ProactivePack

Get even more from TrueSight

Version 3.5 – October 2018

ProactivePack – Who we are

➔ **Our mission**

Provide a simple self-service platform for TrueSight

➔ **Partnerships**
- BMC MarketZone partners since 2018
- BMC Technology Alliance Partner (TAP) since 2014

➔ **25+ customers across Europe and US in all sectors**
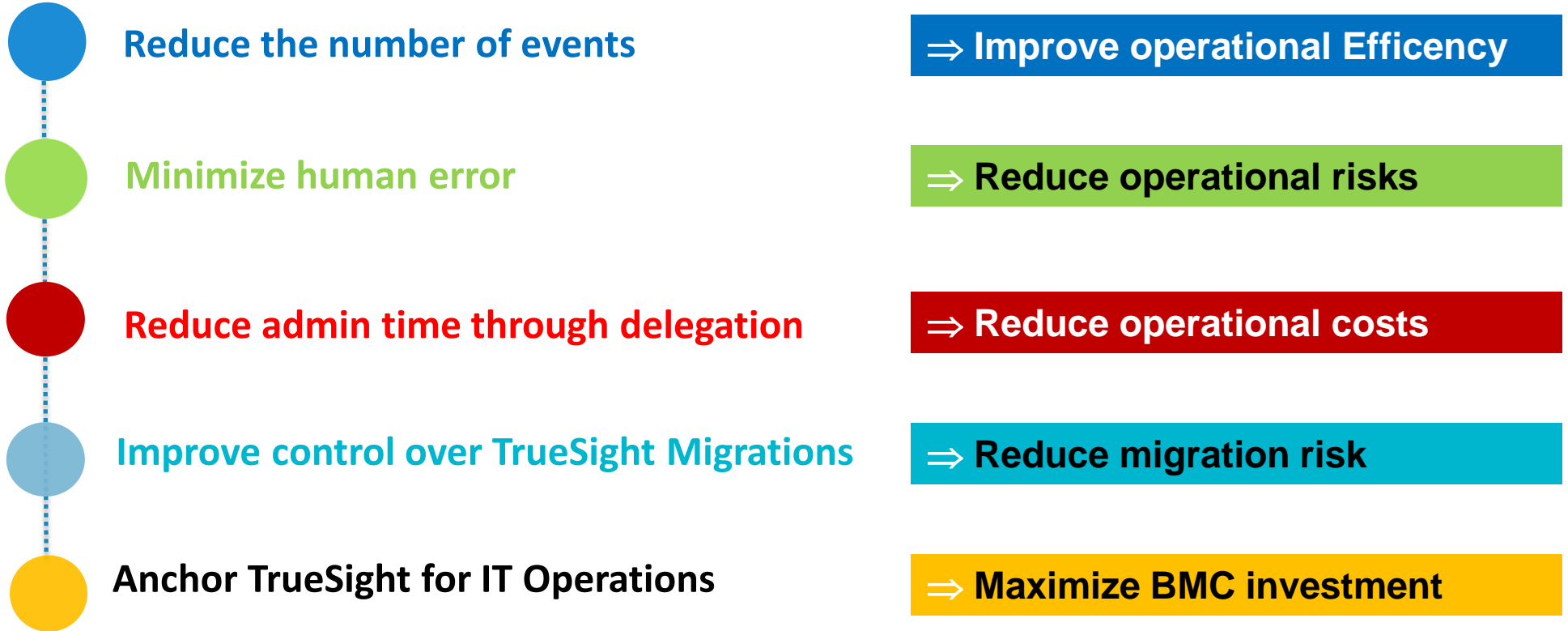- From BEM 7.4 and BPPM 9.x to TrueSight 11.

