Growing with OpenView Solutions
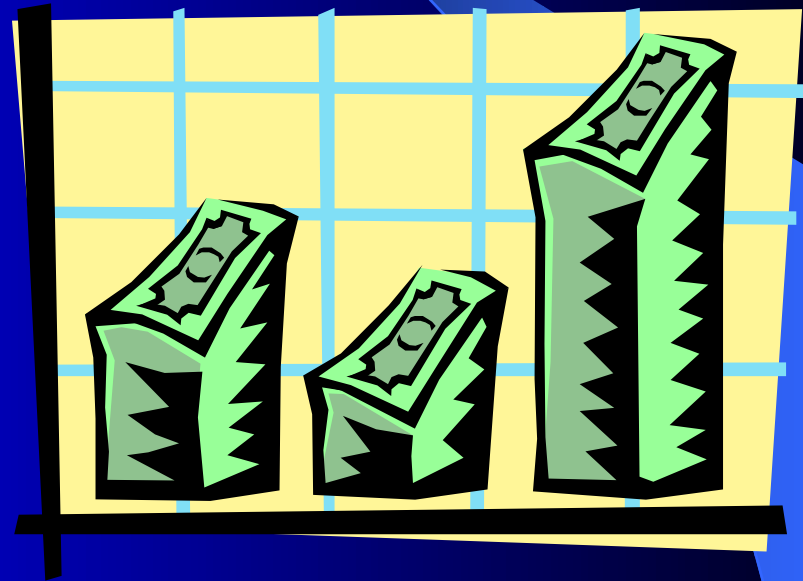
Ken Herold

Melillo Consulting

Outline

- Client background
- Initial project phases
- Product integrations
- Operational turnover
- Future directions

Client Background

- Donaldson, Lufkin & Jenrette (DLJ)
- Financial Services Group in NYC
- Supported financial accounting for DLJ
- Independent IT staff and budget

Client Background

- People Soft Financials
- Small computing environment
  - 4 networks
  - Several connections to external vendors
  - 10 servers (HPUX & Windows NT)
  - Small IT staff
  - Small operations staff

Network Monitoring Requirements

- Availability of devices
- Bandwidth utilization
- Router resource utilization
- Connectivity to external vendors

Project Drivers

- Detect any problem at any time
  - Nightly jobs critical to department
  - People Soft availability during business hours
- Fix the problems automatically if possible
- Notify staff immediately
- Tool to make IT staff more productive

System Monitoring Requirements

- Operating systems
- System performance
- Applications
  - People Soft Financials
  - Oracle
  - Supporting applications
- Monitoring of nightly jobs

Project Approach

- Phased implementation
- Knowledge transfer
- Building block approach

Phase I

- HP OpenView Network Node Manager
- HP OpenView IT/Operations
- Telamon Telalert

Phase I Details

- 3 person consulting team
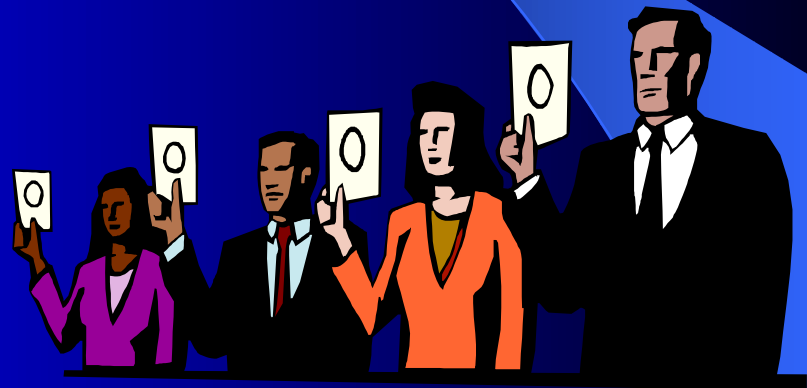- 2 IT staff members
- 4 month duration

