



HP OpenView, Mercury und
Peregrine Anwendertreffen

Stuttgart, 12. Juni 2007

Qualitäts- und Effizienz- steigerung der HP Operations Administratoren

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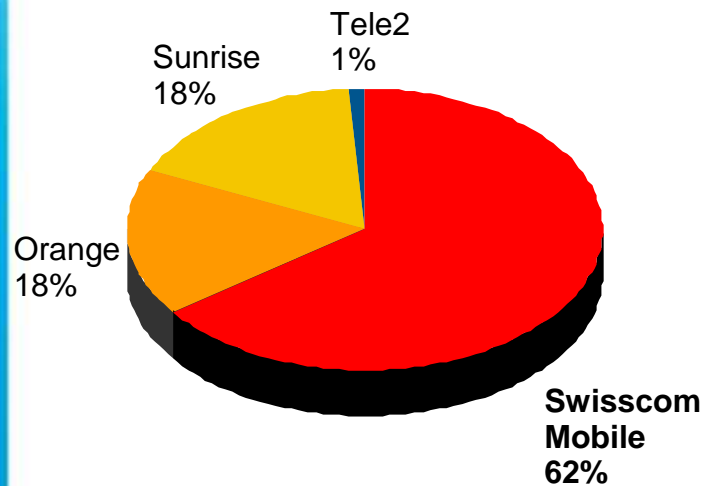
MEET VIVIT.

FORMERLY OPENVIEW FORUM INTERNATIONAL

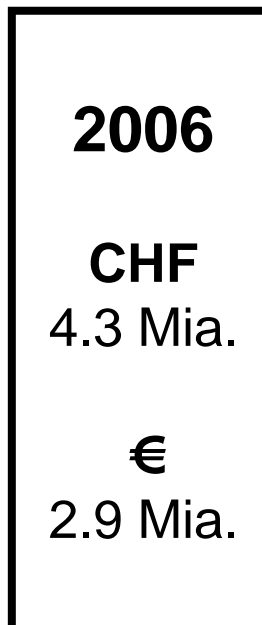
Swisscom Mobile: 4.3 Millionen Kunden vertrauen uns



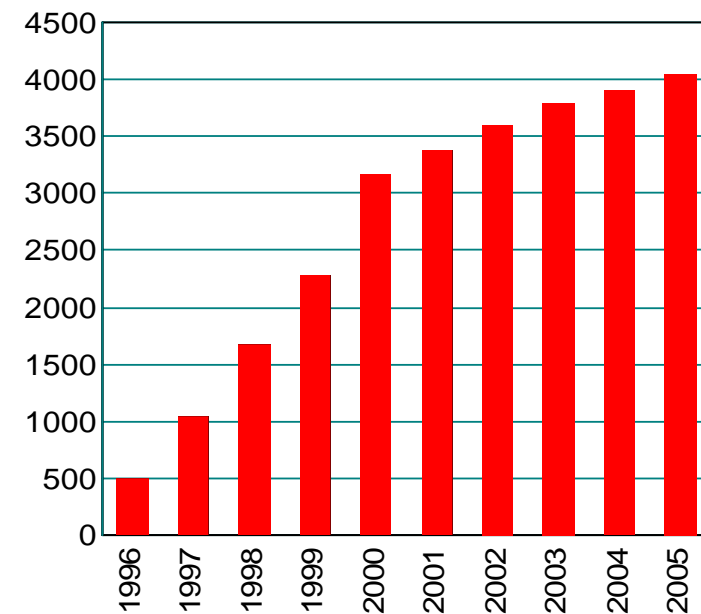
Market-Share



Revenue



Growth



Swisscom Mobile: Unser Qualitätsversprechen



Best Network

- Abdeckung: 99.8%
- Über 400 Roaming-Partner weltweit
- 12 Millionen Calls & 7 Millionen SMS pro Tag



Best Customer Service

- Call Centers: (400'000 Calls pro monat)
 - Kurze Wartezeit: 80% unter 20 Sekunden
- 2'200 Points of Sale



Best Products

- Unlimited: 3 in 1 PC Card: UMTS/EDGE, GPRS, WLAN – smooth and seamless handover



Unser Business



Voice

Data

CRM

Rating, Billing, Collection

Activation of Customers

**IT ist nicht alles,
Aber ohne IT ist ALLES nichts!**

Am Anfang steht der ...

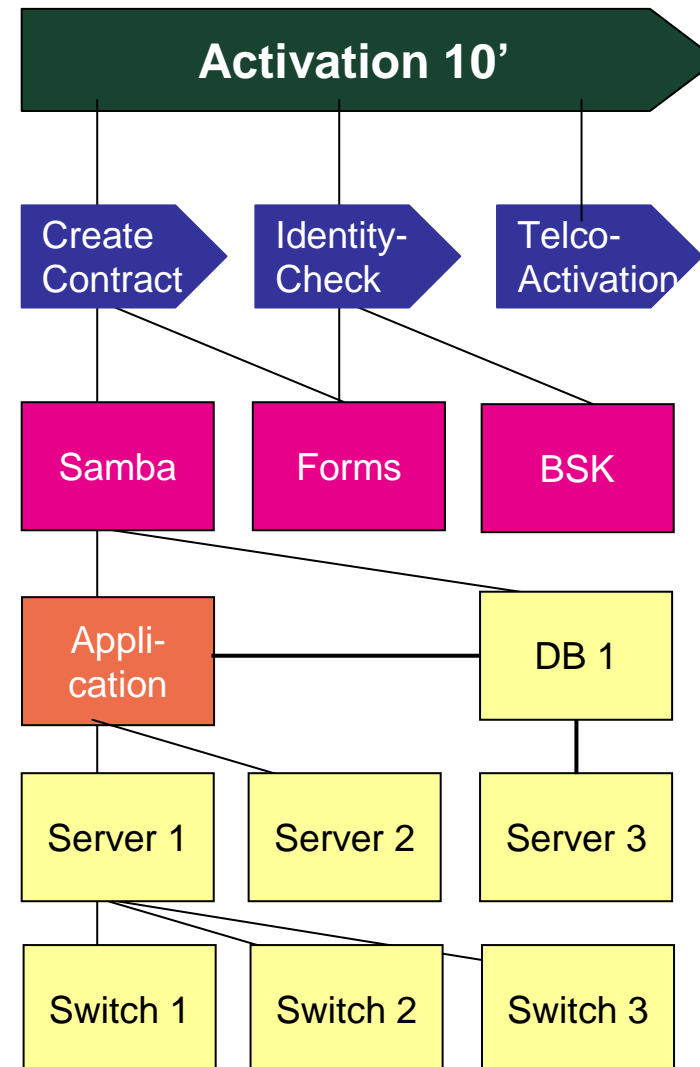


...Kunde und er bestimmt unser Business!