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Value Proposition

- **Reduce the number of events** ⟹ **Improve operational Efficency**

- **Minimize human error** ⟹ **Reduce operational risks**

- **Reduce admin time through delegation** ⟹ **Reduce operational costs**

- **Improve control over TrueSight Migrations** ⟹ **Reduce migration risk**

- **Anchor TrueSight for IT Operations** ⟹ **Maximize BMC investment**
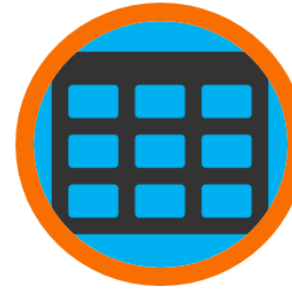
ProactivePack modules

Quick Queries
Build event queries and reports in seconds.
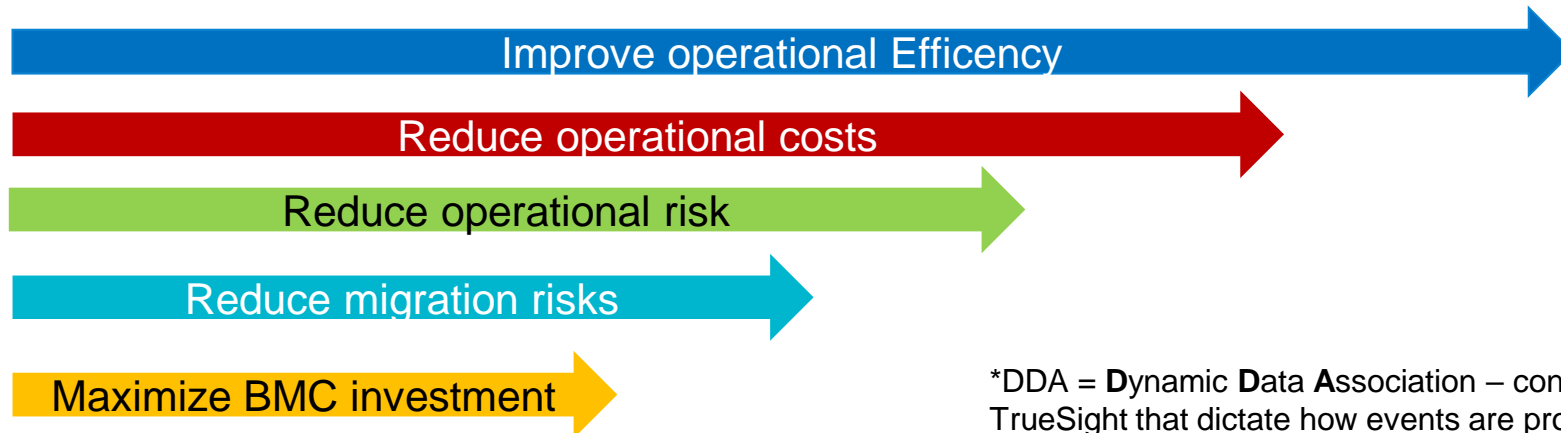
Blackout Management
Manage event blackouts securely

Data Editor
Manage TrueSight data ("DDA")* securely

Data Replicator
Manage DDA across multiple cells

Improve operational Efficency

Reduce operational costs

Reduce operational risk

Reduce migration risks

Maximize BMC investment

*DDA = **D**ynamic **D**ata **A**ssociation – configuration tables in TrueSight that dictate how events are processed

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Enterprise ready

→ **Very granular Access Control**

→ **Authentication : TrueSight, Active Directory or custom**

→ **Internationalized ; localized in 4 languages**

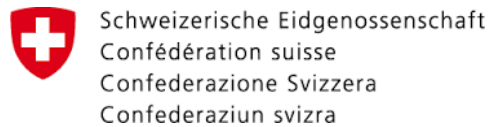→ **Supports multiple timezones & date formats**

→ **Supports multiple databases**

→ **Comprehensive audit log**

→ **UI responsive design for all device formats**

→ **Easy upgrade & migration**

Selected references

ProactivePack – Return on Investment

- **In general**
  - Reduced TCO for event reporting
  - Reduced "in house" developments around reporting, blackout, etc.
  - Improved control on migrations and upgrades

- **Quick queries**
  - Identify and reduce event noise and recurrent problems
  - Accurately measure "time to assign" and "time to close"

- **DDA Editor & Replicator**
  - Delegate routine tasks to level 1 users
  - Stay in control of your data
  - Accurately replicate DDA from test to prod and across multiple cells

- **Blackout Management**
  - Delegate routine blackout tasks to level 1 users
  - Implement self-service !

