Überwachung heterogener IT-Umgebungen

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HP OpenView Competence Center EMEA

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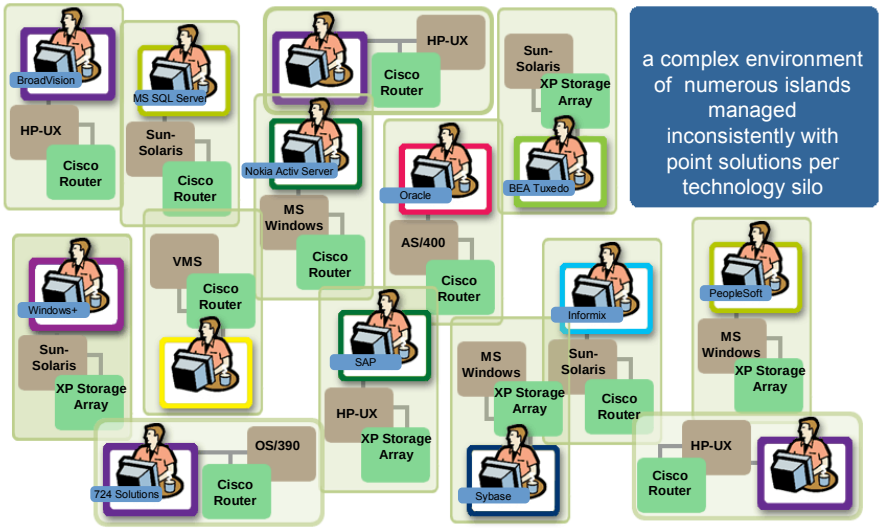
Management of heterogeneous IT Environments



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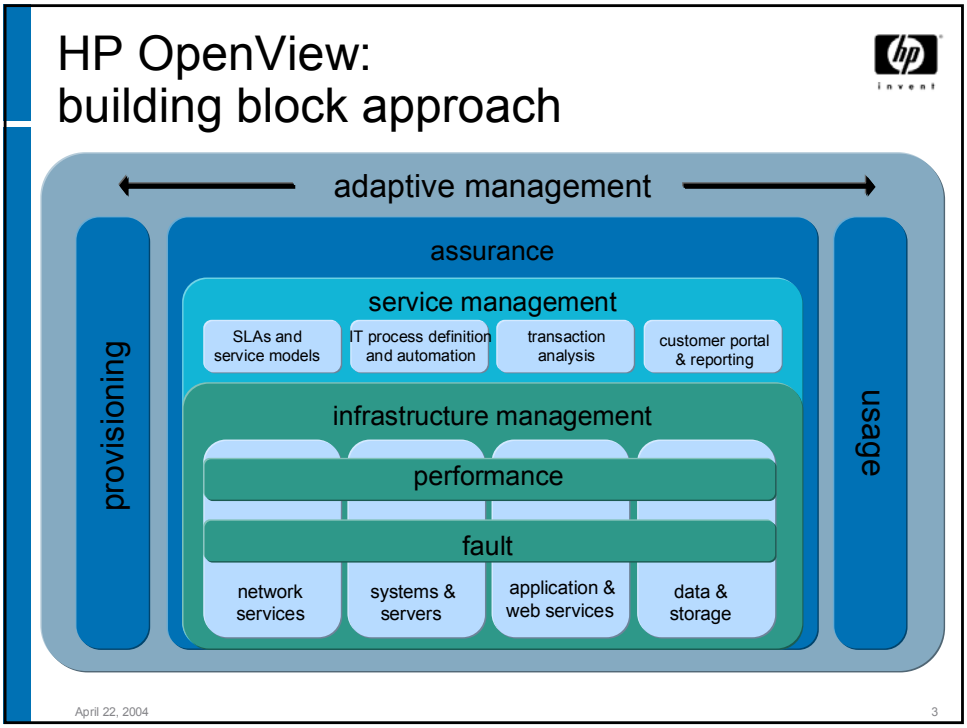


the tools needed for consolidation

HP OpenView Operations

centralized fault management

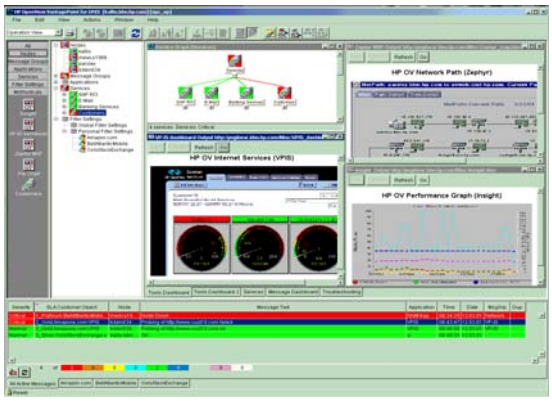
- networks, servers,applications, databases, storage
- policy driven

event monitoring

- availability, failures, warnings, thresholds, message strings

fast problem resolution

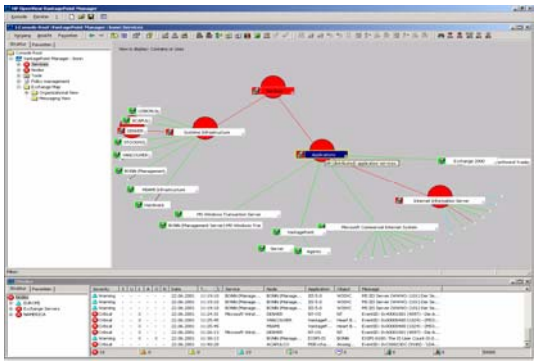
- automatic or 1-click operator-initiated actions
- extensive drill-down and problem analysis capabilities



