

Service Management: Autonomic Service Management

Thoughts

Lot's of "T-*" names
Tivoli has lots of consoles

Esp. in UI
Integration

Simplifying the concepts of what's happening

A reminder of how slow sysmgmt innovation is at this level

detect IT elements are working poorly
provision some new horses to help out

It's the same tying business service to IT elements

the change from "simple" sysmgmt is adding in semantical stuff to know which business processes IT elements are part of

representing the business processes as item to monitor and manage

Questions

Is WSDM the only agentless thing supported?

Lots of discussion around the classic agent vs. agentless issue

Demo2: NetCool SLAM/Suite

"the corner stone of the BSM strategy"

[business process and IT elements] relationships between things

try to "marry" the end user response time with underlying stuff

monitoring response time for some application from different geographic locations

"like having an Excel spreadsheet in realtime"

show how many pending transactions some element has

e.g.

real time calculations

detects it

the problem is that something is slow to respond

add new machine to cluster

them sends to Policy engine to figure out what to do

prioritize based on "business impact"

"business severity" column

pull in info like # of help desk tickets

"I don't want to see black spaghetti."

[Instead, they just want shit running correctly all the time and/or fixed correctly. Realtime.]

It doesn't feel like SLA/SLO really caught on

Demos

Autonomic 2002

Building out Service management

Is the current state out of whack with the "good" state? fix it

Demo1: new resourced added to system

Diagram

- CMDB
- WSDM MEP
- Policy
- TADDM

overview

- New VMWare service
- WSDM client tells CMDB WSDM populates DMDB
- "without having to do...discoveries"

video/demo

- VMWare ESX server
- used WS'es on box to discover features
- vs. schedule based
- event based discovery
- collation
- Tivoli Provisioning Manager
- TPM
- takes discovered thing and compares to corp. policy
- system == TADM?
- notifies system that it exists
- new VM comes up
- system gets more detailed info
- it's pulling WSDM metrics instead of installing and TPM agent

The point is

- they can "do the same stuff" with proprietary formats
- WSDM is used to show that standards are good
- The vision of the future is that you don't need to put agents on every single box.
- [Each element is pushing it's info up as needed to the system instead of frequent pulling.]

