

Release 10

IT-Resource

New Product Objectives

- Enhanced *enterprise-wide performance reporting*
- Provide the ability to conveniently *group enterprise IT resources* and report on those groupings
- Show and report on *relationships within the enterprise*

- **TeamQuest IT Service Analyzer**
 - Includes TeamQuest View
 - Includes TeamQuest Manager
- **TeamQuest IT Service Reporter**
 - Replaces TeamQuest On the Web
 - Includes TeamQuest On the Web to assist migration
 - Includes TeamQuest Manager
- **TeamQuest Model**
 - Includes TeamQuest Manager (w/TQGETM)
- **TeamQuest Alert**
 - Includes TeamQuest Manager

- **TeamQuest IT Service Analyzer**
 - Performance Analysts, Capacity Planners, and System Administrators
 - Identify, diagnose, and resolve capacity and performance related issues
- **TeamQuest IT Service Reporter**
 - IT executives, IT managers, and business area customers
 - Regular reports on current usage of resources, trends, and forecasts
 - “Status at a glance” for performance review and identification of risk areas for the entire enterprise

- **Open Enterprise Database (Oracle)**
 - More-scalable method for centralizing TeamQuest performance data
 - Access to TeamQuest performance data via ODBC and other open communication methods
- **Update Server**
 - Reduce the amount of time and effort required for applying patches to managed systems
 - Automatic downloading and installing of TeamQuest product patches
- **AIX 5.3 Virtualization**
 - Changes to model building, model solving, and Model UI

- License Management (phase 1)
 - New key structure
 - New keyinfo to support multicore hardware
 - Support multicore, multi-threaded, and virtual environments
- IBM z/OS Enhancements
 - Page Datasets and CICS data collection
 - Support for agent executing and collecting data on RedHat/SuSE Linux (x86 and x64) and Linux/zSeries
 - Improved modeling capability
 - Support for z/OS levels 1.5 and 1.6

- **Security**
 - FIPS 140-2 compliant communications (9.3)
 - OpenSSL for non-FIPS platforms
 - FIPS 200 compliance includes FIPS 140-2 encryption for passwords
 - Allow users to change their own passwords

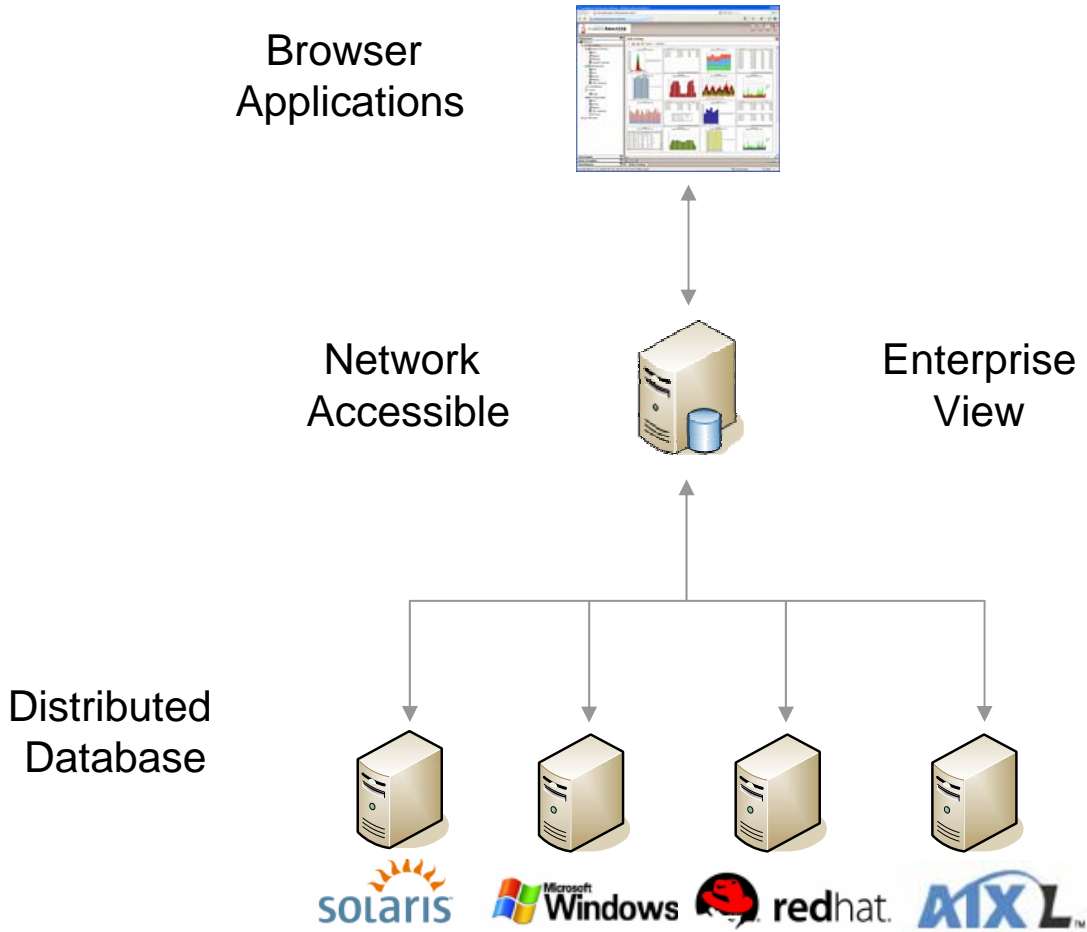
- Top and Bottom n reports in View can be created to show items with a value greater or less than a given value
- Allow user to override data timeout value for an enterprise database
- Add read and write service times for AIX 5.3
- Support 2GB files for Linux