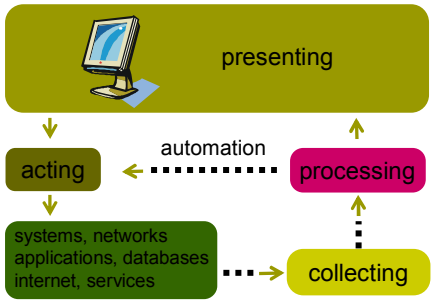
HP OpenView Operations

Key functionality

- service orientation
- flexible management concepts
- proactive monitoring through intelligent agents
- Smart message handling and correlation
- automatic actions and problem resolution
- easy-to-use graphical console
- secure and reliable communication
- support for cluster environments (e.g. MC/ServiceGuard)
- open interfaces for customization



HP OpenView Operations



Collecting

- application and system log files
- process monitoring
- system messages, custom message attributes
- MS Windows performance monitor
- SNMP traps & variables
- MPE/iX console messages

Processing

- event processing, filtering, prioritizing, and grouping of messages
- sophisticated local event correlation on selected platforms

Acting

- forwarding messages to pre-defined OVO systems
- performing automatic action

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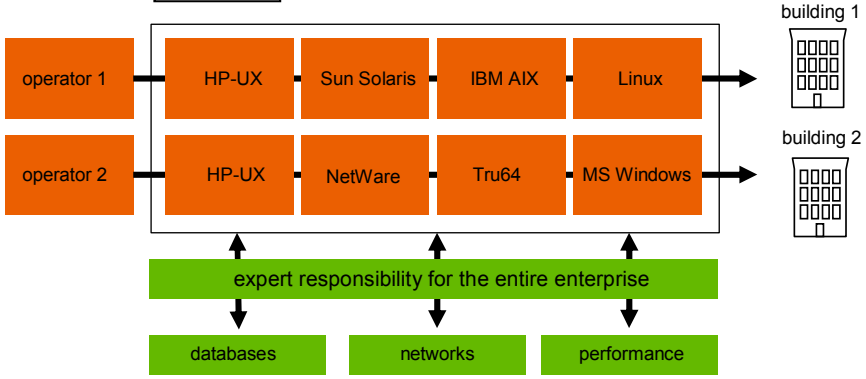
HP OpenView Operations
Task specific views, tools and responsibilities

"Deliver the right information to the right people at the right time"

HP OpenView Operations administrators configure task delegation, escalation paths, and monitoring parameters.



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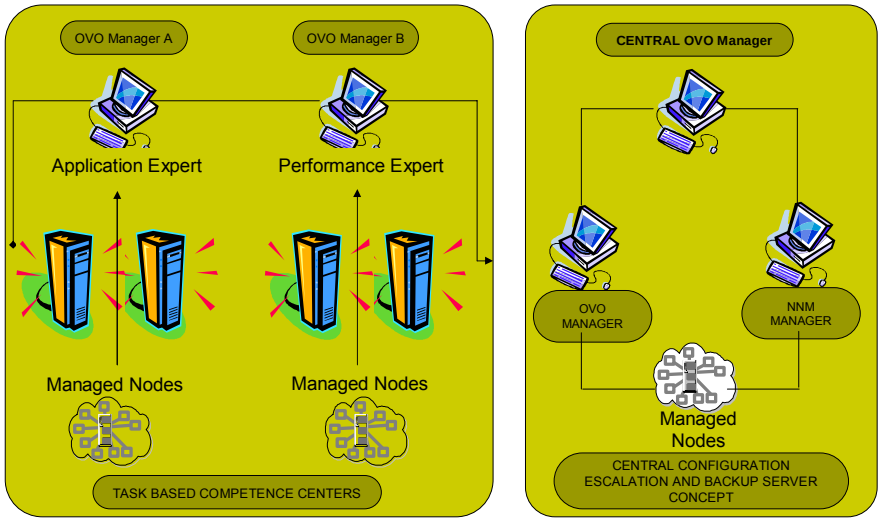
HP OpenView Operations

flexible management concepts based on time, location and expertise



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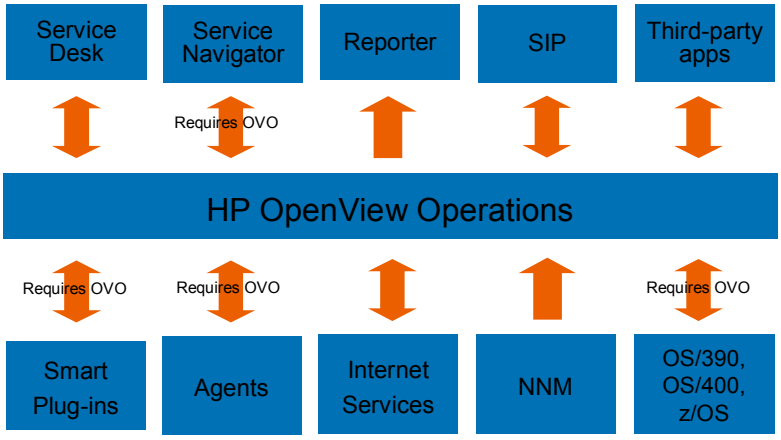
Integration with other HP OpenView products



