

SERVER ASSURANCE

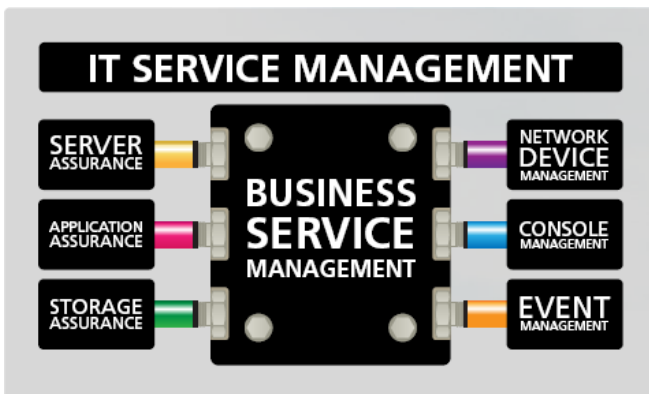
iAM I- Series Server Assurance Agent

The latest addition to the iAM's solution now adds I-Series server monitoring to our portfolio. This means we can reach further than before and deliver an even deeper holistic view of your service delivery.

Integration

The I-Series Server Assurance Agent forms an important component of Itheon's IT Service Management solution and events can be forwarded into Itheon's Business Service Management module to provide a perspective on the impact that server events will have on essential Business Services.

Events can also be forwarded into other systems such as IBM's Tivoli, CA's Unicenter, HP's OpenView or Novell's Managed Objects providing customer investment protection.



Itheon understands the challenges businesses face and will work as an extension of your business to deliver results. We focus on building true partnerships that are mutually beneficial and based on trust and respect. This is why so many of our customers return again and again to benefit from our unique approach to IT issues.

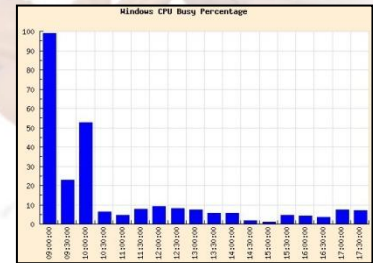
Itheon, Blue Chip and I-Series

Blue Chip have been using the I-Series server agent to monitor their Managed Services clients.

This has proven to be another highly valuable solution for our customers and assisted our teams in their role of delivering high quality managed services.

Metering and Data Gathering

The Server Assurance Agent can collect metrics, count occurrences of events and perform complex summarisation of raw data prior to forwarding to a central consumer for Service Level Metering, Capacity Management, Performance Management or Utility Chargeback purposes. Metering can be as simple, or as complex as incident detection and is frequently carried out in parallel, utilising the same rules to both meter performance and identify incidents



Scheduling

The I-series server Agent has a very flexible scheduler. For example above, you can send events back every 30 minutes. However, on Mondays at 09:00 it will send them back every 15 minutes. This is an example of schedule "nesting" or schedules within schedules.

Threshold Alerting

The philosophy behind the I-Series agent is to setup a monitoring schedule day and time and any relevant threshold values. It then forwards this information on to the Itheon TotalView Monitor.

2	SiteApp168 ELSTREE	2009-03-03 01:40:00	U	Windows SERVER. The service Apache2.2 is not running.
4	SiteApp168 ELSTREE	2009-03-03 01:04:08	U	MESSAGE_EVENT There are 32 large files.
2	SiteApp168 ELSTREE	2009-03-03 01:04:08	U	Windows SERVER. The utilization on disk C is very high at
3	SiteApp168 ELSTREE	2009-03-03 01:04:08	U	MESSAGE_EVENT There are 1 processes running on the s
3	SiteApp168 Elstree	2009-03-03 00:37:23	U	WINDOWS_EVENT The content source cannot be accessed
3	SiteApp168 Elstree	2009-03-03 00:36:36	N	WINDOWS_EVENT Cannot update public free/busy data.

Server Assurance Rules

A comprehensive suite of rules are provided to address common Server Assurance requirements.

In addition to an Incident's severity, class, subclass, source etc. the Server Assurance Agent tracks an Incident' state detecting the state transition from new, updated to Incident closed.

