

Business Service Analytics

*Modelovanie Služieb v
CA Spectrum Service Assurance*

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ca Forum

Bratislava
20. október

agenda

- Dôvody ku Service Assurance
- CA Service Assurance Riešenie
 - Infrastructure Management
 - Application Performance Management
 - Business Service Analytics
- Business Service Analytics
 - CA Spectrum Service Assurance
 - Vizualizácia a modelovanie služieb
 - Monitoring rizík, dopadov a kvality prevádzkovani služieb, RCA
 - Zabezpečenie prevádzky služieb, SLA reporting

Business Service Analytics

ask yourself...

How often does your help desk get calls before IT knows there is a problem and how to fix it?

How much time does operations spend fixing problems versus adding value?

How much revenue, customer good will or productivity was lost last year while IT was troubleshooting?

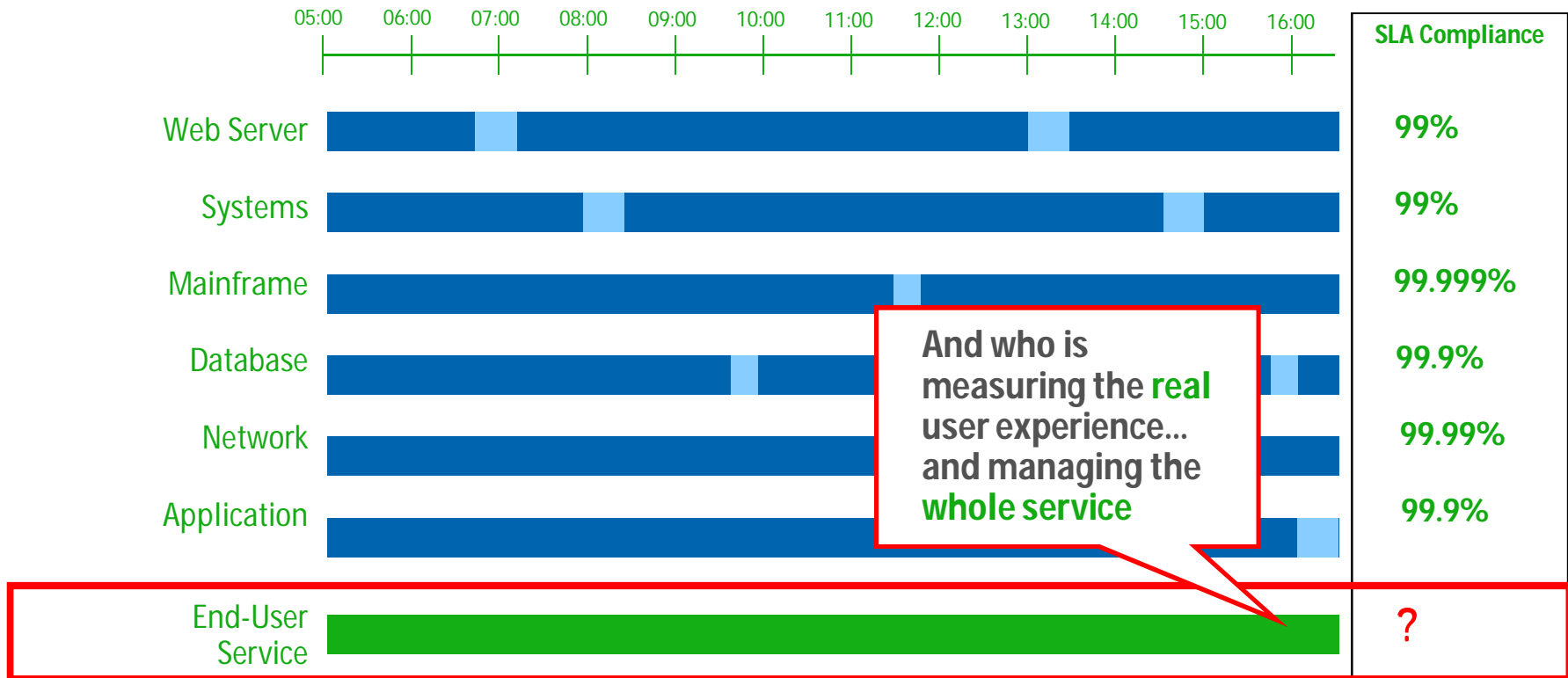
What is your process for pinpointing a problem that is affecting users – or preventing problems from affecting users?

How do you visualize services so you can make informed investment and operational decisions based on their status and risks?

Business Service Analytics

do you know what is impacting your services?