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HP OpenView Performance

track, monitor, alarm, & report

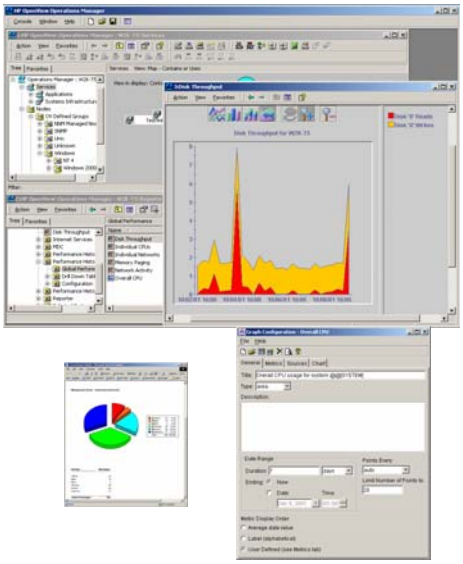
- performance of networks, servers, databases, applications, storage

intelligent alarming

- address issues as soon as performance begins to degrade
- alert on threatened service levels

performance data stored for problem analysis and resolution

- pinpoint the time and the source of the problem



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HP OpenView Service Navigator

business impact analysis

operators can instantly see

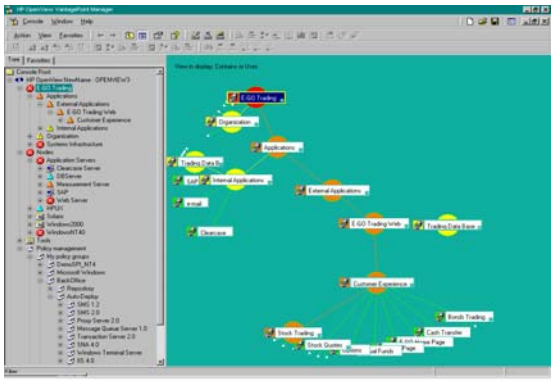
- what services are impacted by technology faults
- which problem to address first

"why is this service red?"

- show root cause maps the problem directly to it's source

"who else is affected?"

- "show impacted services" displays all services affected



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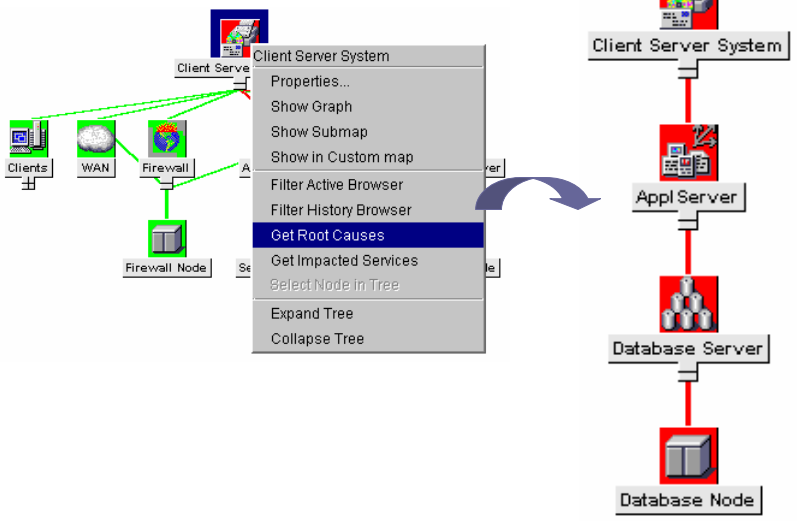
HP OpenView Service Navigator



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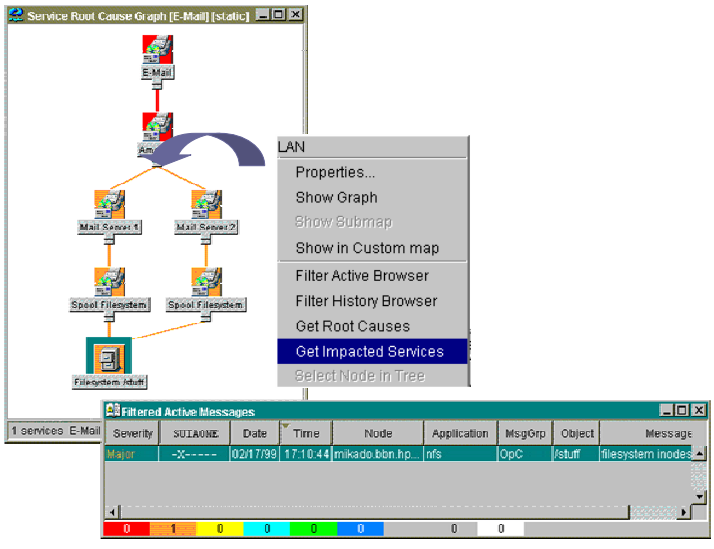
HP OpenView Service Navigator



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Agent for HP OpenVMS

- Enterprise management
  - Manage OpenVMS servers from an enterprise management system console
  - Gain real-time monitoring of an OpenVMS environment
  - Correlate events from OpenVMS with other systems
- Native agent capabilities
  - Supports Alpha V7.3-1 and forward
  - Architecture is similar to existing DCE agents available today
  - Functionality: Control, Messaging, Logfile, Action, Monitor, Distribution, Message interceptor
  - Monitor agent includes GETRMI based data:
    - CPU utilization, memory utilization, key process status, cluster member status, buffered I/O counts, operations counts, network utilization, disk utilization, thresholding, console messages

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HP OpenView OS/400 Management

Availability and health monitoring
of OS/400 systems

Graphical presentation
of the OS/400 domain network and system health

Out-of-the-box status monitoring
of standard OS/400 applications

Coexists
with existing OS/400 management solutions

API Interface for the AS/400 server
use of native AS/400 (iSeries) API's to improve response time of CPU intensive commands

OS/400 Dashboard
provides the System Administrator with the ability to interface with various AS/400 operational functions such as Manage Job Queue and Manage Output Queues

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HP OpenView OS/390 Management