Quick Queries

"Build event queries in seconds"

➔ **With this module, you will be able to :**

- **Create quick queries against events, querying transparently :**
  - Cells :
    - realtime reporting
  - a database
    - Long term reporting
    - Event import mechanism provided

- **Use a large set of report templates :**
  - Volumes over time
  - Values distribution
  - Heatmaps, gauges, tables
  - Ratios
  - And more.

- **Email, schedule, export, save as PDF.**
- **Build Dashboards combining multiple Quick Queries**
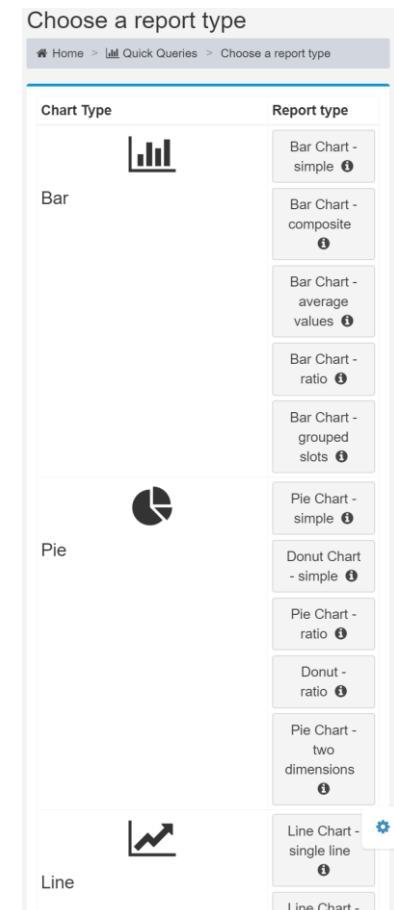
Quick Queries

➔ **Straightforward configuration dialog**

Bar Chart - simple

🏠 Home > 📊 Quick Queries > Bar Chart - simple

| Query Details | Advanced conditions | Drill down |

Data Source

Source

MySQL

Reporting time window

Reporting time window type

Predefined timewindows

Predefined timewindow

Since day start

Bar Chart - simple

Main Slot   Host

Sort   ⦿ By total value ○

Limit   Unlimited

Graph options

1. Select source (cell or DB)

2. Select timewindow – date to date or using predefined templates

3. Set graph specific parameters

4. Set filter criteria

5. Provide optional drilldown arguments

| Query Details | Advanced conditions | **Drill down** |

Drill down target

○ Default drill-down to tabular view
⦿ Drill-Down to specific Dashboard or Query

Graph Type :

Queries

Short Name :

DefaultQQ_CriticalEventVolumes

☑ Keep previous conditions

| Query Details | **Advanced conditions** | Drill down |

Additional Slot Conditions

| | Severity | | within | MAJOR CRITICAL | OK INFO WARNING MINOR **MAJOR CRITICAL** | | AND | ➕ ➖ |