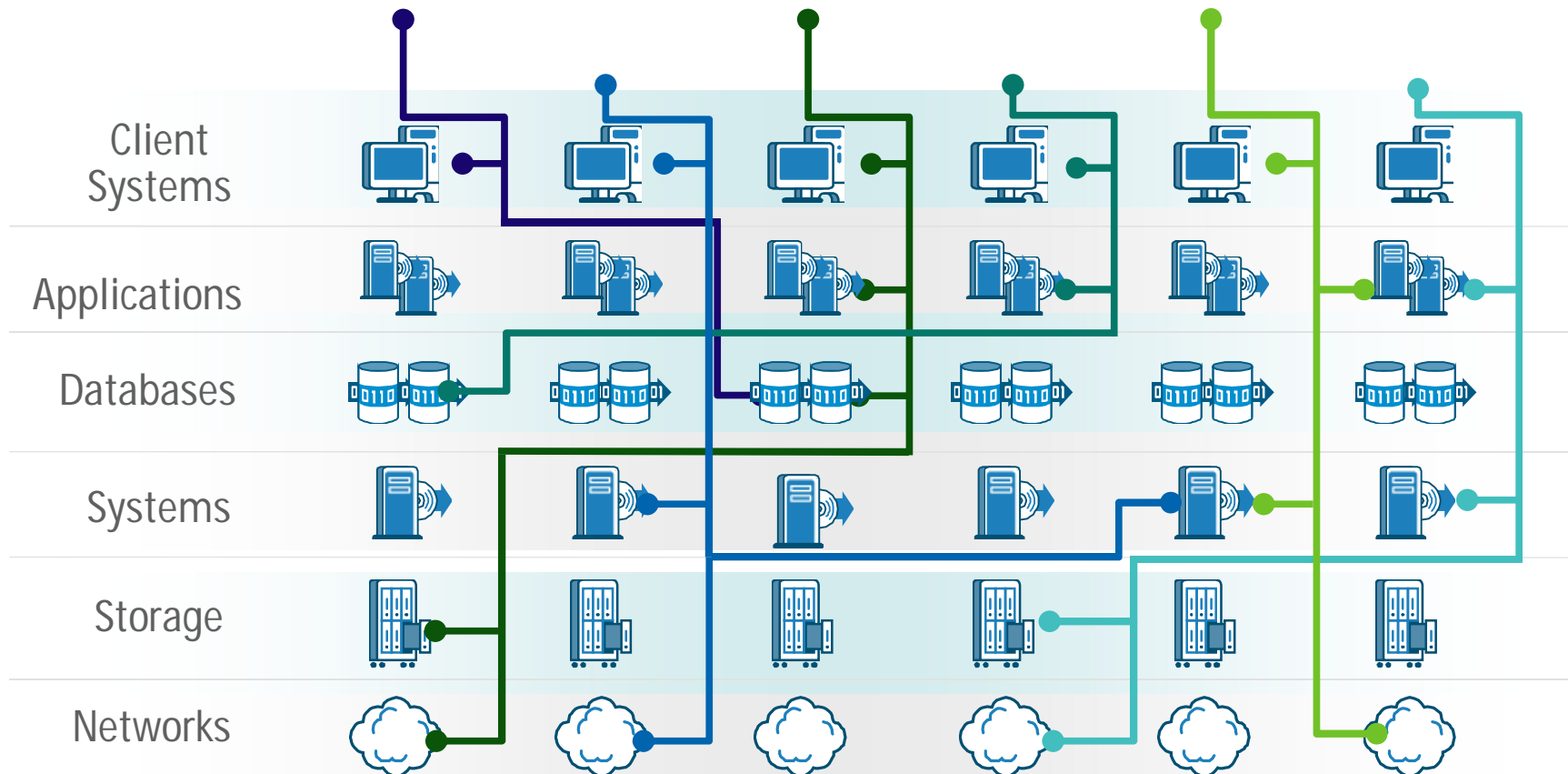
Little Issues Add Up



- Unavailable or Slow
- Available, Performing as Expected

Business Service Analytics

how fast can you fix problems? can you measure & mitigate risks?



The CA Service Assurance Solution

Building the Service Assurance Solution

COMPONENTS

INFRASTRUCTURE

- networks (data & voice)
- systems (physical & virtual)
- databases
- environmental

APPLICATIONS

- web portals & app servers
- JEE, .NET & back-end
- client/server
- TCP/IP
- unified communications

SERVICES

- end-to-end service models
- top-to-bottom infrastructure mapping
- SLA management

PIVOTAL INSIGHTS

fault, configuration, performance & flow analysis

end user experience, application and transaction visibility

infrastructure impact on service quality, risk & performance

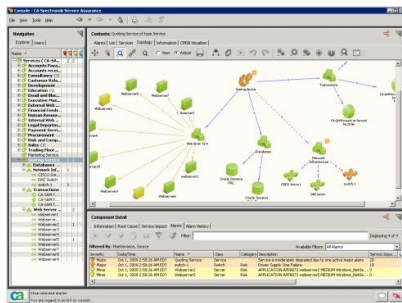
Business Service Analytics

CA Spectrum Service Assurance (SSA)

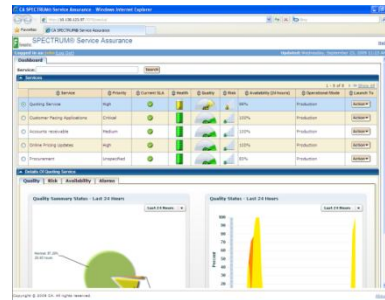
Product & Integrations

CA Business Service Analytics Provides the Answers understand infrastructure impact on quality

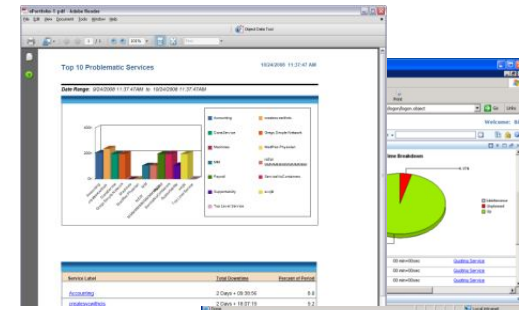
End-to-End
Service Visibility



Business Service Quality, Risk,
Impact and Root Cause Analysis



Business Service Assurance
and SLA Reporting



End-to-End Service Visibility

open integration, intelligent modeling & real-time service model

Service Management

CMDBF

Other Data Sources

Business Service Dashboard

Service	Priority	Current SLA	Health	Quality	Risk	Availability (24 hours)	Operational Mode	Launch To
Quoting Service	High		Green	99%	Low	99%	Production	Action
Customer Facing Applications	Critical		Green	100%	Low	100%	Production	Action
Accounts receivable	Medium		Green	100%	Low	100%	Production	Action
Online Pricing Updates	High		Green	100%	Low	100%	Production	Action
Procurement	Unspecified		Green	93%	Low	93%	Production	Action