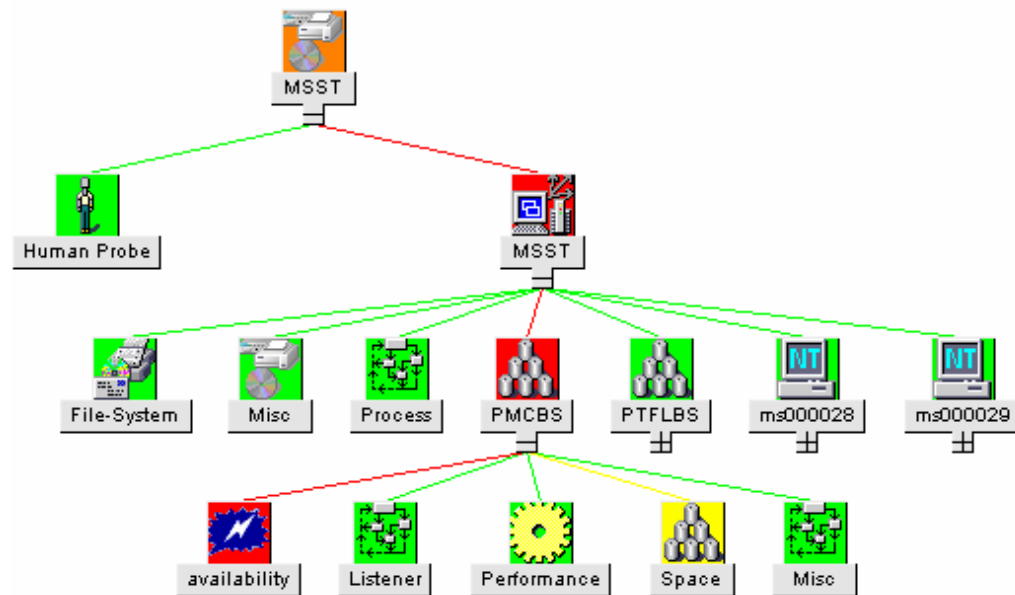
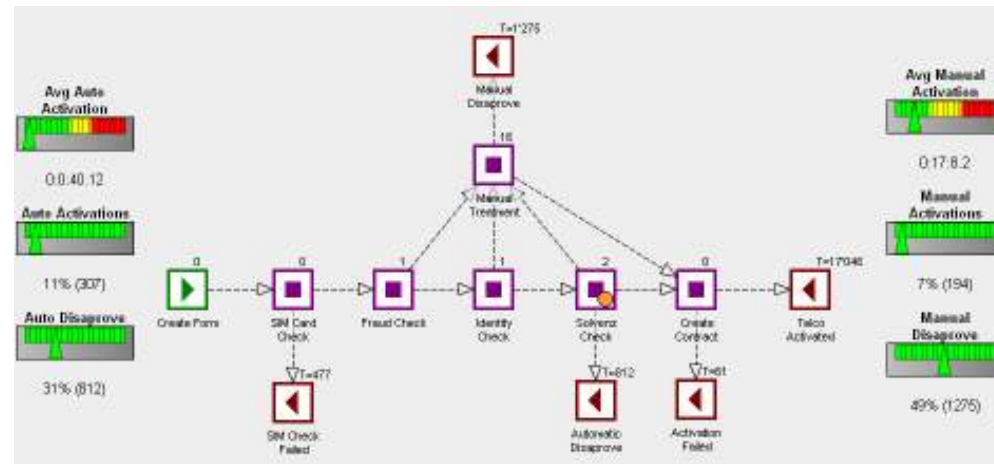
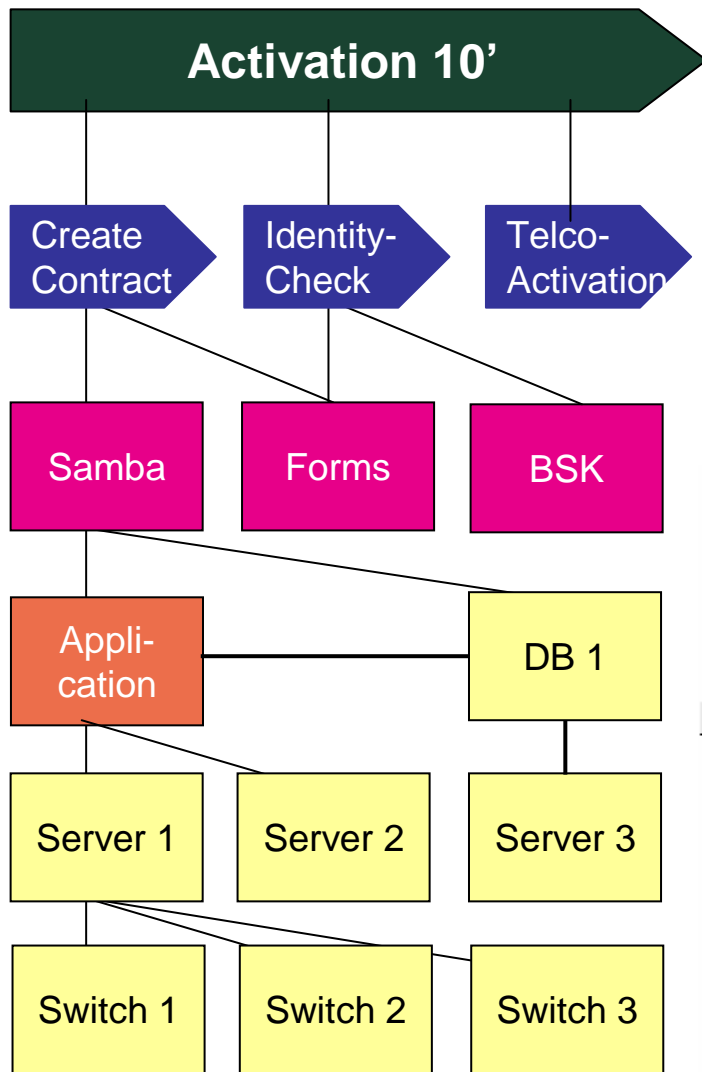
Vom Endkunden zur Infrastruktur