Availability and health monitoring
of OS/390 and z/OS systems

Graphical presentation
of the OS/390 and z/OS network and system health

Out-of-the-box status monitoring
of standard OS/390 and z/OS applications

Coexists
with existing OS/390 and z/OS management solutions to increase flexibility in managing IBM Mainframe environments

DASD Utilization Statistics

Performance Monitoring
via an interface to the IBM Resource Monitoring Facility (RMF)

OS/390 Dashboard

HP OpenView
Service Navigator Views

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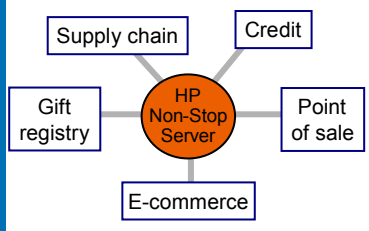
OpenNet SPI for HP NonStop servers



Service management for Zero Latency Enterprise (ZLE) solutions based on NonStop severs.

- New product from ESQ, resold and supported by HP
- Extends reach of HP OpenView Operations to HP's leading family of continuously available servers
- Provides management agent SW as well as intelligent policies for NonStop HW, OS, middleware and applications
- Agent implementation consistent with NonStop technology
- Current solution with focus on events and operations, but enhancement for performance management in plan

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HP OpenView Network Node Manager

what's there - what's working
what's threatened - what's broken

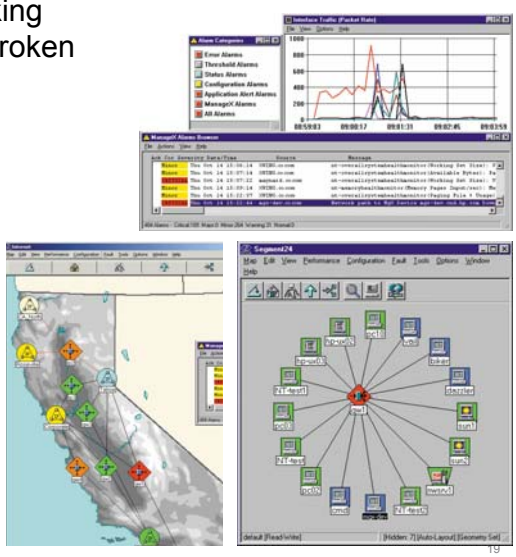
auto-discovery, mapping, status -- network topology, sub-nets, servers, storage, applications

display linkages – "draws the lines" for fast understanding of what is connected to what

customizable – e.g. all of particular floor or department; all of a particular device

root cause analysis of faults

de-facto standard for network management, integration platform



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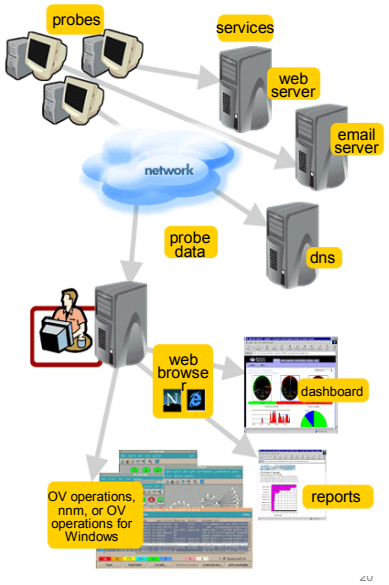
HP OpenView Internet Services

- uses software probes to actively monitor Internet services and applications
- measures, monitors and reports against service level agreements
- provides end-to-end service assurance by proactively monitoring availability and response time of services
- fixed or baseline threshold alarms
- multiple levels of drill-down, e.g. service, service group, server, customer
- stores active performance data in a central database for end-to-end graphing and reporting
- daily out-of-the-box service level reports



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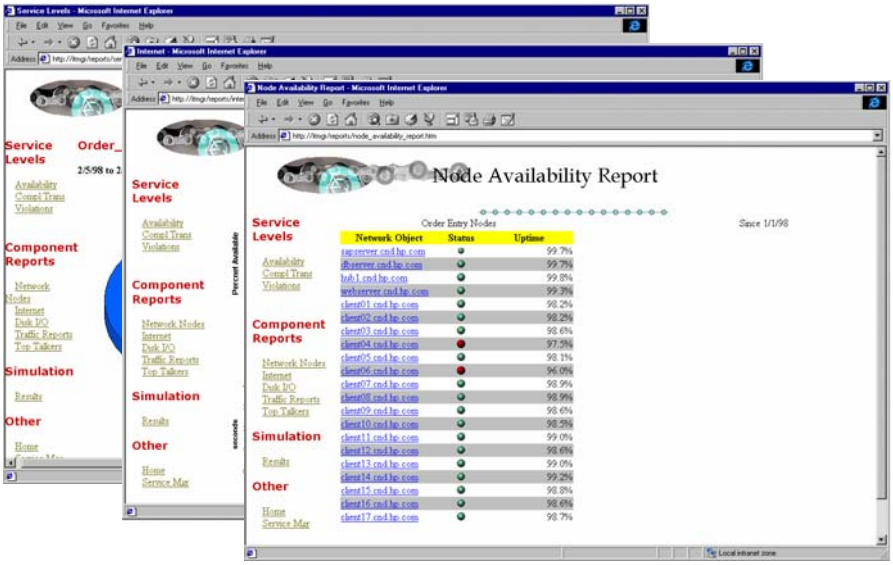
HP OpenView Reporter