R/T SM

Automation

Infrastructure Management

Application Performance Management

Overview: Root Cause Probability

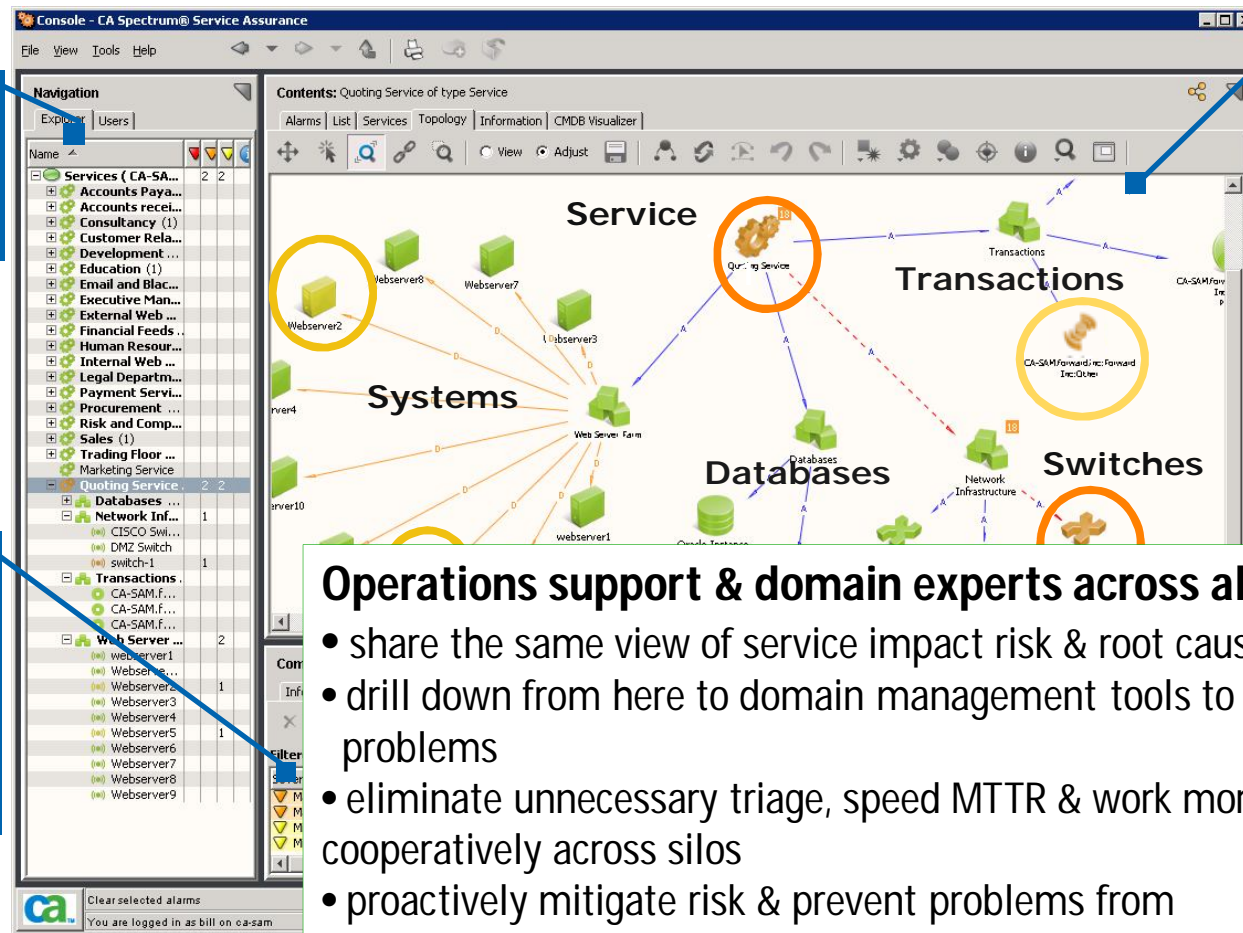
- Network (57%)
- Logic (2%)
- Backend (2%)
- Application Server (2%)
- Web Server (1%)
- Client (1%)

EXECUTIVE VIEW

Business Service Quality, Impact, Risk & Root Cause Analysis service operations console

Imported
Components
for Service
Models

Component
Detail:
status,
severity,
impact &
root cause



Business Service Quality, Impact, Risk & Root Cause Analysis understand infrastructure impact on services

The screenshot displays the CA Spectrum@ Service Assurance console interface. It features a navigation pane on the left with a tree view of network elements. The main area shows a network topology diagram with nodes like 'Forward Inc.', 'Network Core', and 'Provider Cloud'. A transaction flow diagram is overlaid, showing 'Transactions' and 'Switches' connected to 'Querying Service'. A 'View Violation' dialog box is open, showing configuration details for a violation on interface dcli203. Below the console, a 'Service Level Management' window shows an 'Incident Management' section with a table of affected users.

View Violation - SPECTRUM OneClick for ForwardInc

Configuration:

```

ip v6 rip IPv6-1 enable
no cdp enable
frame-relay interface-dcli 202
class GOLD-Traffic
!
interface Serial0/0.203 point-to-point
ip address 138.42.94.57 255.255.255.252
no cdp enable
frame-relay interface-dcli 203
class dcli-traffic

```

Alarm Details: NCM POLICY VIOLATE, Mar 20, 2011, Configuration: The severk

Component Detail: dcli203, Cisco2621

Service Level Management - Incident Management - Performance Reports - Quality Reports

Incident Details - Affected Users - click on any link to view more incident-related information. More...