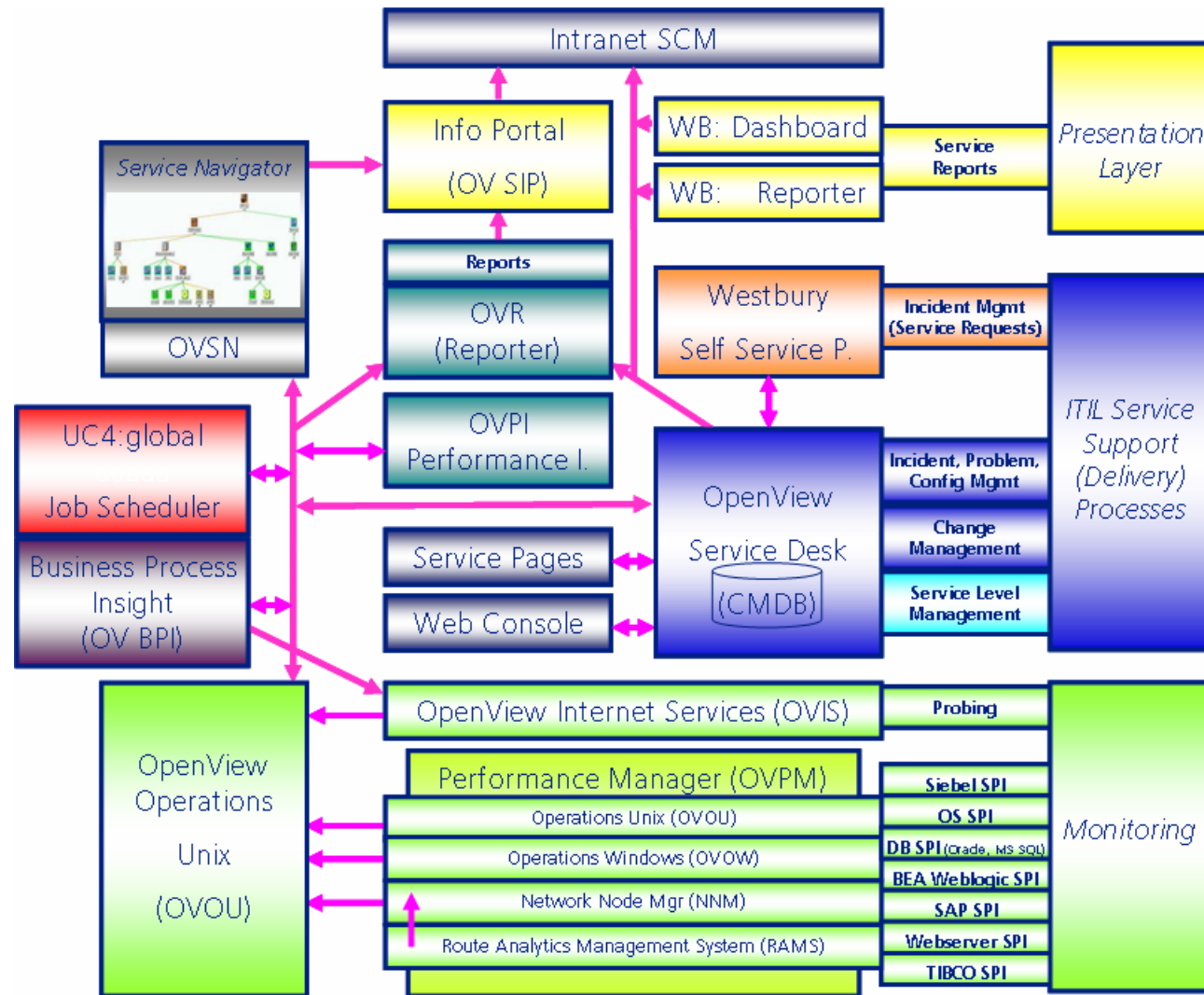
- **Business Service:**
 - e2e Value-Chain: A10
- **Business Process**
 - Process part, Business View
- **IT Service**
 - Front-End IT Service; Part of a Business Process
- **Application**
- **IT Infrastructure**
 - Infrastructure Configuration Items (e.g. Server, Network Elements) which build the Service Tree.



