TeamQuest performance data via a web browser
- Good for management reporting as well as remote problem investigation
- Works with local or enterprise database



Thank you for joining us.

For webinar questions, please close this presentation and proceed to the Q & A Bulletin Board.

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