Affected User List for Incident 1009

User	Login Name	Impact Level	User Group
Thorson, Jane	jthorson	Critical	Online
Blumfield, Rose	rblumfield	Critical	CallCenter
Green, Silas	sgreen	High	Online
Jalisco, Michael	mjalisco	High	Online
Molloy, Dermot	dmolloy	High	Online
Tusno, Jessor	jtusno	High	Online
Albi, Fiona	falbi	Medium (Default)	Dublin
Alipod, Stephanie	salipod	Medium (Default)	CallCenter
Artispe, Marina	marispe	Medium (Default)	CallCenter
Beary, Jason	jbeary	Medium (Default)	CallCenter
Berger, Eric	eberger	Medium (Default)	CallCenter
Blumfield, Rose	rblumfield	Medium (Default)	CallCenter
Braun, Matt	mbraun	Medium (Default)	London
Bundy, Curtis	cbundy	Medium (Default)	CallCenter
Christon, Val	vchriston	Medium (Default)	CallCenter
Cohn, Marty	mcohn	Medium (Default)	Dublin
Cox, Simon	scox	Medium (Default)	London
Elliot, Katherine	kelliot	Medium (Default)	London
Emi, Kiyoshi	kemi	Medium (Default)	NYSE
Enjoy, Jasmine	jenjoy	Medium (Default)	Dublin
Ensh, Mayara	mensch	Medium (Default)	Dublin
Ermine, Art	aermine	Medium (Default)	Dublin
Emory, Terrence	temory	Medium (Default)	Dublin
Fulano, Kip	kfulano	Medium (Default)	NYSE
Gentry, Harrison	hgentry	Medium (Default)	London

91 items found, displaying 1 to 25. [First] [Prev] 1, 2, 3, 4 [Next] [Last]

- Outcomes:**
- identify infrastructure impact on service
 - understand root cause of infrastructure problem
 - understand who is impacted
 - quickly remediate and restore service quality

Business Service Quality, Impact, Risk & Root Case Analysis

understand infrastructure risk to services

The image displays several screenshots from CA Spectrum Service Assurance and NetQoS Performance Center. The top-left screenshot shows a service topology diagram with 'Service' and 'Servers' nodes. The top-right screenshot shows an alarm list table with columns for Severity, Alarm Title, Name, Impact, Occurrences, and Date/Time. The bottom-left screenshot shows a component detail for a VMware ESX host, displaying system information and performance metrics. The bottom-right screenshot shows a performance dashboard for a virtual machine, displaying various utilization charts such as CPU, Memory, and Disk I/O.

Outcomes:

- understand risk to service quality
- see infrastructure status & trends
- fix problems before users are impacted

Business Service Quality, Impact, Risk & Root Case Analysis understand application impact and risk to services

The screenshot displays the Wily Customer Experience Manager interface. It features several panels:

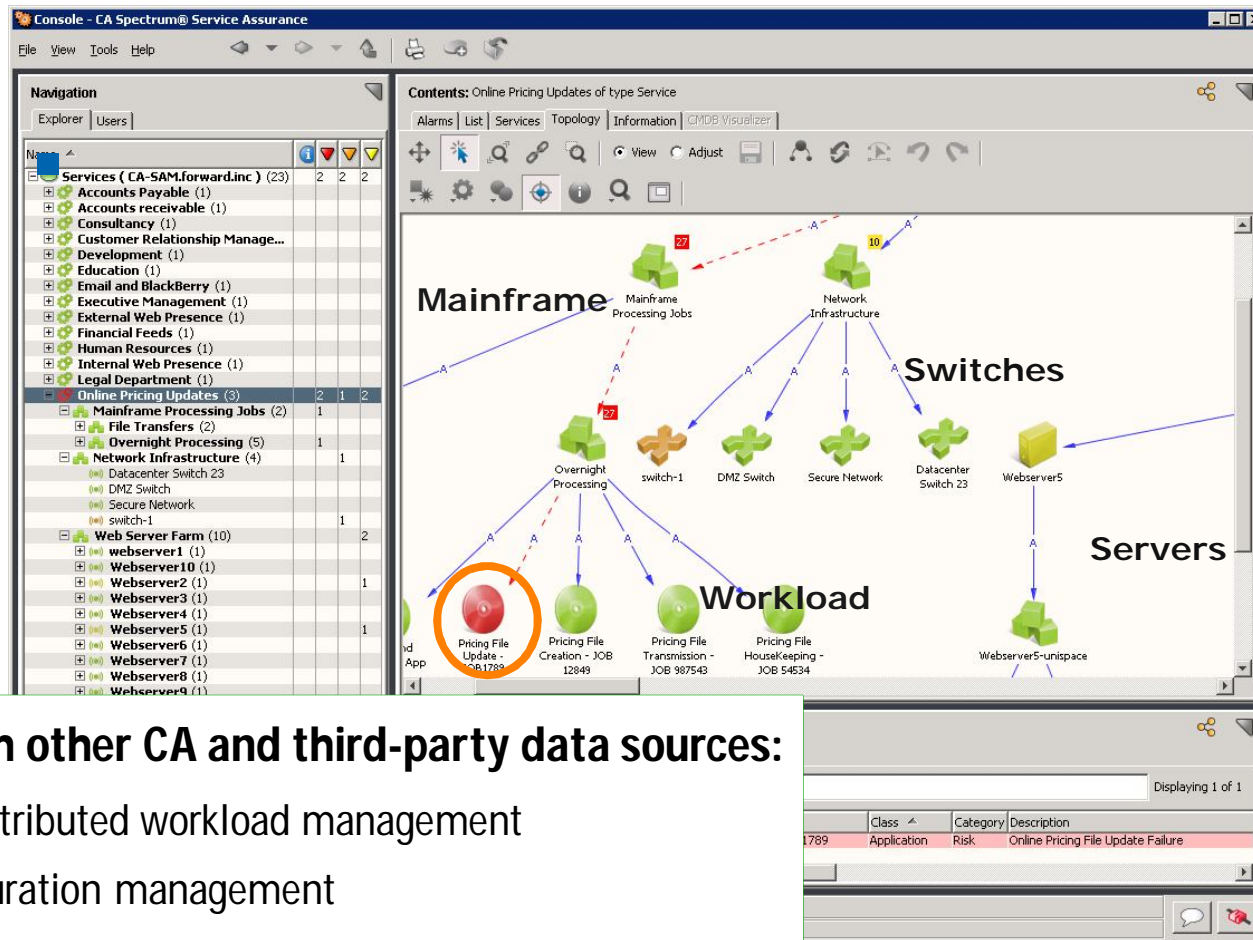
- Incident 1009 Overview:** Shows incident details, affected users, and a defect time distribution chart.
- Service Level Management:** Displays a status report for business processes, including a 'Business Process Trend Report' table.
- Client Tier Defect Count by Client Type:** A pie chart showing defect counts for different client types.
- Root Cause Probability:** A chart showing the probability of various root causes.
- Performance Reports:** A table showing success rates and average times for different business processes.