Service Management + Solutions



Basis für Monitoring: HP Operations

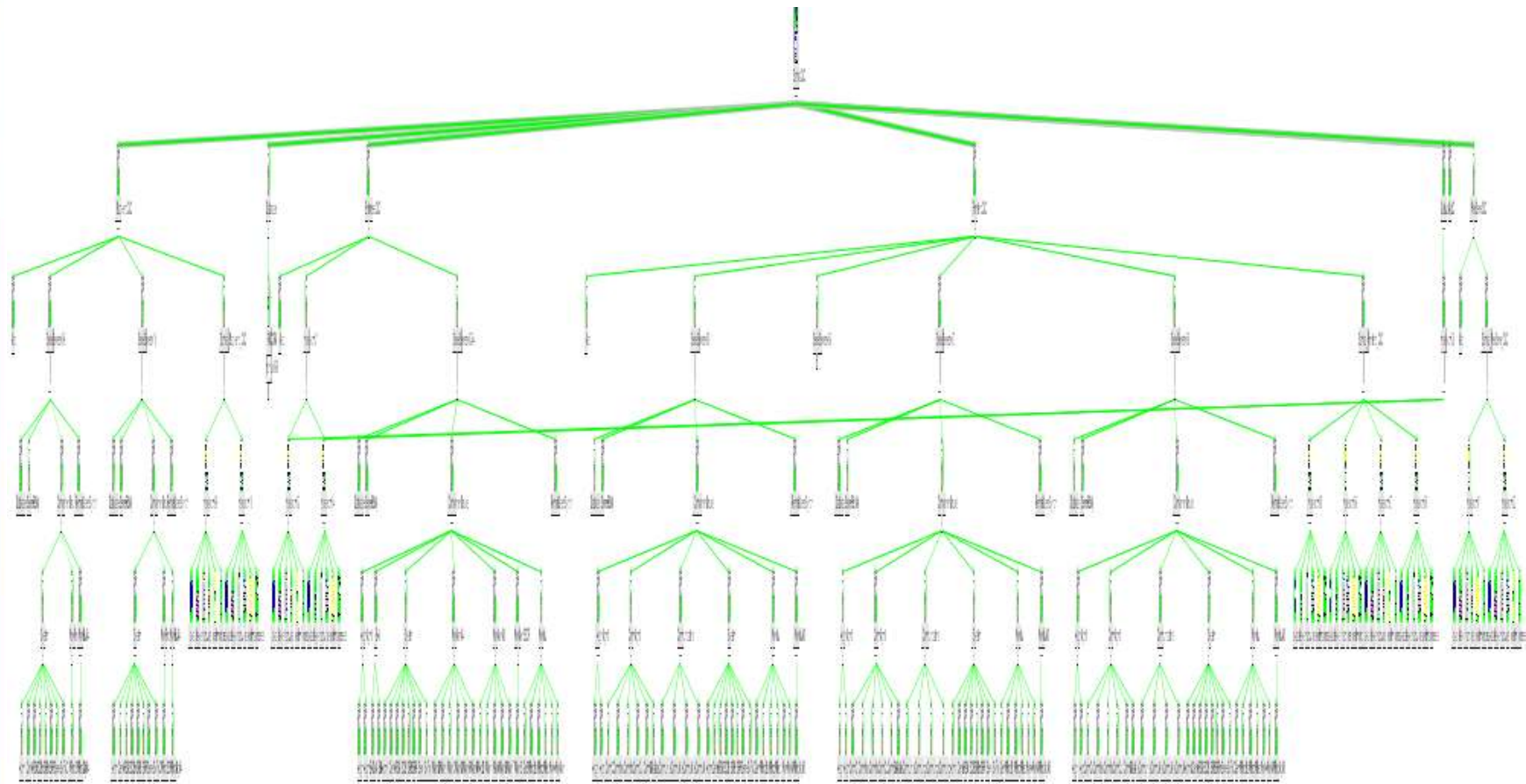


Managed Nodes + Services



• HP-UX	45
• Sun-Unix, Linux	580
• Windows Managed Nodes	300
• Databases	130
• Network components	400
• Components	30'000
• Top-Services (Service Tree)	20
• IT-Services (Service Tree)	40
• Internal Services (Service Tree)	5
• External Services (Service Tree)	10

Service-Tree: Service CRM „Samba“

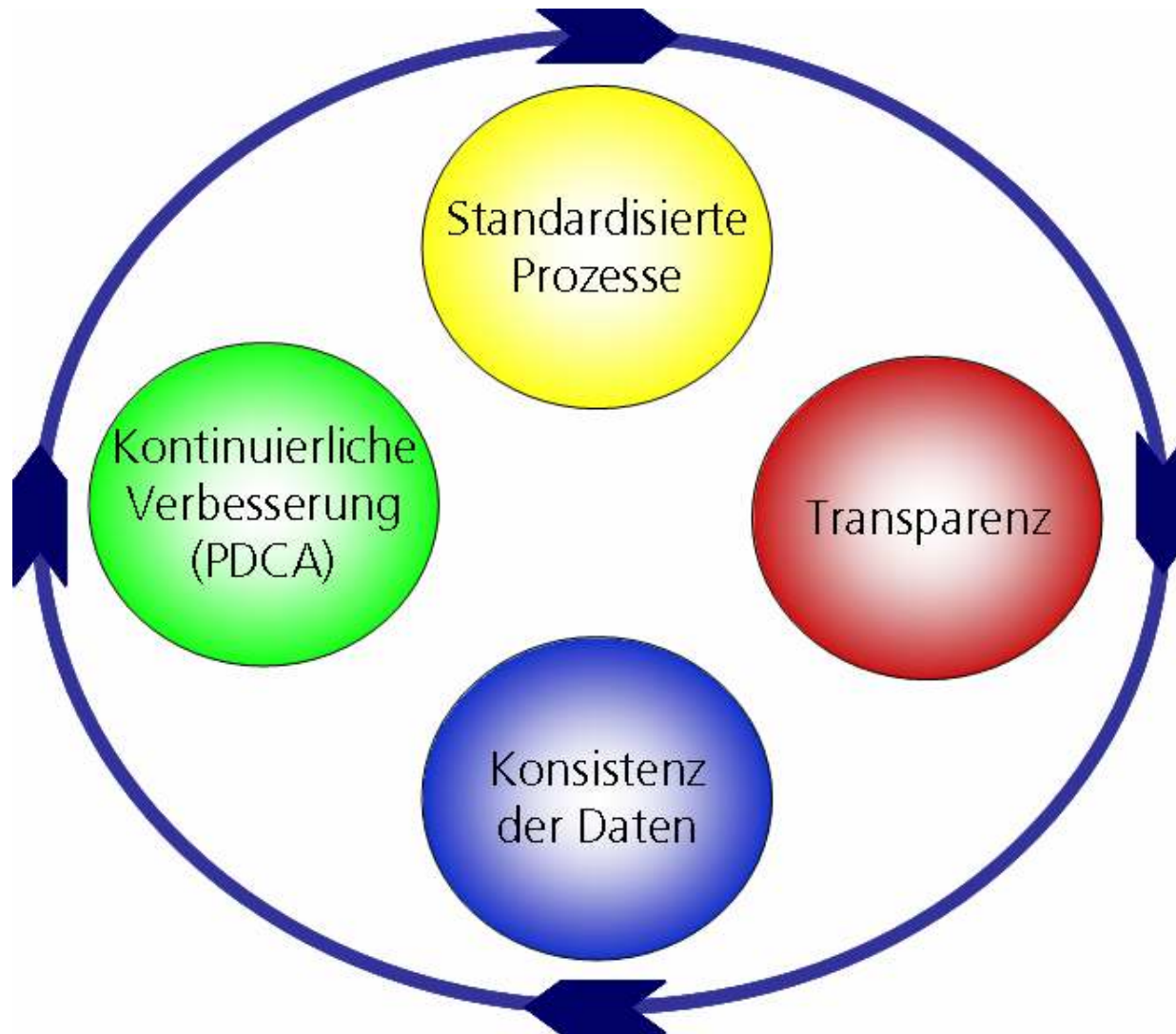


HP Operations Software Environment



- Administrators internal 3
- Administrators external bis zu 7
- Operators 306
- OVO/Unix Test 1 x HP IA64
- OVO/Unix Production 2 x HP IA64
- Templates/Policies 1450
- Change Requests too much

Warum BSM?