Phase II

- Agilent NetMetrix
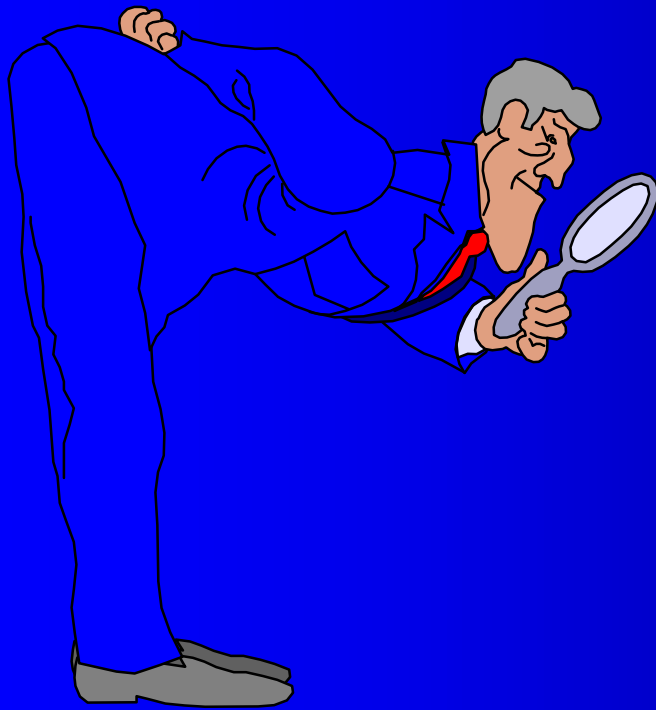- HP OpenView PerfView & MeasureWare
- BMC Patrol
- BMC Oracle KM

Phase II Details

- 3 person consulting team
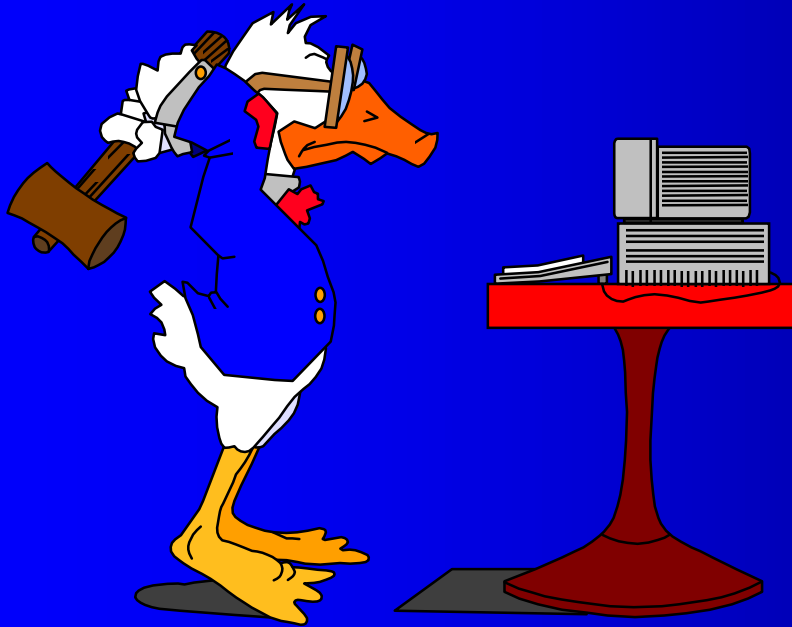- 2 person IT staff
- 3 month duration

Initial Results

- Measure of self-sufficiency
- Faster response to issues
- Detected previously unknown problems
- Tighter environment control
- Early detection of repeated issues

Issues

- Learning curve
- Training plan
- Acceptance of tools
- Management misunderstanding
- Technical
  - Product Versions