- Collect LPAR statistics on Linux/POWER5 environment
- Additional Symmetrix bytes transferred statistics
- Utility to remove all parameters for a single system from a database
- tqreclist change to not print rows with all NULL values

Other Features (cont.)

- Support WebLogic version 9
- Support Oracle version 10 release 2
- Support VMware agent for VMware ESX Server 3.0
- Tivoli Recertification for integration of TQ alarms with Tivoli Enterprise Console
- Replace WN Web Server With Apache 2.x
- Upgrade Version of InstallShield
- Drop/Add Platforms and OS Levels

- Scalable
- Adaptable
- Network accessible applications
- Database independence
- Part of your CMDB/CDB



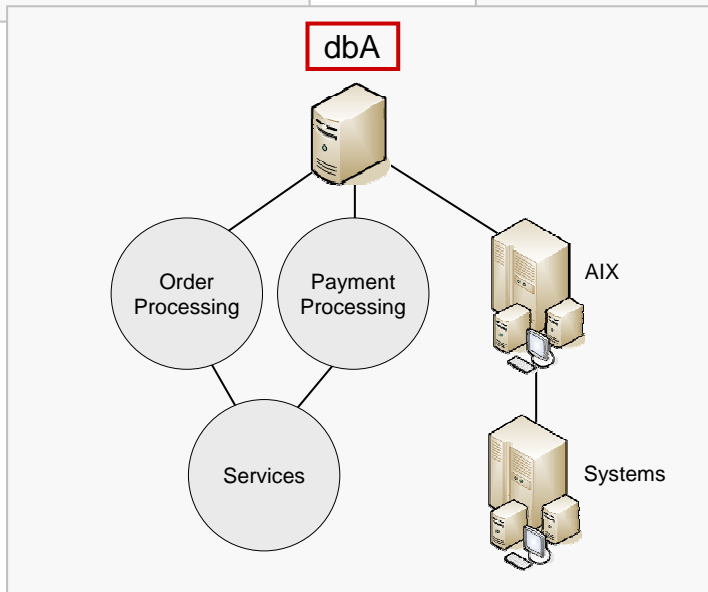
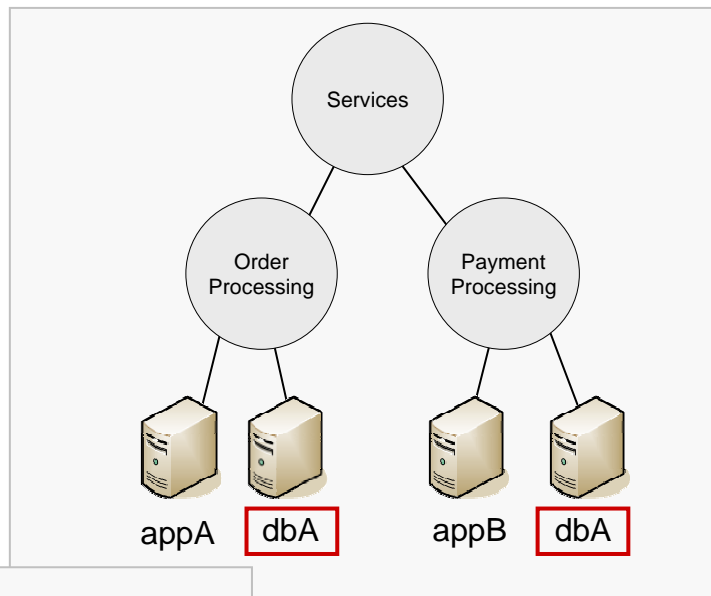
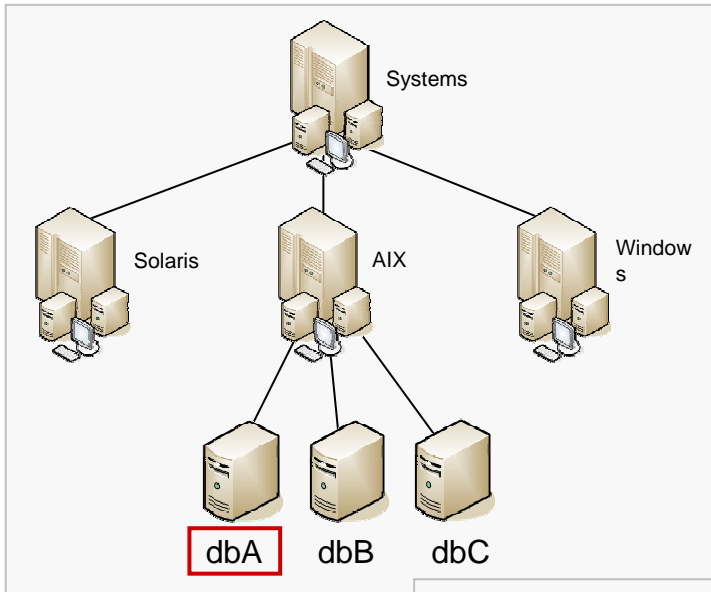
- HTTP protocol
- XML input/output
- Oracle Enterprise Database
- OpenSSL
- FIPS 140-2 and FIPS-200