Von „BSM stability to BSM optimization“

- Primär-Anforderungen:
 - Qualität steigern - Effizienz steigern - Effektiv steigern!
- Effizienzsteigerung:
 - Komplexere Anforderungen schneller und effektiver managen
- Automatisierung:
 - Wir benötigen unterstützende Tools!
- Unsere Welt:
 - HP Software Suite, hauptsächlich HP Operations Software
 - Unsere Umwelt: Tools rund um HP Operations

Das Richtige richtig tun!

Eine neue Lösung wird gesucht!



Steigende Arbeitslast

- Steigende # Nodes
- Neue Services
- Kürzere Release Zyklen
 - Zunahme an Changes
- Weitere (komplexere) Service Anforderungen (SLAs)

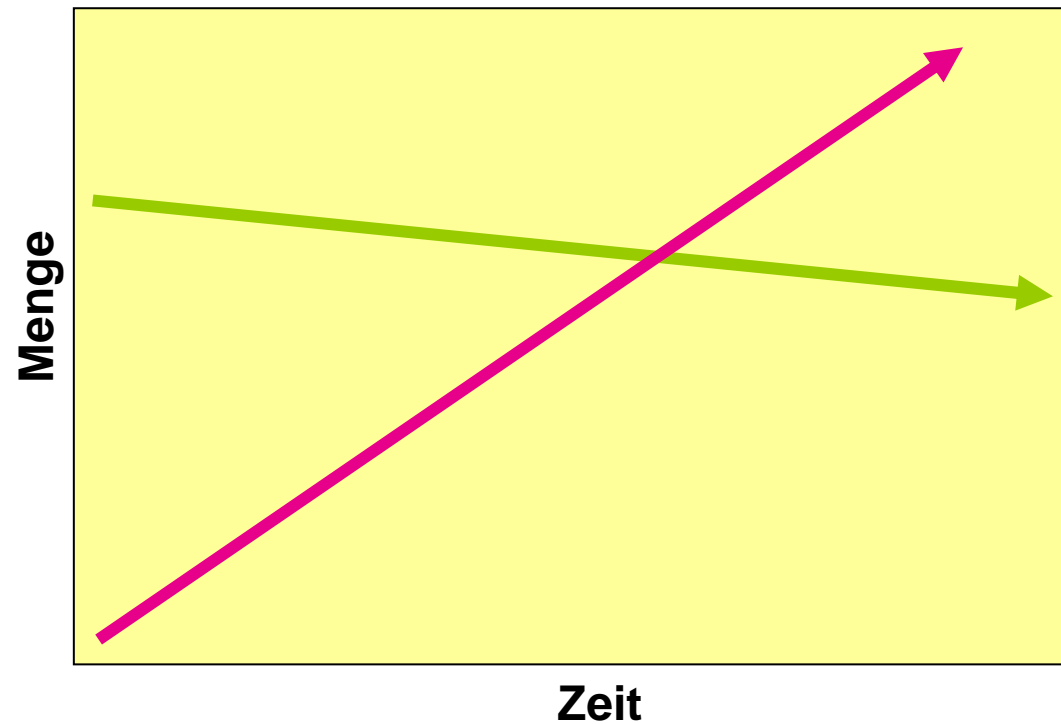


...keine zusätzlichen Administratoren

*...und jetzt wird wieder in die Hände
gespuckt...*



...wir steigern die Produktivität und Sozialprodukt...



Resourcen, Budget, Mitarbeiter



Workload, Nodes, Anwendungen, usw.

Produktivitätsengpässe



- Nur ein Opc_adm user
- Kein Rechte of Policies, Nodes, usw.
- Keine (nur unzureichende) Dokumentation
- Keine Übersicht und Transparenz
- Umständliche Navigation und umständliches Editing
- Kein Versionierung, keine Versionskontrolle
- Kein Release Managment / Move-to-Production
- Keine Kontrolle dass die Konfiguration eines Nodes auch korrekt ist
- Kein Rollenkonzept – der Admin (Opc-adm) darf alles...
-

...wir brauchen eine Lösung...

Die gefundene Lösung: MIDAS



- Blue Elephant Systems: MIDAS



Zugriffsrechte



- Mehrere Administrator bewirtschaften HP Operations parallel
- Granulare Rechte auf Objekte (Read, Create, Delete, Assign, usw.)

The screenshot shows the HP Operations Manager web interface. The top navigation bar includes the 'eabes' logo, 'MIDAS', and icons for Home, OVOU, Admin, and Help. The user is logged in as 'admin' on the 'kotao_server'.






The main content area displays the configuration for the 'Role Web logic'. It shows the following details:

Attribute	Value
Name	Web logic
Label	
Description	Manage policies in node group web logic. Deploy policies to node group web logic.

Below this, the 'Rights' section is visible, including 'Global Rights' (set to None) and 'Specific Rights'.









Backend	All Objects						Class	Objects of this Class						Filter	Filtered Objects					
	R	C	M	D	A	E		R	C	M	D	A	E		R	C	M	D	A	E
All Backends	-	-	-	-	-	-														
ceylon_server	-	-	-	-	-	-	Node	-	-	-	-	-	-	Name contains 'weblogic'	✓	✓	-	-	✓	-
							Node group	-	-	-	-	-	-	Name pattern 'weblogic'	✓	-	-	-	✓	✓
							Policy	-	-	-	-	-	-	ovo:nodegroup group_pattern 'weblogic'	✓	-	✓	-	✓	-
kotao_server	-	-	-	-	-	-														
webapp_server	-	-	-	-	-	-														

Erkennung Differenzen in den Policies 1


MIDAS
 Home
 OVDU
 Admin
 Help
User: admin
Current server: kotao_server (OVO A.06.22)

[Edit](#) | [Browse](#) | [Find](#) | [Server Configuration](#) | [Query](#) | [Tasks](#) | [Shopping Cart](#) | [Servers](#)