| | client | | equals | Mutualise | | | | ➕ ➖ |

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Quick Queries – PDF exports

➔ **Generate & email reports in PDF format**

Quick queries - dashboards

➜ **Combine multiple queries on a single page**

➜ **Resize/Reposition as needed**

➜ **Auto-refresh**
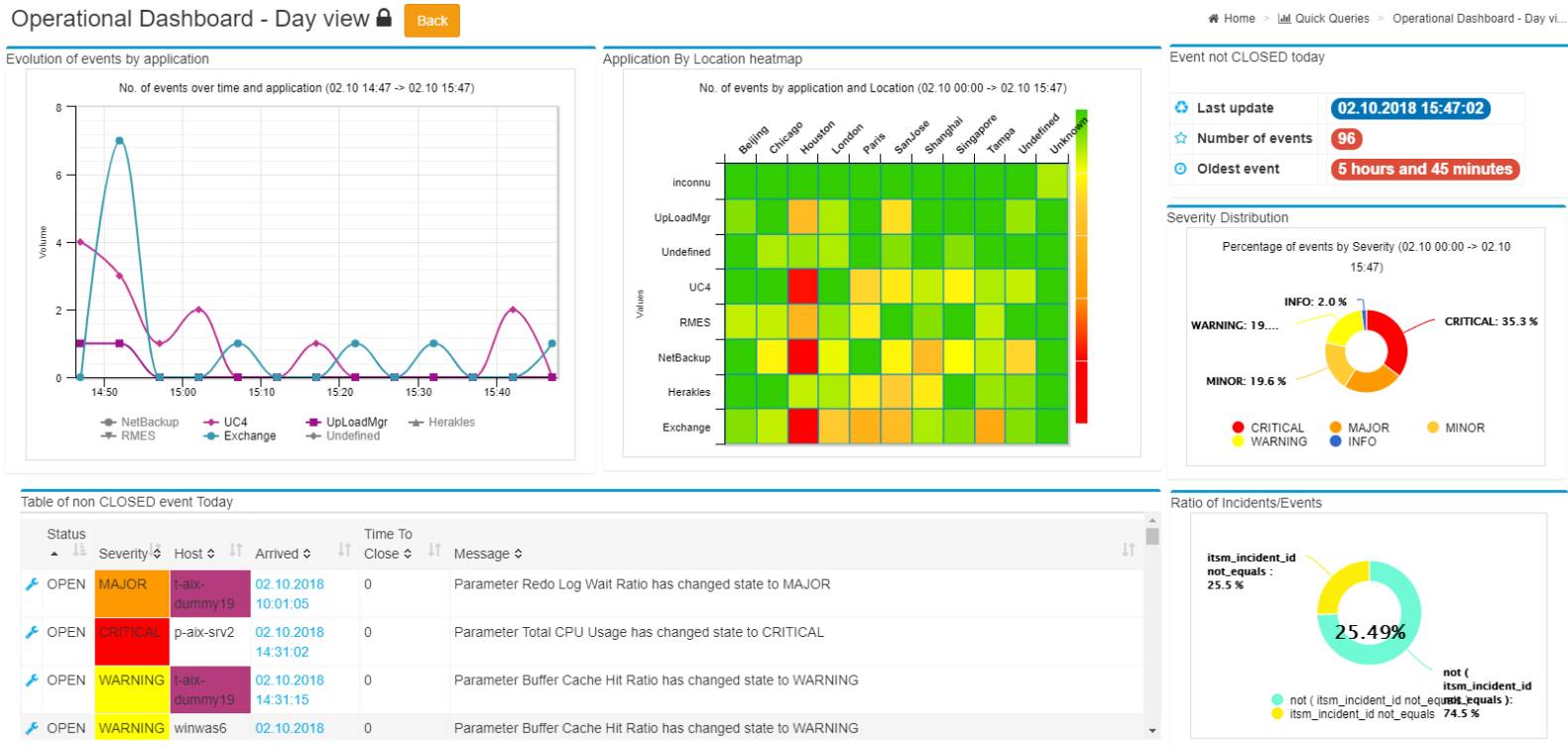
Blackout management

"Delegate the management of blackouts"

➔ **With this module you will be able to**

- Manage TrueSight calendars

- Easily and securely position blackouts, either dates- or calendar-based

- Use out-of-box Blackout templates or use your own

- Define blackout profiles to group together a pool of objects that are usually blacked out together

- Easily view current, past and future blackouts

- Accurately audit who does what.