The following list shows some of the areas we can highlight.

SERVER ASSURANCE

I-Series Server Agent Monitoring Capabilities

System Status

Users Currently Signed On
Batch Jobs on Message Wait
Batch Jobs Running
Batch Jobs Waiting/Scheduled to Run
Batch Jobs Held on Job Queues
Batch Jobs Held While Running
Batch Jobs on Held Job Queues
CPU Utilization
System ASP Utilization
Active Jobs in System
Total Jobs in System
Current Unprotected Storage
% Permanent Addresses
% Temporary Addresses

Pool Status (for up to 64 memory pools)

Pool Size in Megabytes
DB Faults/Second
DB Pages/Second
Non-DB Faults/Second
Non-DB Pages/Second
Active > wait (Transitions/Minute)
Wait > Ineligible (Transitions/Min)
Active > Ineligible (Transitions/Min)

Message Queues

Monitor any message queue
Does NOT lock a message queue
ROBOT interface
Ability to filter messages

Subsystems

Monitor for a subsystem to be active/inactive

Job Queues

Monitor for job queue to be released/held
Monitor for too many/few jobs queuing

Active Jobs

Monitor for job is active/inactive
Monitor for too many/few job instances running
Monitor for jobs on MSGW, LCKW etc.
Monitor long running jobs (overruns)
Monitor for job has started by a pre-defined time (variable start times)

OUTQs

Monitor for released/held
Monitor writer status
Monitor Device status
Automatically start writer
Monitor for too many/few spool files on queue

CHKTAP

Check for tape loaded in tape drive
Check for correct tape volume loaded

Distribution Queues

Monitor Distribution Queue status
Monitor for too many/few distributions queuing

User Profiles

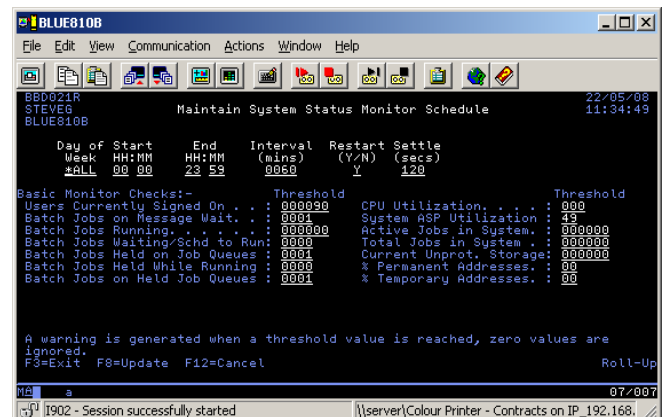
Monitor for user profile enabled/disabled
Automatically enable/disable user profile

Called Programs

Call any program at a regular interval (allows user defined monitoring program to be written)

Configuration Status

Monitor status for:-
Lines
Controllers
Devices
Network Servers
Network Interfaces



```
BLUE810B
File Edit View Communication Actions Window Help
BB0021R 22/05/08
STEVEG 11:34:49
BLUE810B

Day of Start End Interval Restart Settle
Week HH:MM HH:MM (mins) (Y/N) (secs)
*ALL 00 00 23 59 0060 Y 120

Basic Monitor Checks:- Threshold
Users Currently Signed On . . : 000000 CPU Utilization. . . . : 000
Batch Jobs on Message Wait. . : 0001 System ASP Utilization: 49
Batch Jobs Running. . . . . : 000000 Active Jobs in System. . : 000000
Batch Jobs Waiting/Schd to Run: 0000 Total Jobs in System . . : 000000
Batch Jobs Held on Job Queues : 0001 Current Unprot. Storage: 000000
Batch Jobs Held While Running : 0000 % Permanent Addresses. : 00
Batch Jobs on Held Job Queues : 0001 % Temporary Addresses. : 00

A warning is generated when a threshold value is reached, zero values are
ignored.
F3=Exit F8=Update F12=Cancel Roll-Up
07:007
[1902 - Session successfully started] [server\Colour Printer - Contracts on IP_192.168.]
```