Policy Diff Help

Policy original1 - Backend kotao_server		Policy modified1 - Backend kotao_server	
Attribute	Value	Attribute	Value
Name	original1	Name	modified1
Type	logfile	Type	logfile
Description	RedHat Linux Logfile definition of messages logfile /var/log/messages	Description	RedHat Linux Logfile definition of messages logfile /var/log/messages
Interval	30 seconds	Interval	30 seconds
Logfile path	/var/log/messages	Logfile path	/var/log/messages
Codeset	ASCII	Codeset	ASCII
Message Defaults			
Severity	 normal	Severity	 normal
Message Group	Security	Message Group	Security
Application	HP OSSPI	Application	HP OSSPI
Conditions:			
Condition No. 1 (match)		Condition No. 1 (match)	
Description	Bad user 7.1 7.2	Description	Bad user 7.1 7.2
Object	<*> login(pam_unix)<*> check pass; user unknown	Object	<*> login(pam_unix)<*> check pass; user unknown
Severity	 warning	Severity	 warning
Object	<user>	Object	<user>
Text	Failed login for unknown user	Text	Failed login for unknown user
Help text		Help text	Somebody tried to logon with an unknown user name. This is the instruction text where you can place additional information about how to handle this situation.
Forward as notification		Forward as notification	on
Condition No. 2 (match)		Condition No. 2 (match)	
Description	Bad user	Description	Bad user
Object	<*> PAM_unix[password]<*> check pass; user unknown	Object	<*> PAM_unix[password]<*> check pass; user unknown
Severity	 warning	Severity	 warning
Object	<user>	Object	<user>
Text	Failed login for unknown user	Text	Failed login for unknown user
Help text		Help text	Somebody tried to logon with an unknown user name. This is the instruction text where you can place additional information about how to handle this situation.
Condition No. 3 (match)		Condition No. 3 (match)	
Description	Triple bad login on Linux 7.0	Description	Triple bad login on Linux 7.0
Object	<*> PAM_unix<*> 3 more authentication failures; <*.messa> -> <@.user> <*.messb>	Object	<*> PAM_unix<*> 3 more authentication failures; <*.messa> -> <@.user> <*.messb>
Severity	 warning	Severity	 warning
Object	<user>	Object	<user>
Text	Triple failed login: <*.messa> => <*.messb>	Text	Triple failed login: <*.messa> => <*.messb>

Erkennung Differenzen in den Policies 2

- Geändert (changed): gelb
- Neu (inserted): grün
- Gelöscht (deleted): rot
- Verschoben (moved) rot – grün und Verbindungslinie

Attribute	Policy DB2_0051c_PkgCacheOvfl_db - Backend kotao_server	Policy DB2_0051c_PkgCacheOvfl_db - Backend kotao_server
Name	DB2_0051c_PkgCacheOvfl_db	DB2_0051c_PkgCacheOvfl_db
Type	monitor	monitor
Description	this is the package cache overflow per database	package cache overflow per database
Source type	External program	External program
Monitoring type	Maximum	Maximum
Message Defaults		
Severity	unknown	unknown
Message Group	DB2	DB2
Application	DB2	DB2
Conditions		
Condition No. 1 (match)		
Description	package cache overflow	package cache overflow
Match	Match	Match
Threshold		
Threshold	3.0	3.0
Reset		
Threshold	2.1	2.1
Set	Set	Set
Severity	minor	minor
Application	DB2	DB2
Object	<\${OPTION(inst)}> <\${OPTION(db)}>	<\${OPTION(inst)}> <\${OPTION(db)}>
Text	A package cache overflow has occurred (<\${VALUE}>% exceeding <\${THRESHOLD}>)	A package cache overflow has occurred (<\${VALUE}>% exceeding <\${THRESHOLD}>)
Service name	DB2:<\${MSG_NODE_NAME}>:<\${OPTION(inst)}>:<\${OPTION(db)}>	DB2:<\${MSG_NODE_NAME}>:<\${OPTION(inst)}>:<\${OPTION(db)}>
Instruction Text	DB2SPI_Helper	DB2SPI_Helper
Interface		
Instruction parameter	METRIC 0051	METRIC 0051

MIDAS LOCATE



- „Google von Midas“: Suchen, Filtern, Finden!

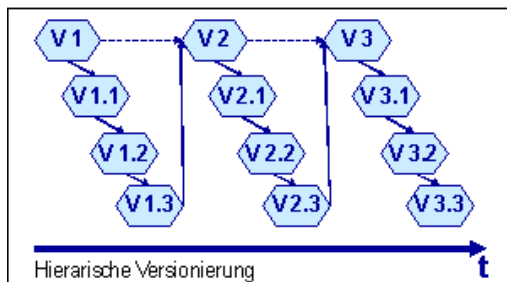
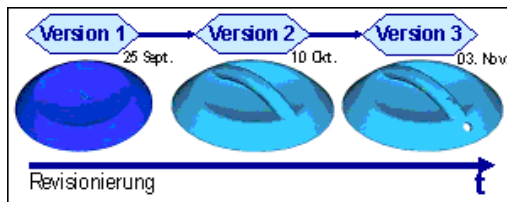
The screenshot displays the MIDAS web interface for locating configuration objects. The search criteria are set to 'Monitor'. The table below lists various configuration objects, with 'DCC_0030p_BufPct.ap' selected. A context menu is visible over this row, listing various actions and relationships.

Type	Name	Description
	DCC_0011r_InstO.db	number of lock timeouts in the database
	DCC_0012r_InstO.ap	number of lock timeouts in the application
	DCC_0030p_BufPct.ap	buffer pool hit ratio (database)
	DCC_0030p_BufPct.ap	Parent Policy Groups (db)
	DCC_0030p_BufPct.ap	Node Assignments (space)
	DCC_0030p_BufPct.ap	Inherited Node Assignments (table)
	DCC_0044r_InfProc.db	Referenced Message Groups (per database)
	DCC_0051r_BufCacheCvt.db	Referenced Nodes (database)
	DCC_0061p_SortCvt.db	Instruction Interlocks (application)
	DCC_0062p_SortCvt.ap	Message Catalog (object to the database)
	DCC_0071r_AppConnCn.db	Resource Catalog (database)
	DCC_0081p_InstH.db	Notification Catalog (application)
	DCC_0082p_InstH.ap	Instruction Catalog (tablespace)
	DCC_0083p_InstH.ap	All Conditions (tablespace)
	DCC_0091r_InstTime.db	Warnings (data from database)
	DCC_0092p_InstTime.ap	direct read time / direct reads from application
	DCC_0093p_InstTime.ap	direct read time / direct reads from tablespace
	DCC_0101r_InstTime.db	direct write time / direct writes to database
	DCC_0102p_InstTime.ap	direct write time / direct writes to application
	DCC_0103p_InstTime.ap	direct write time / direct writes to tablespace
	DCC_0111p_CatCacheR.db	catalog cache hit ratio (database)

Versionierung



- Für alle OVO Objekte (Policy, Node Groups, Profiles, usw)
- Für alle Scripts und Configuration-Files