Business Process	Success Rate Trend	Success Rate Change	Success Rate Current	Success Rate Previous	Average Time Trend	Average Time Change	Success Rate	Average Time
Trading	↓	-1.1%	99.881%	100.000%	↓	0.1%	4.6095s	4.4105s
Call Center	↓	-0.4%	99.814%	100.000%	↓	7.2%	2.710s to 2.995s	2.702s to 2.793s
Portfolio	↓	-0.1%	99.897%	100.000%	↓	0.8%	1.100s to 17.830s	1.093s to 17.681s

Outcomes:

- understand when service is impacted by the application or infrastructure
- know which transactions & users are impacted
- see application-stack root cause & quickly restore service quality
- spot transaction performance/SLA trends & mitigate risks

Business Service Quality, Impact, Risk & Root Cause Analysis multidimensional situation awareness



Integration with other CA and third-party data sources:

- mainframe & distributed workload management
- change & configuration management
- automation & cloud management systems
- security management

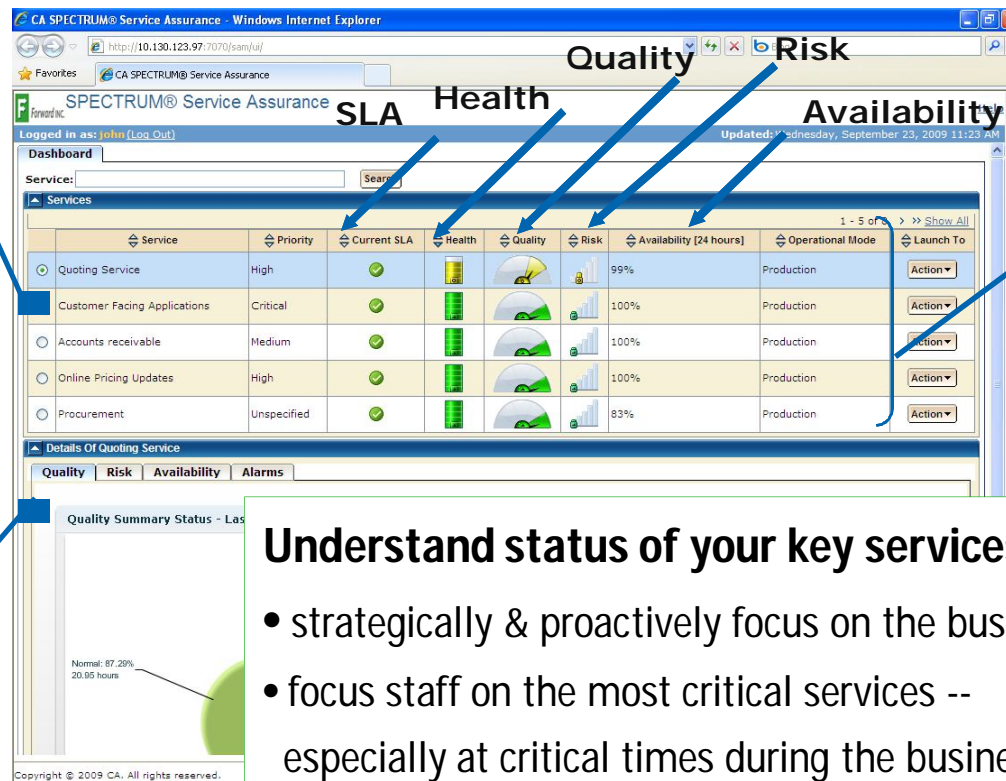
Business Service Assurance and SLA Reporting

real-time service dashboard

Business services listed according to:

