TeamQuest
Business Runs on IT – How Efficient is IT?
Presenters

Tony MacDonald  
Sales Engineer Manager - TeamQuest

Jeff Schultz  
Product Specialist - TeamQuest
Agenda

- Ensuring health, risk & efficiency
- Identifying over & under utilized systems
- Putting IT services in business context
Capacity Management Challenges

- Hours and hours to generate capacity reports.
- Are my services/applications and systems at risk?
- How can I easily identify over and under utilized systems.
- Effective reporting at multiple levels.
- Are they running efficiently?
- Is the workload profile optimized?
- No reliable or consistent data.
IT Maturity Assessment

**Level 1. Chaotic**
- Ad hoc
- Notifications via user calls
- No centralized help desk
- No infrastructure management

**Level 2. Reactive**
- Component view
- Firefighting
- Alert & event monitoring
- Formalized incident reporting
- Siloed responsibility for technology

**Level 3. Proactive**
- Workload view
- Predict, prevent performance problems
- Trending
- Availability management
- Standardized toolset across technologies

**Level 4. Service**
- Service view
- Monitor & report on services
- Service level agreements
- Scenario-based capacity planning
- Influence usage through chargeback

**Level 5. Value**
- Business process view
- Link IT services to business processes
- Report in business terms
- Measure process efficiency & effectiveness
- Weigh costs against benefits & risks
- Continuous service improvement
Top Down

- Service and Application level views
  - Health
  - Risk
Service or Application Watchlist

- **Unhealthy Services**
  - Core Banking Services: 0, 3
  - Personal Banking: 3, 2
  - Shopping Cart: 2, 2
  - Top 10 At-Risk Services: 2, 10

- **At-Risk Services**

**Messages**
- analyst1: Oct 26
  - Please review the behavior of the AWS tier. For some reason, the load is not being evenly distributed.
- Jeffs: Feb 9
  - We just started using Vityl Adviser. Now we will be able to react well before we have current risk. My job is going to be fun again!
- Jeffs: Feb 9
  - Clmv19&20 are virtual systems. The Loans service has been steadily growing. I asked the VMware admin team to add more CPUs this weekend.
- johnm: Feb 9
  - I see that many of the systems in the Loans service have remediation plans in place but not clmv19&20. I asked Jeff to look at these.
Shopping Cart Service – Health and Risk

The Service Risk section displays predicted risk scores for each service in the watchlist. Risk is an indication of how services are predicted to perform.

The Risk Prediction graph displays the predicted risk score for the next 6 months. It is calculated based on the subsystem that has the soonest Days To Risk.

- Low risk with score from 0 - 45
- Warning with score 46 - 55
- High risk with score 56 - 100

Risk is the worst risk score for the system for the next 6 months.

Days To Risk is the minimum number of days until the worst system in the service is predicted to be at risk.

For more information, see
Investigating Service Health and Risk
Shopping Cart – WebSrv Tier

<table>
<thead>
<tr>
<th>System</th>
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Bottom Up

- Systems Views
  - Health
  - Risk
  - Efficiency
System Watchlists

Vityl Adviser
System Watchlists

Status

- Unhealthy Systems
- At-Risk Systems
- Inefficient Systems

System Watchlists

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<tr>
<th>Name</th>
<th>2</th>
<th>3</th>
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<tr>
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<td>&gt;</td>
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<tr>
<td>My Personal Banking</td>
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<td>&gt;</td>
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<tr>
<td>My Shopping Cart</td>
<td>3</td>
<td>3</td>
<td>6</td>
<td>&gt;</td>
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Messages

- analyst1: Oct 25
  Please review the behavior of the AWS tier. For some reason, the load is not being evenly distributed.

- Jeffs: Feb 9
  We just started using Vityl Adviser. Now we will be able to react well before we have current risk. My job is going to be fun again!
The System Efficiency section displays current and historical efficiency scores for each system in the watchlist. Efficiency is an evaluation of whether system CPU usage is within the target range for your organization.

The Efficiency History graph displays the efficiency score over the past 30 days. The last point on the graph is the current efficiency score.