- Identify computer and other IT components
- Grouping
- Relationships
- Scalability
- Adaptability

Where Do IT Resources Come From?

- TeamQuest agents
- Configuration Management Database
- You!

What Do IT Resources Look Like?



The screenshot displays the TeamQuest Performance Software interface in a Windows Internet Explorer browser window. The browser address bar shows the URL <http://lab2xpsp2:2790/itsar/index.jsp?ui=>. The main content area is divided into two primary sections: **IT Resources** and **Order Tracking**.

IT Resources: This section features a hierarchical tree view on the left side of the browser window. The tree is expanded to show the following structure:

- Enterprise
 - Order tracking
 - Apache Front End
 - CPU
 - Memory
 - Network
 - Apache Workload
 - DB2 Back End
 - CPU
 - Disk
 - Kernel
 - Memory
 - DB2 Workload
 - Load Balancer
 - EMC SAN
 - LUNs
 - hea Tracking Engine
 - CPU
 - Kernel
 - Memory
 - JEE Workload
 - Process
 - TeamQuest

The **Order Tracking** section displays a grid of performance charts and tables for the time period 10/19/06 16:10 - 10/19/06 17:30. The charts include:

- CPU:** A line chart showing processor time for LMS2PSP2_Web & Processor Time and LMS2PSP2 Processor Time.
- Workloads:** A bar chart showing available bytes for LMS2PSP2 Available Bytes.
- Memory:** A line chart showing memory usage for LMS2PSP2_Web & Processor Time.
- Processors:** A table listing active processes with columns for Time, Internal System, jsp, and Instance.
- Tables:** Several data tables are visible, including one for CPU usage and another for Workloads.

At the bottom of the interface, there are controls for **Time Periods**, **Report Templates**, and **Saved Reports**. A **Start** button is located in the bottom right corner of the Order Tracking section. The status bar at the very bottom indicates the Nexaweb Platform version (v4.2.1) and the current date and time (Mar 30 10:42:33 EST 2006).

Group Reporting



IT Resources

- Enterprise
 - Business Units
 - Services
 - Order Processing
 - AIX appServer1
 - Sun dbServer1
 - mxRouter1
 - mxSwitch1
 - mxSwitch2
 - webServer1
 - Payment Processing
 - Refunds and Exchanges
 - TeamQuest
 - Network
 - Storage
 - System
 - LAB2XPSP2
 - AIX appServer1
 - appServer10
 - appServer11
 - AIX appServer2
 - AIX appServer3
 - AIX appServer4
 - Sun dbServer1

summary

IT Resource Selection Time Selection Properties Annotate Grid Size: Export: Print Save As Save