Enhancements

- Integration of OmniBack II

- Integration of EMC Control Center

- Replacement of BMC Oracle KM with Oracle SPI

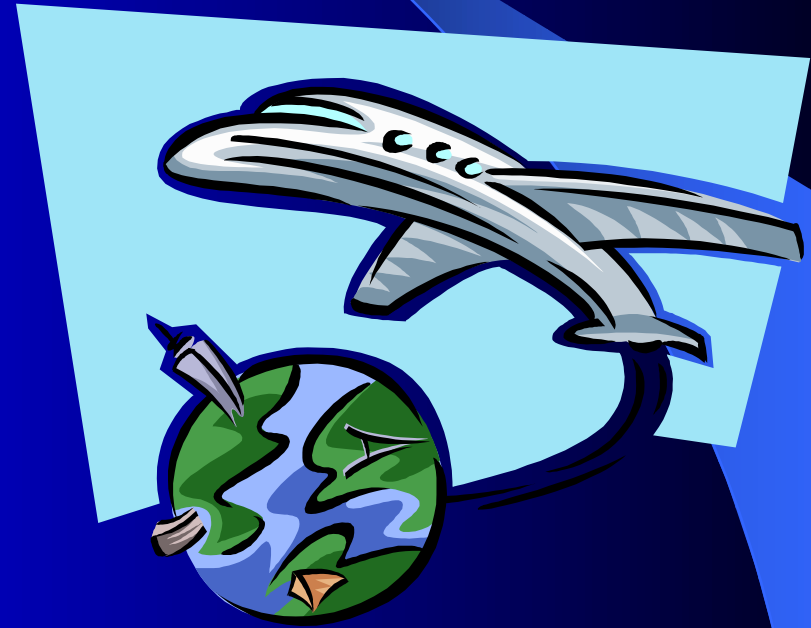# Oracle Monitoring Debate

Oracle SPI

- Easier integration
- Lower system overhead
- Reduces support complexities
- Easier reporting

BMC Oracle KM

- Provides database tools
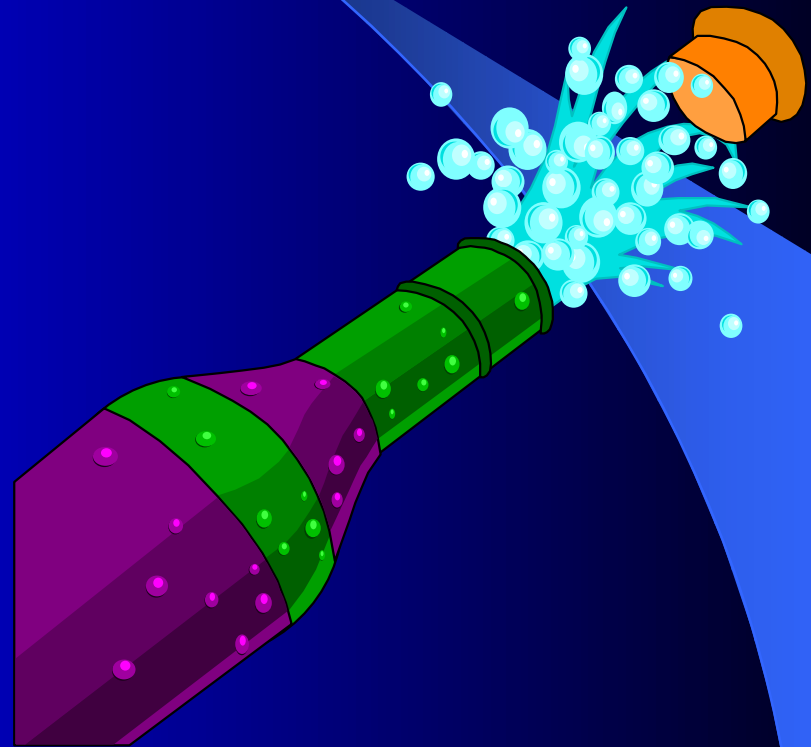- Longer product lifespan

Future Directions

- Service Level Management
- Reporting
- Globalization

Operational Improvements

- Operator efficiency
- IT staff productivity
- Proactive vs. reactive

Thank you for attending

Ken Herold

Solutions Architect

Melillo Consulting

ken@mjm.com