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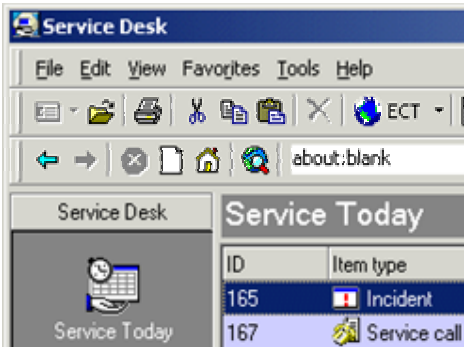
HP OpenView Service Desk



- manage the customer experience
- interface to the users & IT
- ITIL best practices
- deals with all requests
- key to positive IT image
- assists in identification of requirements & opportunities
- 12+ years experience in service management
  - help desk management
  - knowledge management
  - problem management
  - incident management
  - change management
  - project management
  - work management
  - configuration/asset management
  - service level management

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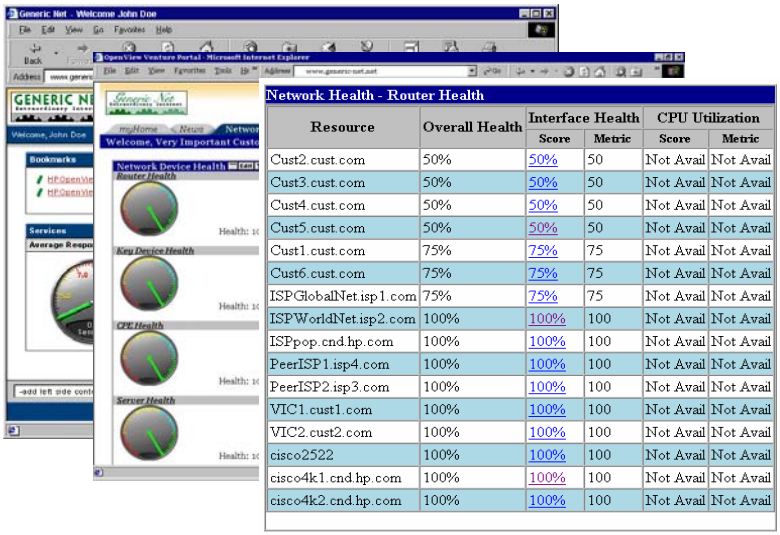
HP OpenView Service Information Portal



Network Health - Router Health

Resource	Overall Health	Interface Health		CPU Utilization	
		Score	Metric	Score	Metric
Cust2.cust.com	50%	50%	50	Not Avail	Not Avail
Cust3.cust.com	50%	50%	50	Not Avail	Not Avail
Cust4.cust.com	50%	50%	50	Not Avail	Not Avail
Cust5.cust.com	50%	50%	50	Not Avail	Not Avail
Cust1.cust.com	75%	75%	75	Not Avail	Not Avail
Cust6.cust.com	75%	75%	75	Not Avail	Not Avail
ISPGlobalNet.isp1.com	75%	75%	75	Not Avail	Not Avail
ISPWorldNet.isp2.com	100%	100%	100	Not Avail	Not Avail
ISPpop.cnd.hp.com	100%	100%	100	Not Avail	Not Avail
PeerISP1.isp4.com	100%	100%	100	Not Avail	Not Avail
PeerISP2.isp3.com	100%	100%	100	Not Avail	Not Avail
VIC1.cust1.com	100%	100%	100	Not Avail	Not Avail
VIC2.cust2.com	100%	100%	100	Not Avail	Not Avail
cisco2522	100%	100%	100	Not Avail	Not Avail
cisco4k1.cnd.hp.com	100%	100%	100	Not Avail	Not Avail
cisco4k2.cnd.hp.com	100%	100%	100	Not Avail	Not Avail