- Business Importance
- Quality level
- Risk to quality

Historical Service Status Details



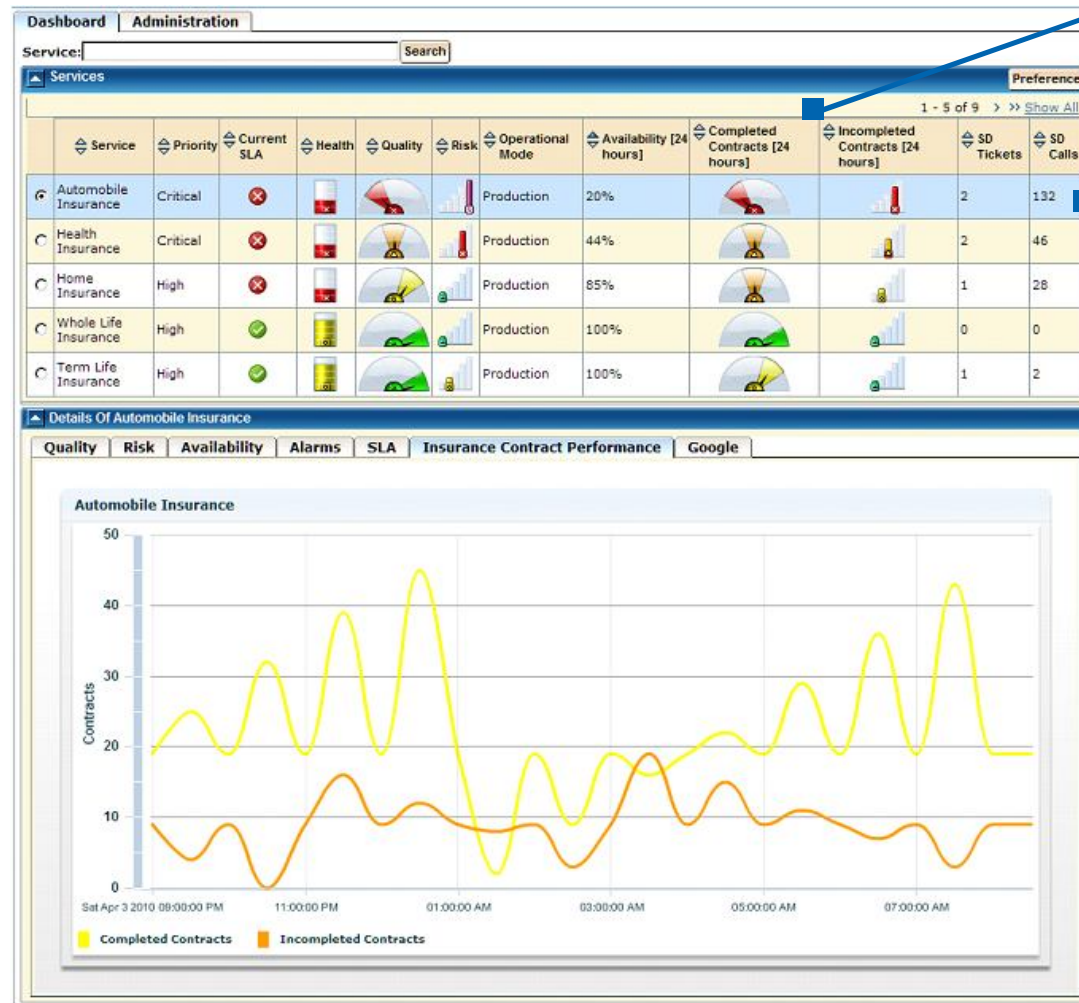
Real-time Service Status Indicators

Understand status of your key services:

- strategically & proactively focus on the business
- focus staff on the most critical services -- especially at critical times during the business cycle & according to SLA status
- know who is addressing problems & risk
- improve IT & LOB communication & strategic planning