Policy Editor



Edit Policy DB2_admlog_unix

Properties Source Message Defaults Conditions Options



- 0 + ADM0001C
- 1 + ADM0501C
- 2 + ADM0502C
- 3 + ADM0503C
- 4 + ADM0504C
- 5 + ADM0505E
- 6 + ADM1014E
- 7 + ADM1532E
- 8 + ADM1533W
- 9 + ADM1612W
- 10 + ADM1614V
- 11 + ADM1615W
- 12 + ADM1819C
- 13 + ADM1823E
- 14 + ADM1838W
- 15 + ADM1841W
- 16 + ADM2500E
- 17 + ADM2501C
- 18 + ADM2502C
- 19 + ADM2503C
- 20 + ADM3000C

0

Type: + Message On Matched Condition Description: ADM0001C

Condition Set Attributes Actions Custom Attributes Correlation Instructions Advanced

Message Text: <@.timestamp> Instance:<@.instance> Node:<@.node> <*> Database:<@.db> ADM0001C <*.msgtext>.<*.msgtext2>

Node: [] []

2

Type: + Message On Matched Condition Description: ADM0502C

Condition Set Attributes Actions Custom Attributes Correlation Instructions Advanced

Message Text: <@.timestamp> Instance:<@.instance> Node:<@.node> <*> Database:<@.db> ADM0502C <*.msgtext>.<*.msgtext2>

Node: [] []

9

Type: + Message On Matched Condition Description: ADM1612W

Condition Set Attributes Actions Custom Attributes Correlation Instructions Advanced

Message Text: <@.timestamp> Instance:<@.instance> Node:<@.node> <*> Database:<@.db> ADM1612W <*.msgtext>.<*.msgtext2>

MIDAS: In naher Zukunft (New Release)

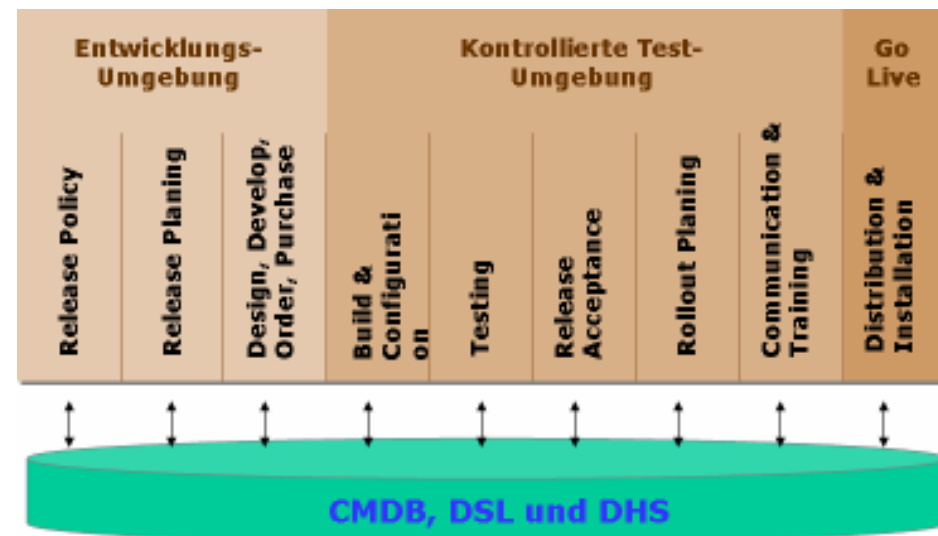
- Release Management Prozess basierend auf Best Practices (ITIL V3)
- Ausrichten der HP Operation Konfiguration auf den Business Service



MIDAS Release Management



- Define Package
- Access Rights to Package
- View/Browse Package
- Assign Packages
- Create Release
- Schedule Distribution
- Monitor Distribution
- Verify Desired State of Nodes and Management Servers



Alles in einem Paket



- Das Paket ist für:
 - Applikation
 - Service
- Lässt sich beliebig definieren:
 - Patterns
 - Specified Items
- Und beinhaltet beliebige Konfigurationen wie:
 - Scripts
 - Configuration-Files
 - Text Files



Package Operations



- Einchecken des Package und Kreieren des Releases
- Zuordnen (Assign) der Packages zum Node
- Transfer zu 1-n Servers
- Browse Packages



Distribution Management



- Planung der Verteilung und automatisierte Verteilung
- Überwachung der Verteilung und Anzeige des aktuellen Status (Trace & Track)



Überprüfung des gewünschten Status

- Check der Policies, Scripts and Files
- Check der Versionen auf dem Management Server
- Die sogenannte „Desired State Verification“ überprüft sowohl den Namen des Files und die Version