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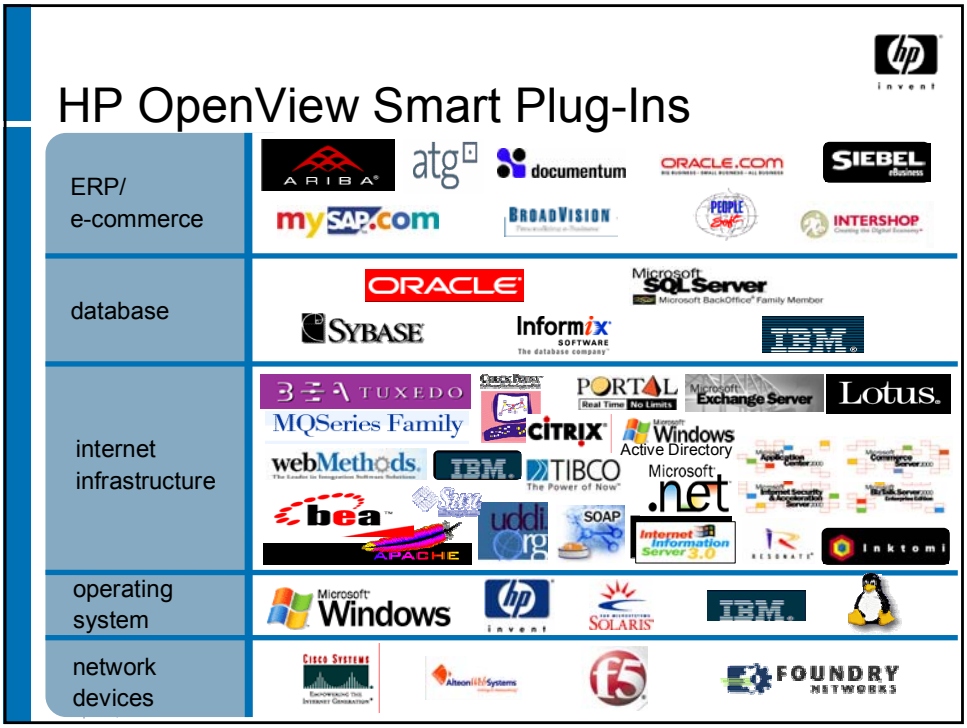
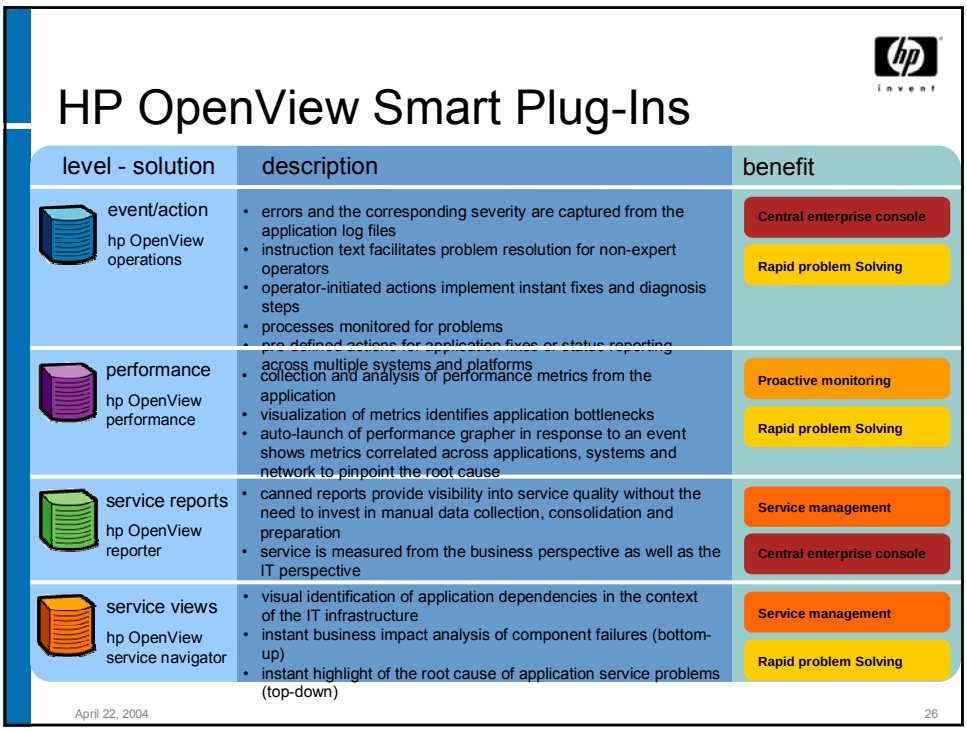
the application intelligence behind the “generic” tools


HP OpenView Smart Plug-Ins
ERP/ e-commerce
database
internet infrastructure
operating system
network devices


HP OpenView Smart Plug-Ins
level - solution
description
benefit
event/action
hp OpenView operations
errors and the corresponding severity are captured from the application log files
instruction text facilitates problem resolution for non-expert operators
operator-initiated actions implement instant fixes and diagnosis steps
processes monitored for problems
Central enterprise console
Rapid problem Solving
performance
hp OpenView performance
collection and analysis of performance metrics from the application
visualization of metrics identifies application bottlenecks
auto-launch of performance grapher in response to an event shows metrics correlated across applications, systems and network to pinpoint the root cause
Proactive monitoring
Rapid problem Solving
service reports
hp OpenView reporter
canned reports provide visibility into service quality without the need to invest in manual data collection, consolidation and preparation
service is measured from the business perspective as well as the IT perspective
Service management
Central enterprise console
service views
hp OpenView service navigator
visual identification of application dependencies in the context of the IT infrastructure
instant business impact analysis of component failures (bottom-up)
instant highlight of the root cause of application service problems (top-down)
Service management
Rapid problem Solving
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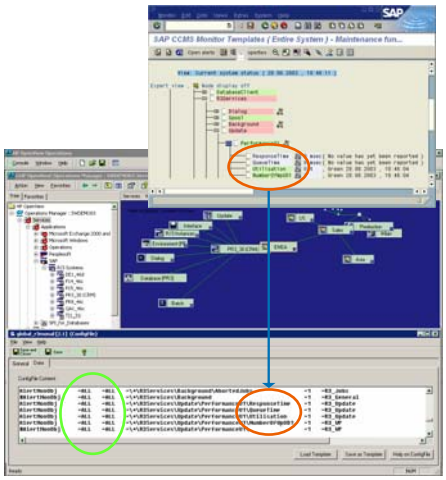
HP OpenView Smart Plug-in for SAP: Events / Actions



Filter per System and Instance

- Specific collectors to monitor SAP critical areas like
  - Availability
  - CCMS Alerts
  - CCMS Syslog
  - SAP jobs
  - SAP Work process status
  - SAP Enqueue and Update errors
  - ABAP dumps
  - Spool jobs, TEMSE consistency
  - ALE IDOC
  - Old Locks
  - Operation Mode switches
  - Internet Transaction Server Availability
  - Transport System
  - System Change Option check
  - Log-, Trace files
  - Number of Users

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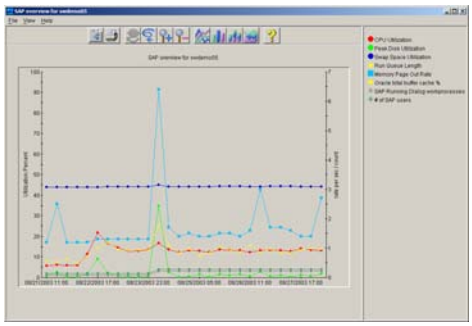
HP OpenView Smart Plug-in for SAP: Performance Management