Business Service Assurance and SLA Reporting

real-time service dashboard

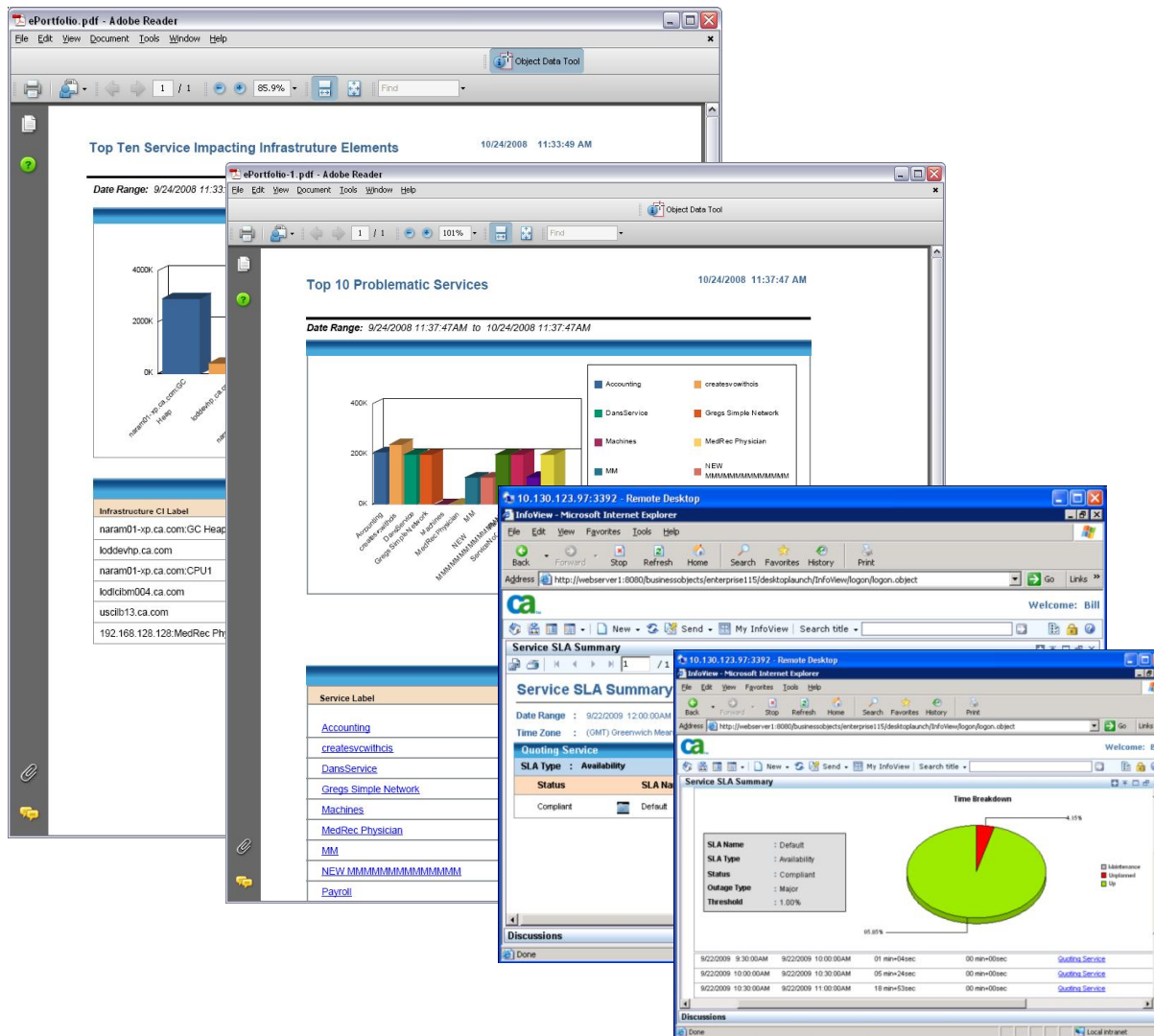


Business data related to services

Service desk data related to services

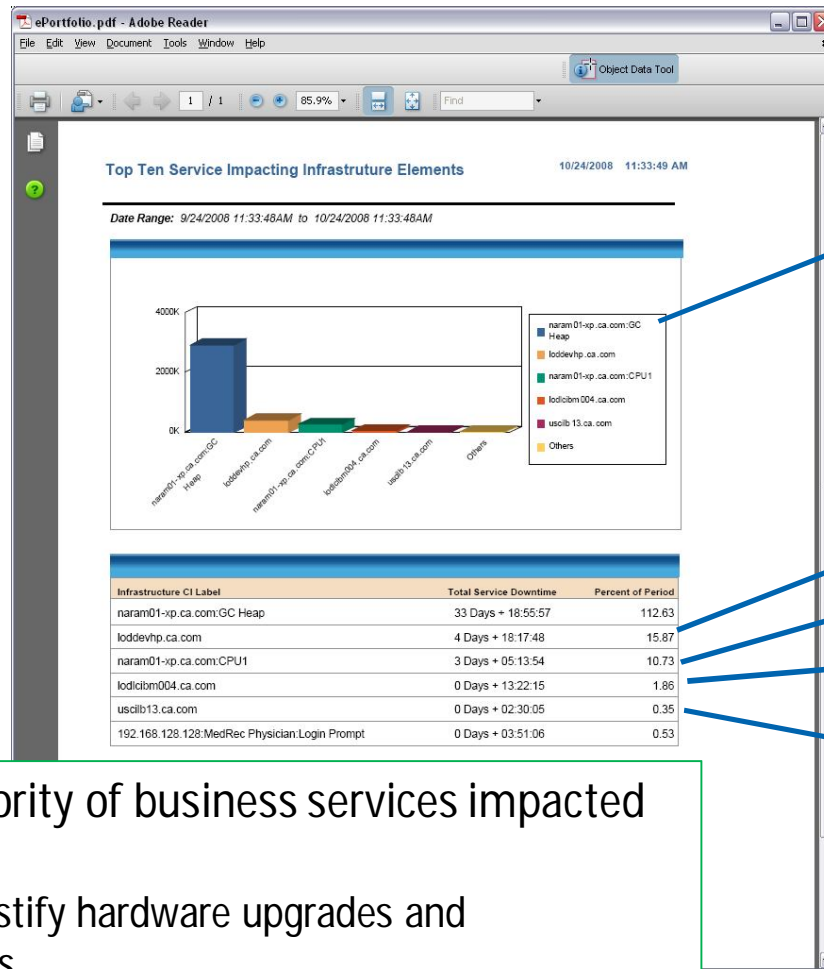
Business Service Assurance and SLA Reporting

historical service and SLA reports



- Quality
- Risk
- Availability
- Health (indexed values)
- Summary
- Top 10
 - Degraded
 - High Risk
 - Low Quality
 - Service-affecting IT Assets

Service and SLA Reports



You see which IT assets are persistent source of problems for each particular business service

