Automatisiertes IT-Operations-Management mit HP

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Finding root cause...
HP Business Service Management

Ensure optimal IT performance and availability in a dynamic world

Operations Bridge
Consolidated management, accelerated root cause analysis

Operations Intelligence
Actionable insight from advanced analytics

Application Management
End-to-end composite application performance management

Infrastructure Management
Comprehensive visibility and monitoring of hybrid IT

Run Time Service Model (RTSM)
IT monitoring evolution journey

1. Event management in domain silos
2. Event and performance management
3. Consolidated Operations Bridge
4. Automated Operations Bridge

<table>
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<tr>
<th>1990s</th>
<th>2000s</th>
<th>Now</th>
<th>Next</th>
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</table>
Consolidated Operations Bridge in action!

As Is

- App Response Time Slow
- J2EE DB Connection Failing
- Oracle Slow Query Time

Manual Resolution Process

- Ticket #1: App Expert
- Ticket #2: Java Expert
- Ticket #3: DB Expert

Human Error → re-work

Close Incident

Runbook Resolution Process

Automatic Resolution Flow

- DB Expert or Operations Bridge

Closed Loop Incident Process

Event correlation → Auto assignment → Automatic resolution
Automated Operations Bridge in action (1)

Provisioning of a new system

Operations Bridge

Automatically updated RTSM
Automated Operations Bridge in action (2)

- **Operations Bridge**
  - Automatically updated RTSM
  - Optional synchronisation
  - Universal Discovery
  - Managed Nodes
    - Agent
    - Management Packs
  - Managed Nodes
    - Connector
    - 3rd Party Manager

Automated continuous discovery data
Operations Bridge
Introducing Version 10
HP Operations Bridge

- Sense business and IT conditions
  - In real-time
  - With lightweight sensors
  - Across mobile and cloud technologies

- Analyze to predict and solve
  - At massive scale
  - With sophisticated algorithms
  - Across business and machine data

- Adapt with speed and accuracy
  - System, task and process automation
  - To drive cloud scaling

- HTML 5 Dashboards
- 10x faster navigation
- New KPI-over-time shows service health in **IT time**
**Sense** with a broad spectrum of collectors to suit your needs

**Agentless**
Fastest time to value
Metrics & events collected
No tool execution on target system

**Sensor**
5 mb & 5 sec install, 500+ metrics
Tailored for virtual & cloud
Simple config for all sensors

**Agent**
Full control of system & apps
Open & autonomous
Secure & customizable

Event/Logs/Topology /Traps/Metrics/ ....
**Sense** across new cloud and traditional technologies

Out of the box | Available today | Expanding rapidly

**Brands that include:**
- Infrastructure
- Applications
- Big data and cloud
- Ticketing integrations
- Third party integrations
Sense at web scale
Operational in 30 min

Single server
Install on 1 server with embedded DB

Horizontal scale
3x scalability per OMi server
Distributed OMi servers

Operations Bridge scales to suit
Analyze to predict and solve

Connect

Learn

Correlate

Predict

Guide
Analyze to uncover root cause
Correlate, predict, search your logs

Log intelligence
Correlation
Predictive analytics
Adapt with speed and accuracy

Automation drives resiliency, enables agility and increases efficiency

<table>
<thead>
<tr>
<th>System automation</th>
<th>Task automation</th>
<th>Process automation</th>
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<tr>
<td>Auto-scaling</td>
<td>Automated diagnostics and repair</td>
<td>CLIP</td>
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<tr>
<td>HA / DR</td>
<td>Monitoring automation</td>
<td>DevOps</td>
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Full Monitoring Automation and Operations Orchestration are bundled in Operations Bridge
Adapt with speed and accuracy
Built in automated monitoring, remediation, guidelines

**New !!**

**Includes full Monitoring Automation**
Adaptive Monitoring to
- Automate application onboarding
- Provide DevOps agility

**New !!**

**Includes Operations Orchestration**
Run Books for services to
- Automate remediation
- Automate scale

**New !!**

**Exploration Map**
Guided steps to OpsBridge value
- More value with less work
- Focus on priorities
- Tailor to your environment/skills
Questions to HP Operations Bridge?

HP Operations Bridge
Sense, analyze and adapt for the digital business

Business awareness
Automated remediation
Monitoring automation

100+ logos integrations
Event correlation
Cross domain reporting

Digital business
Metrics
Events
Topology

Single server
Install & supported on 1 server
Runs headless if needed
Uses embedded DB

Horizontal scale
3x scalability per OMi server
Distributed monitoring
Multiple OMi servers

Automated Cloud Service Management

Big Data Management

Helion and OneView Integration
**Customer outcome**

Metrics delivered by Major Swiss Insurance Company headquartered in Bern

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**Definition Major Incident**
Sobald mehr als ein Incident Ticket zu ein- und derselben Störung eröffnet wird, entsteht ein Major Incident Ticket.

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**Definition Mean Time To Repair**
Die durchschnittliche Wiederherstellungsdauer des Systems nach einer Störung.

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**Aktuelle Mean Time To Repair-Werte**
User Tickets: 4.6 Tage
Monitoring Tickets: 0.7 Tage

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**grafische Darstellung**

1. Anzahl Major Incidents
2. Entwicklung MTTR aller Incidents
Danke für Ihr Interesse