- Flexible data collection on more than 70 performance metrics
- Customizable on demand performance graphing
- History analysis providing planning information
- Advanced threshold alarming
- Suppression of non relevant peaks
- Data collection for reporting

- Correlation with other metrics like
  - Operating system
  - Database
  - Network
  - Web Application Server
  - Availability



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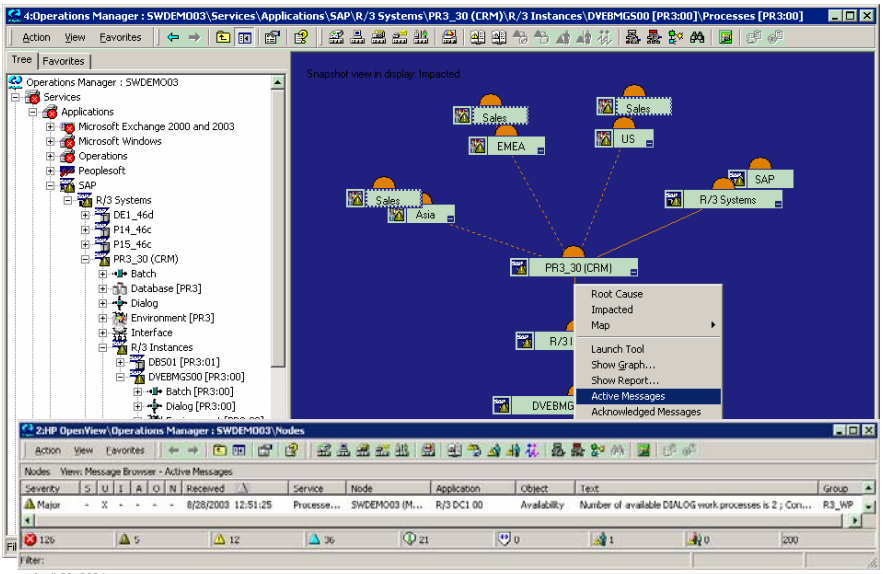
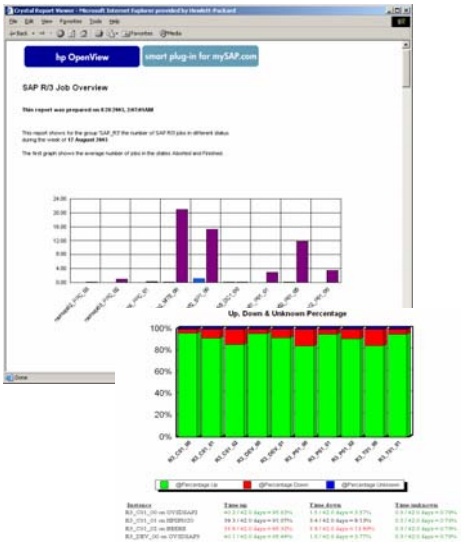
SAP: Discovery & Visualization of Services



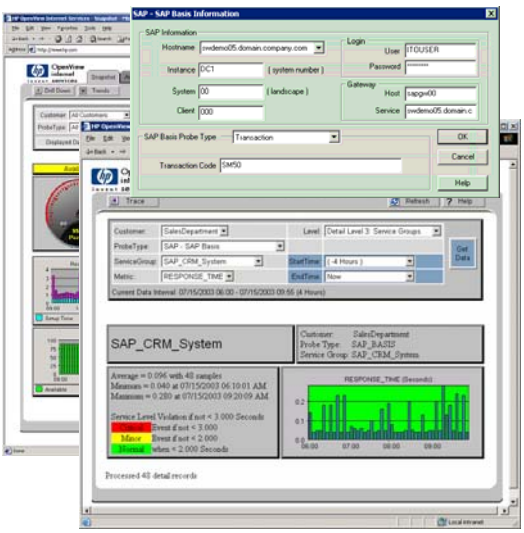
HP OpenView Smart Plug-in for SAP: Reporting



HP OpenView Reporter provides access to more than 100 pre-defined service reports:

- availability
- performance
- work processes
- job report
- workload

HTTP or SAP RFC probe for Monitoring of End-user Experience



- Monitor response time and availability of SAP using simulated transactions (“probes)
  - HTTP
  - RFC-Probe (ABAP/4)
- combine multiple service level objectives into more complex SLAs
- breakdown on a per-customer basis
- SAP RFC probe licensed and delivered with OV Internet Services

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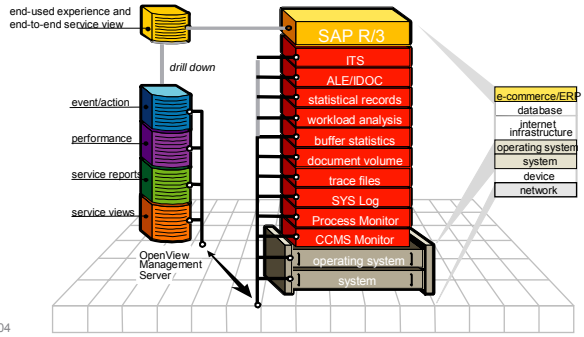
Summary

SAP® Certified Integration

- HP OpenView Smart Plug-in for SAP is the key to managing your complex mySAP environment
- HP OpenView solutions for managing SAP keep your SAP services highly available, performing to expectations and aligned with your business priorities