CPU and Disk Summary				
04/06/06 10:00 - 04/06/06 10:15				
IT Resource	%usr CPU	%sys CPU	%busy CPU	%used Disk
Services	44.2794	18.777	63.050	77.948
Order Processing	50.428	19.889	70.318	70.731
dbServer1	54.421	29.135	83.556	91.651
appServer1	22.731	13.330	36.061	78.223
webServer1	74.133	17.203	91.336	42.32
Payment Processing	59.975	17.0695	70.0445	92.0655
dbServer10	59.050	16.418	75.468	97.400
appServer10	46.900	17.721	64.621	86.731
webServer10	83.221	12.691	95.912	82.610
Refunds and Exchanges	29.4155	19.373	48.789	74.031
dbServer11	36.100	25.416	61.516	72.500
appServer11	22.731	13.330	36.061	75.561
webServer11	51.772	31.000	82.772	45.610

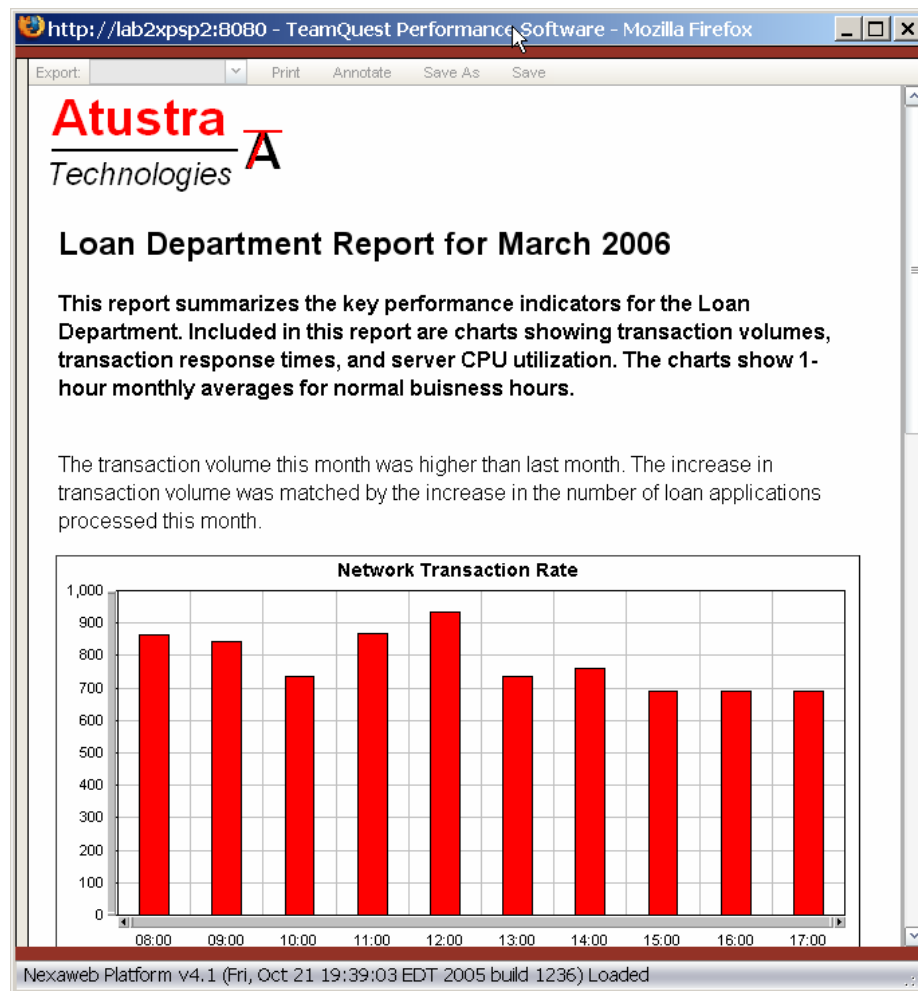
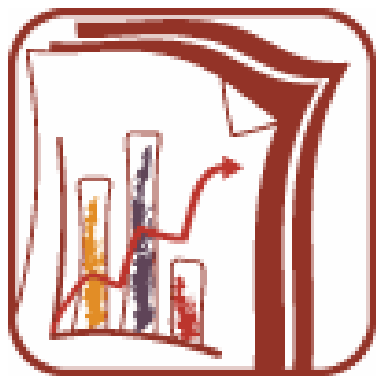
Network Device Summary			
04/06/06 10:00 - 04/06/06 10:15			
IT Resource	in Kbytes/s	out Kbytes/s	discards/s
Services	344.524	646.268	66.856

Saved

IT SERVICE OPTIMIZATION

TeamQuest IT Service Reporter

- What is it?
- Who is it for?
- Why use it?



TeamQuest IT Service Analyzer

- What is it?
- Who is it for?
- Why use it?