Network switch

Server or mainframe

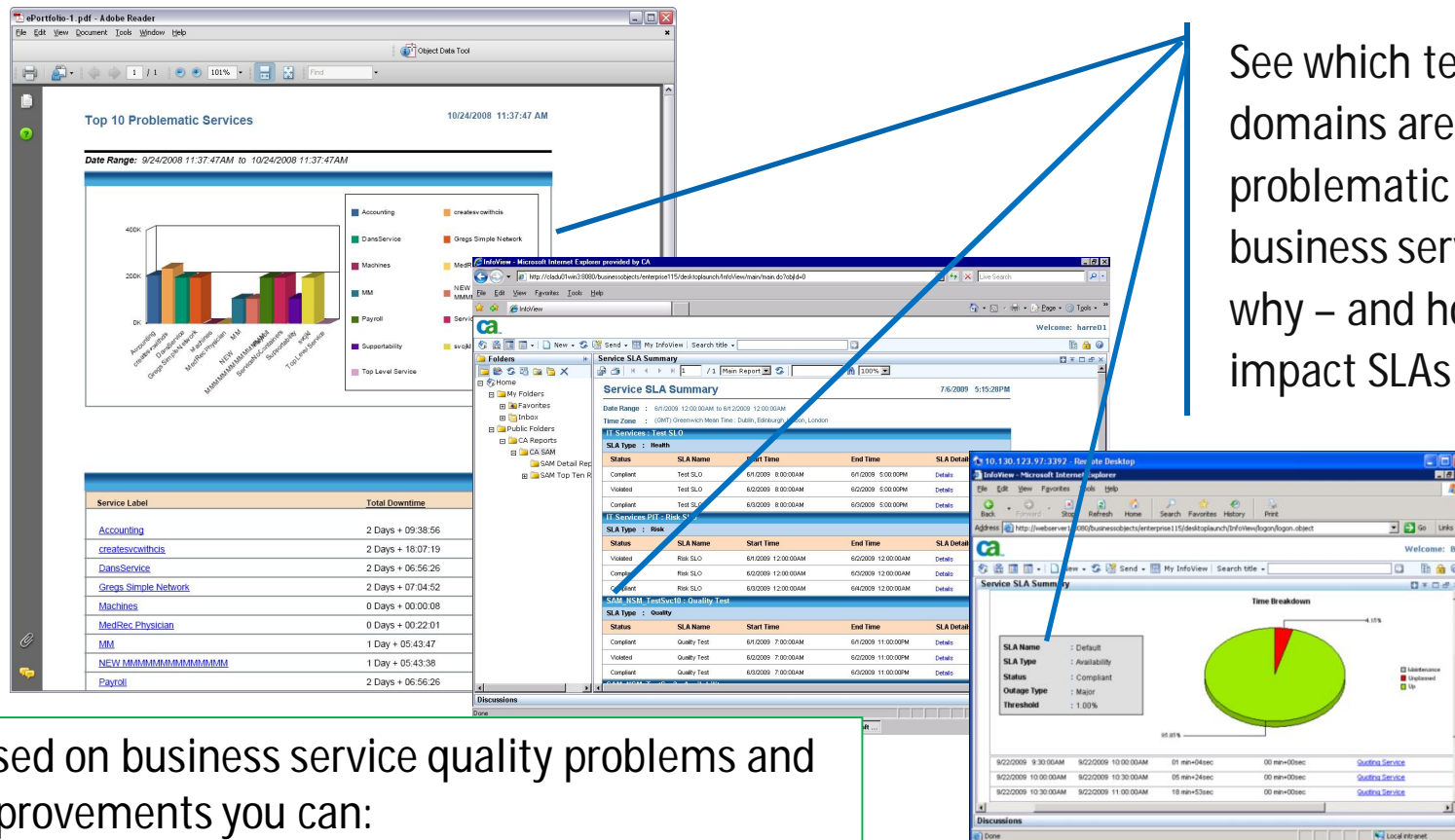
Back-end database

Transaction associated with a specific application and business process

Based on priority of business services impacted you can:

- accurately justify hardware upgrades and replacements
- deliberately plan and execute continuous improvements

Service and SLA Reports



See which technology domains are problematic for each business service and why – and how they impact SLAs

Based on business service quality problems and improvements you can:

- manage operations support staff according to business priorities
- reward domain experts based on continuous improvements
- accurately justify hiring specific domain experts

CA Business Service Analytics

what does CA Technologies make possible?

Ability to know the performance of your business services
from the end-users' perspective

Enables Operations to know when the most important services have problems
and what is being done to fix them

Enables Operations to do the right things to mitigate risks
and better prevent services from being impacted

Make more informed CAPEX and OPEX decisions
based on the reality and risks of your business services

Demonstrate that your protecting and improving the services
that drive revenue and competitive advantage

CA Spectrum Service Assurance what the analysts say

Enterprise Management Associates Value Leader Award



"...a jumpstart ahead of most of its competitors..."

"...a true, model-based BSM dashboard...the tip of the wedge for introducing CA's Unified Service Model and Catalyst integration architecture more broadly."



"CA adds to this strong infrastructure, application and user experience monitoring, as well as world class SLA contract management."

"CA can deliver comparatively fast time-to-value for a platform-level solution especially when CA monitoring solutions (Spectrum, Wily, eHealth, etc.) are already in deployment."

* Enterprise Management Associates: "EMA Radar For Business Service Management (BSM)" June 2010 Author: Dennis Drogseth

CA Spectrum Service Assurance what the analysts say

Enterprise Management Associates Impact Brief CA Spectrum Service Assurance Bridges Service Management Gap



“...delivers some truly unique and innovative features.”

“...offers real hope for beleaguered IT organizations that are trying to bring together the pieces to build an integrated service management story.

“...CA is bringing an open approach to the table, with a plan for connectors and a heritage that brings a deep understanding of infrastructure management to bear, along with solid experience with CMDB and service desk.”

* Enterprise Management Associates: “Impact Brief, CA Spectrum® Service Assurance Bridges Service Management Gap” April 2009 Author: Jim Frey

CA Spectrum Service Assurance what the analysts say

Ptak, Noel & Associates Gives Spectrum Service Assurance High Marks



“SSA’s new analytical capabilities, fuelled by simplified integration and displayed in a web accessible dashboard, means that although different IT staff use specialized management software to perform their tasks, they can all work from a shared, common view of the critical business services supported by varied infrastructure.”

“...thereby allowing IT organizations to work smarter and be more effective in Guaranteeing high quality services without adding staff.”

“...simplified service modeling and policy creation capabilities and its pre-built Integration modules (which share the context and analysis captured within the service model across multiple tools) allow IT organizations to advance their service management maturity more rapidly and cost effectively.”

* Ptak, Noel & Associates LLC: “Spectrum Service Assurance Commentary” April 2009 Author: Jasmine Noel

CA Spectrum Service Assurance what the analysts say

Ovum Butler Group Technology Audit of CA Spectrum Service Assurance



"...delivers a business-service-centric view of IT management, and its capabilities can bring about improvements in the quality of delivered IT services, while at the same time helping offset the associated risks."

".....directly addresses the problem of multiple domain management tools that deliver large volumes of non-normalized, non-correlated data, where the tasks of root-cause analysis and impact analysis are inherently difficult because of what can be termed 'Event blindness'.."

"...can provide an end-to-end view of the IT infrastructure, importantly from the business, not just IT, perspective."

*Ovum Butler Group, "Technology Audit: CA Spectrum Service Assurance" January 2010, Authors: Stephen Mann and Balachandar Ganesh

Discussion

thank you

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