- Manage blackouts using an extended event API

Blackout management

WEB-BEM Add blackout period

Blackout type

Specific object

Technical details

hosts :

Object class :   .*

Object :   .*

Parameter :   .*

Calendar name

Dates based

Time Zone:

(UTC +1:00) Brussels, Copenhagen, Madrid, Paris

| Start: | 📅 02/22/2016 | 11am h | 25 m |
| End: | 📅 02/22/2016 | 11am h | 30 m |

Action

Set event to BLACKOUT and reopend at end if not closed

Apply on existing non closed events :   No

Comment

Pas de commentaire

1. Select blackout type. Customizable list of fields, operators, and default values.

2. Select the object(s) that need to be put in blackout

3. Select the blackout window – either one shot or based on a calendar

4. Additional options & comments for audit purposes.

Blackout management – define profiles

Blackout profiles let you group together a pool of objects (hosts, applications, sites, etc) that are usually blacked out together

Modify blackout profile

Profile name

Profile name:
[WebApplication   ▼]

Description:
[Description   ⌨]

Example : « 3-tier » application that includes web, application, and database resources. The profile includes all objects.

Profile content - CGIWebApplication

[10 ▼] records per page
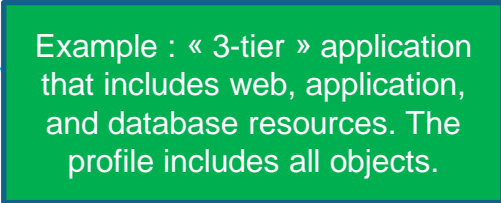
Delete	Modify	Hostname	Object class	Object	Parameter
🗑	✎	appserver1	WEBLOGIC.*	.*	
🗑	✎	dbserver1	ORA_.	.*	
🗑	✎	webserver1	WEB.*	.*	

Showing 1 to 3 of 3 entries

◄ | ‖‖ |

Technical details

hosts :
[   ] [☰] [⬆]

Object class :
[.*   ]

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Blackout management – calendar view

- Visualize current, past and future blackouts.

Data Editor

→ **With this module, you will be able to :**

- Delegate the management of any DDA (or DDEN) table
- Import / Export Data from/to Excel
- Grant permissions at table, slot and operation (view/add/delete) level
- Validate contents using regular expressions
- Provide drop-down list of valid values for any of your slots.
- Link several menus together (think category-type-item in ITSM)
- Provide tooltips, custom labels, and help pages to users

Create DDA Entry

Technical details - HOST_ENRICHMENT - kandy

Data Slots

Host	winwas4
Environment	UNKNOWN
Site	
Tags	WINDOWS / UNIX ... WINDOWS / UNIX / AS400 / ORACLE
date	02/22/2016
Contacts	
hidden_slot	
counter	10
pi	0

Load   Import from file

- DropDown generated from the output of a script
- Simple enumerations
- « LIST_OF ENUM » management

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DDA Replicator

"Make sure all your cells use the same data !"

➜ **With this module, you will be able to :**

- Create replication tasks to replicate DDA from one source to one or more destinations
- Choose replication behavior (merge/replace/smart)
- Backup data before replication
- Trigger replications from the CLI
- Trigger replications from the Data Editor module

Technical requirements

→ **Software requirements**
- Operating Systems :
  - Windows
  - Linux RedHat
- Database (optional)
  - MySQL 5.1+
  - Oracle 11G+
  - MS/SQL 2008+
- Web Server
  - Apache and IIS,
  - PHP – from 5.3 to 7.1

→ **BMC products**
- TrueSight 11.x, 10.x
- BPPM 9.x
- BEM 7.4

Contact

➔ **Who we are**

- BMC Technology Alliance and BMC MarketZone Partners
- Experts on monitoring and event management solutions for 15+ years
- Listening and providing consulting services to tier-1 customers daily
- Enabling control rooms and NOC's worldwide

➔ **Any question ?**

- contact@proactivepack.com
- http://support.proactivepack.com