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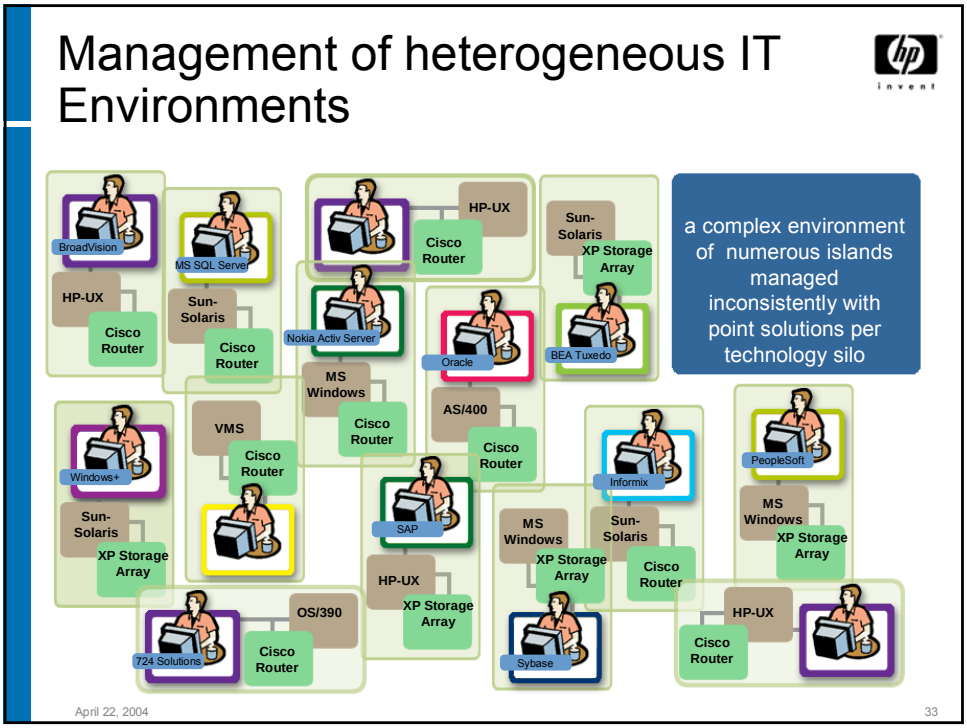
Management of heterogeneous IT Environments
BroadVision
HP-UX
Cisco Router
MS SQL Server
Sun-Solaris
Cisco Router
HP-UX
Cisco Router
Nokia Activ Server
MS Windows
Cisco Router
Oracle
AS/400
Cisco Router
Sun-Solaris
XP Storage Array
BEA Tuxedo
a complex environment of numerous islands managed inconsistently with point solutions per technology silo
Windows+
Sun-Solaris
XP Storage Array
VMS
Cisco Router
SAP
HP-UX
XP Storage Array
OS/390
724 Solutions
Cisco Router
Informix
MS Windows
Sun-Solaris
XP Storage Array
Cisco Router
Sybase
PeopleSoft
MS Windows
XP Storage Array
HP-UX
Cisco Router
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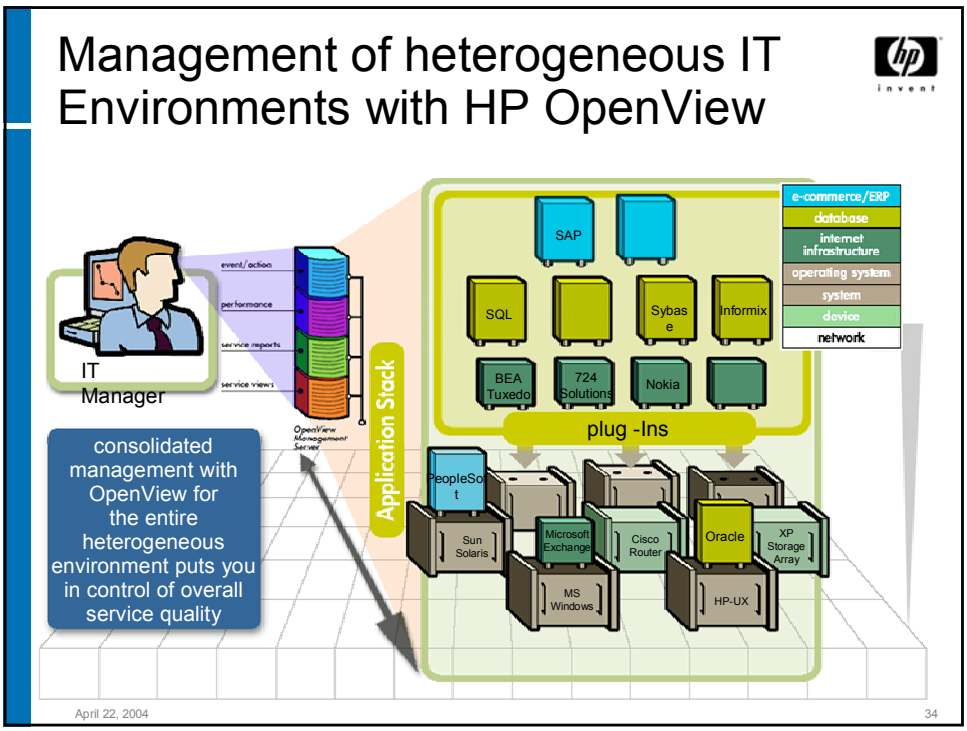
Management of heterogeneous IT Environments with HP OpenView
IT Manager
event / action
performance
service reports
service views
OpenView Management Server
consolidated management with OpenView for the entire heterogeneous environment puts you in control of overall service quality
Application Stack
SAP
SQL
Sybase
Informix
BEA Tuxedo
724 Solutions
Nokia
plug -Ins
PeopleSoft
Sun Solaris
Microsoft Exchange
Cisco Router
Oracle
XP Storage Array
MS Windows
HP-UX
e-commerce/ERP
database
internet infrastructure
operating system
system
device
network
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Looking for more information?

Please check the OpenView website at:
http://openview.hp.com

… or just visit me at the booth!

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