- Efficient with score from 55 - 100
- Warning with score from 45-54
- Inefficient with score from 0 - 44

Efficiency is the last efficiency score for the system.

For more information, see
Investigating System Health, Risk, and Efficiency

Efficiency History
Shopping Cart - Server Efficiency Profile
## Shopping Cart – Server Watch List

### System Risk

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### Messages

**analyst1**

> Please review the behavior of the AWS tier. For some reason, the load is not being evenly distributed.

**Jefis**

> We just started using Vityl Adviser. Now we will be able to react well before we have current risk. My life is going to be fun again!

**Jefis**

> Clvm19#20 are virtual systems. The Loans service has been steadily growing. I asked the VMware admin team to add more VCPUs this weekend.
Shopping Cart - Server Risk Profile

Subsystem Risk Predictions

- CPU
  - Risk: 60
  - Days to Risk: 0

- Disk I/O
  - Risk: 21

- Disk Space
  - Risk: 0

- TPI
  - Risk: 55
- Days to Risk: 0

Services Impacted
- Windows
- WebSrv

Disk I/O Risk
- Risk Score

CPU Risk
- Risk Score

Months
0 1 2 3 4 5 6
Shopping Cart – Server Watch List

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Shopping Cart – Server “salesclw6” details
Capacity Planning Summary

- Quickly identify under and over utilized environments.
- Determine the operational efficiency of your resources.
- Simplifying the IT experience, and remaining focused on business success.
- Gaining greater IT agility.
Operations Teams

Analyze real-time and historical IT service performance
- Collect, store, and manage performance data
- Identify the root cause of performance issues
- Drill down into process-level detail

Business Unit Application owners

Automated capacity management intelligence
- Improve IT efficiency using automated algorithmic-based IT health & risk calculations
- Identify and resolve problems fast
- Meet business demand now and in the future

Executive/Senior Management

Connect IT to business value
- Show the alignment of IT and business objectives
- Deliver top-to-bottom organizational transparency
- Transform IT technical metrics into an actionable business value dashboard
BVD Features

- Business oriented insights via complex IT metrics
- Metric catalog
- Heterogeneous support
What does TeamQuest’s business value dashboard solution mean for my business?

### Solution Benefit
- Business oriented insights via complex IT metrics
- Metric catalog
- Bypass the protracted cycle of requesting, analyzing, and summarizing reports
- Heterogeneous support

### Business Value
- Transform IT technical metrics into business-centric views
- Gain insight into your organizations high-value metrics
- Make quicker business decision
- Leverage your existing investments
Capacity Features

- Watches 10,000’s of systems
- Identifies where to focus
- Multi-tenant support
- Health and Risk scores
- Efficiency scores
- Custom performance charts
- Multi-vendor support
What does TeamQuest Capacity Management solution mean for my business?

**Solution Benefits**
- Analytics
- Automation
- Deploy the right IT resources
- Multi-Tenant
- Multi-Vender support

**Business Value**
- Automatically identify services that need attention before a revenue impacting outage
- Re-deploy resource to business projects that impact revenue
- Resize applications to allow IT to maximize their hardware spend to reduce CapEx
- Service views so real-time decision can be made (Health, Risk and Performance Charts)
- Maximum your IT spend with Tivoli, HP and BMC
Performance Features

- Support 10,000’s of systems
- Detailed root cause analysis
- Sub-second data collection
- Custom reports
- Capacity and performance management
What does TeamQuest’s Performance Management solution mean for my business?

Solution Benefit
- Rich sub-second data collection
- Heterogeneous support
- Root Cause isolation
- Single data repository

Business Value
- Make business decisions with real-time data
- Reduce MTTR\MTTI by having visibility across your entire enterprise in one UI
- Reduce MTTR per Incident to protect revenue streams
- Reduce CapEx and OpEx by not having to support multiple databases
Thank You

Make IT Better.
SAVE THE DATE!
CMG imPACt 2017
November 6 – 9, 2017
Loews New Orleans Hotel