Proaktive Checks zur Qualitätssicherung

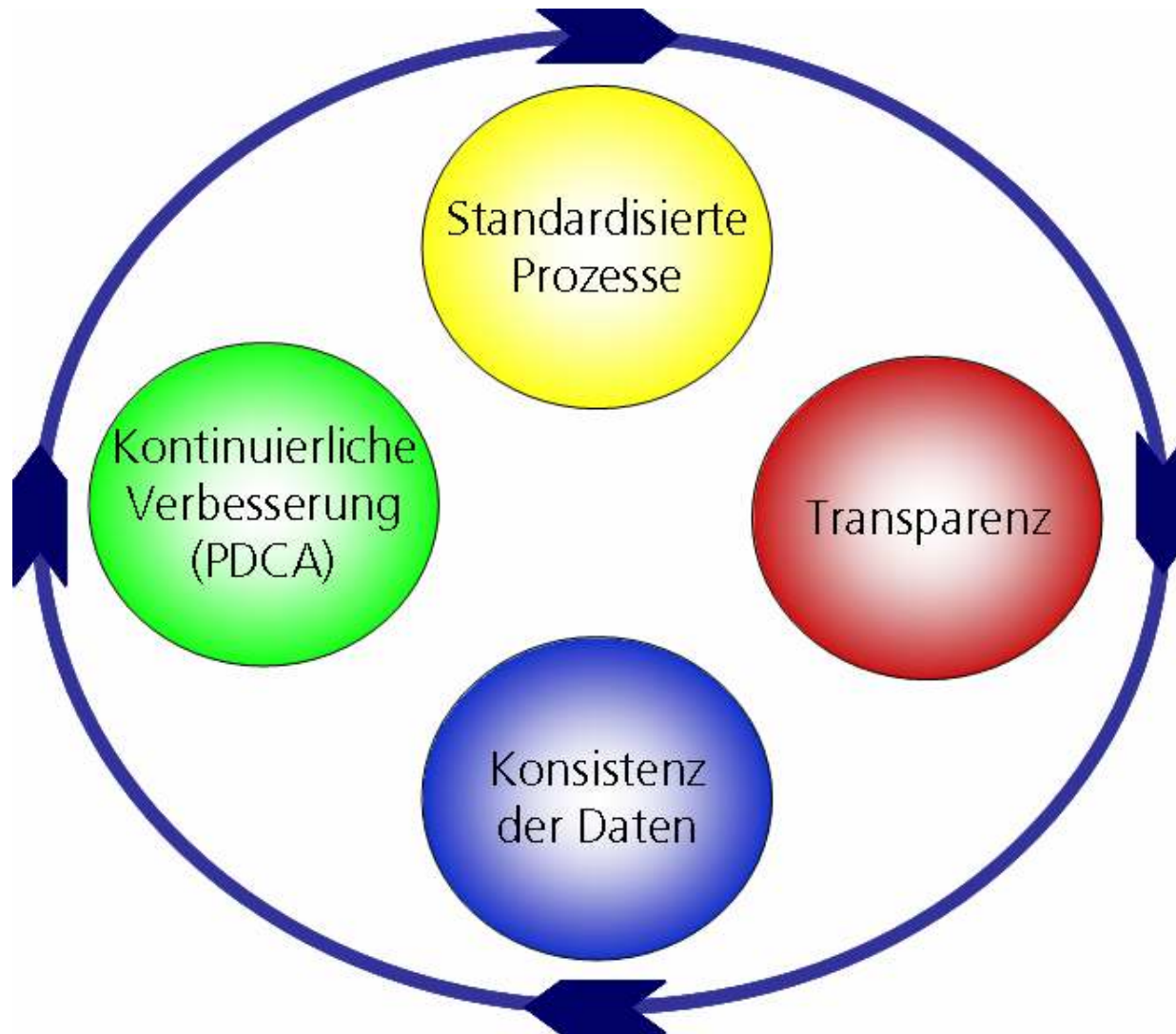
Fazit



- Die Zukunft hat begonnen!
- Mit optimalen Support Werkzeugen im Background optimieren wir Schritt für Schritt die Effizienz unserer Administratoren...
- ...und somit den Business Service
- ...und wir sind in line mit der Geschäftsstrategie!



Was haben wir alles erreicht?



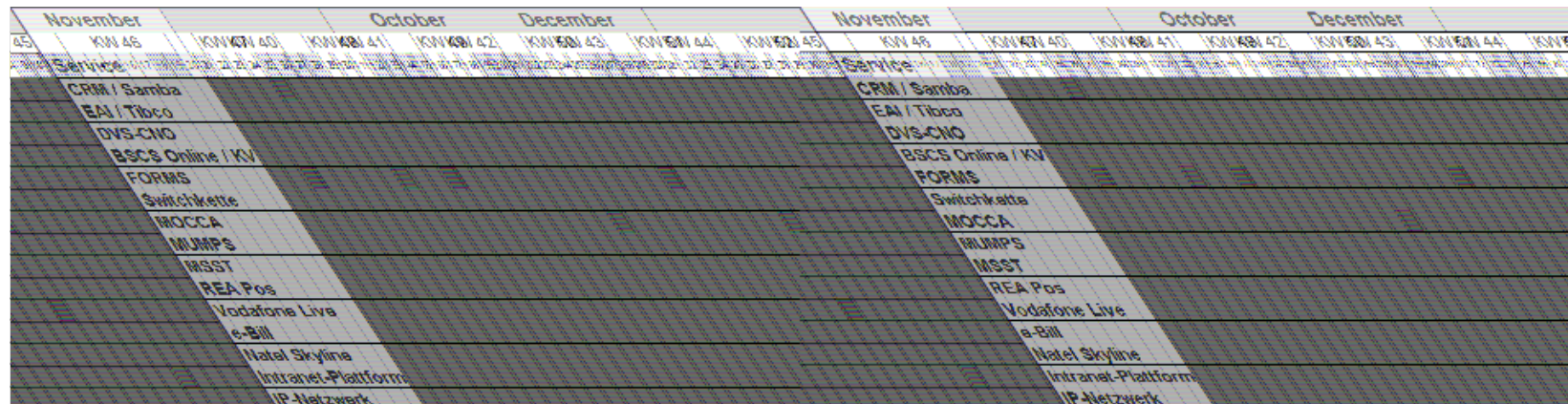
Benefit für unseren Leistungsabnehmer! Increase of Availability > 90% !



Q4 - 2001



Q4 - 2006



ITSM & BSM @ Swisscom Mobile Now: An Award winning Journey



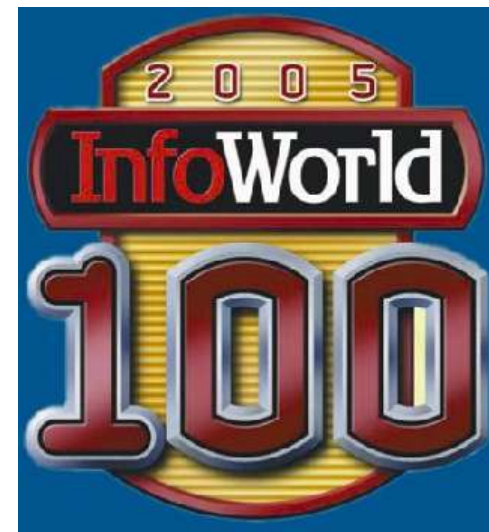
2004: The Innovation of the Year Award (HP BSM)

- itSMF 2004 – Swisscom Mobile



2005: IDG's InfoWorld Annual Awards

- Honor Most Creative and Cutting-Edge Implementations of Enterprise Technology
- awarded Swisscom Mobile
- Top100 Most Innovative Corporate IT Solutions for 2005
- in the Telecommunications Category
- for their **Activation-10** BSM Solution
- November 14, 2005 -- San Francisco, CA



2006: HP Award of Excellence

- Excellence in Delivering Value to the Business

http://h20229.www2.hp.com/news/press/pr/2006/pr_0121.html

**“At the End of the Day
People make IT happen.”**

Mathias Traugott

IT Service Manager, Swisscom Mobile

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