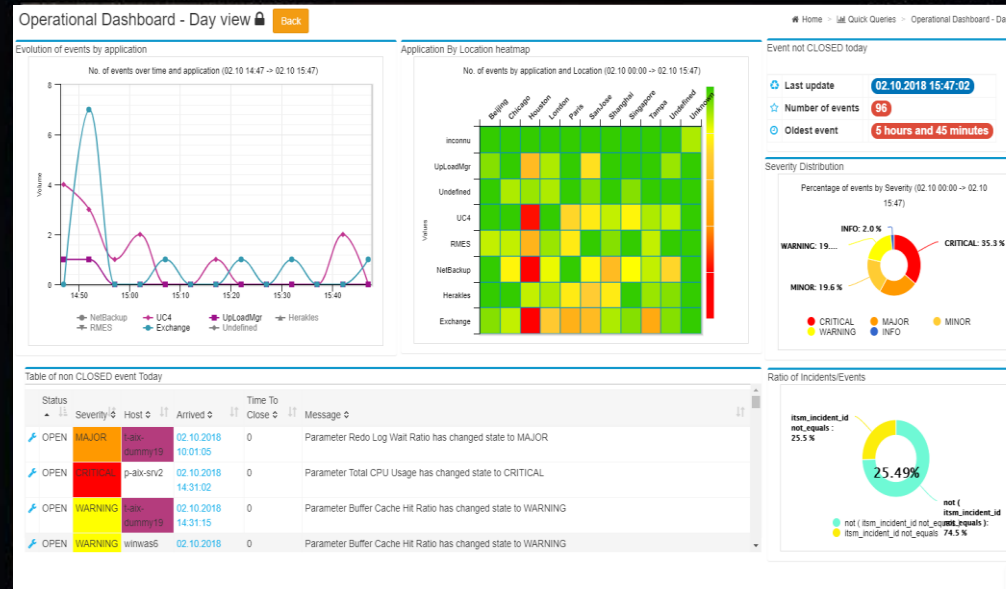


# Improve Control. Report Better. Delegate More.



PROACTIVE  
PACK

ProactivePack for Events  
Get even more from TrueSight  
Version 3.7 – October 2019



# Who we are

PROACTIVE  
PACK

## Our mission

Provide a simple self-service platform for BMC TrueSight

## Our partnerships

BMC MarketZone



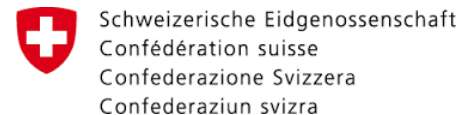
BMC Technology Alliance



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## Our references



# ProactivePack solutions



## ProactivePack for Event Management

*Boost IT Ops productivity*



Quick Queries

Build event queries and reports in seconds



Blackout Management

Manage & delegate event blackouts



Data Editor

Manage DDA securely



Data Replicator

Manage DDA across multiple cells

## ProactivePack for Monitoring

*Implement self-service for monitoring*



Monitoring Configuration Reports

Build monitoring configuration reports in seconds



Monitoring Configuration Self-Service

Delegate monitoring & threshold configuration

## ProactivePack Platform



Unified GUI

Audit

Authentication (e.g. TrueSight)

Scheduler

RBAC

Shared services



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# ProactivePack for Event Management



## Quick Queries

Build event queries and reports in seconds



## Blackout Management

Manage & delegate event blackouts



## Data Editor

Manage DDA securely



## Data Replicator

Manage DDA across multiple cells

Improve operational Efficiency

Reduce operational costs

Reduce operational risk

Maximize BMC investment



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

# Enterprise ready



## Secure

- Authentication : TrueSight, AD or custom
- Very granular Access Control
- Data segregation
- Comprehensive audit log

## User friendly

- Internationalized & localized EN/FR/DE/ES
- UI responsive design
- No TrueSight expertise

## Up to your standards

- Product or appliance
- Linux or Windows
- Supports multiple databases
- Easy upgrade and migration
- Supports multiple timezones



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# ProactivePack – Return on Investment



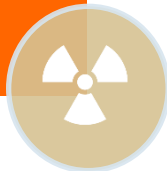
Reduce  
administration costs  
through self-service



Reduce event numbers  
through blackouts &  
accurate reports

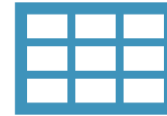


Reduce migration risks  
through automation



Reduce operational risks  
by reducing human  
errors





# ProactivePack for Events

Report on Events

Manage Blackouts

Manage Configuration Data

Replicate Data

# What is new in 3.7



## Key facts

- **Platform**
  - Improved data tables functionality
  - Full screen capability for TSPS dashboard integration
- **Blackout**
  - Recursive CI blackouts on service model
  - Use TSPS devices as list of available hosts
  - Ability to set permissions on profiles
- **Data Editor**
  - Smart tooltips
- **QuickQueries**
  - Service Model Queries
  - Summed values Queries



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# Quick Queries



## Key facts

- Create Event Reports in seconds
- Query cells or a database
- Generate report online, as PDF/XLS, as email
- Combine graphs into dashboards
- Segregate data easily
- Show real-time status of service model



## Added value

- Unbeatable agility
- True Self-Service
- Reduce event numbers
- Track time-to-close and other SLAs











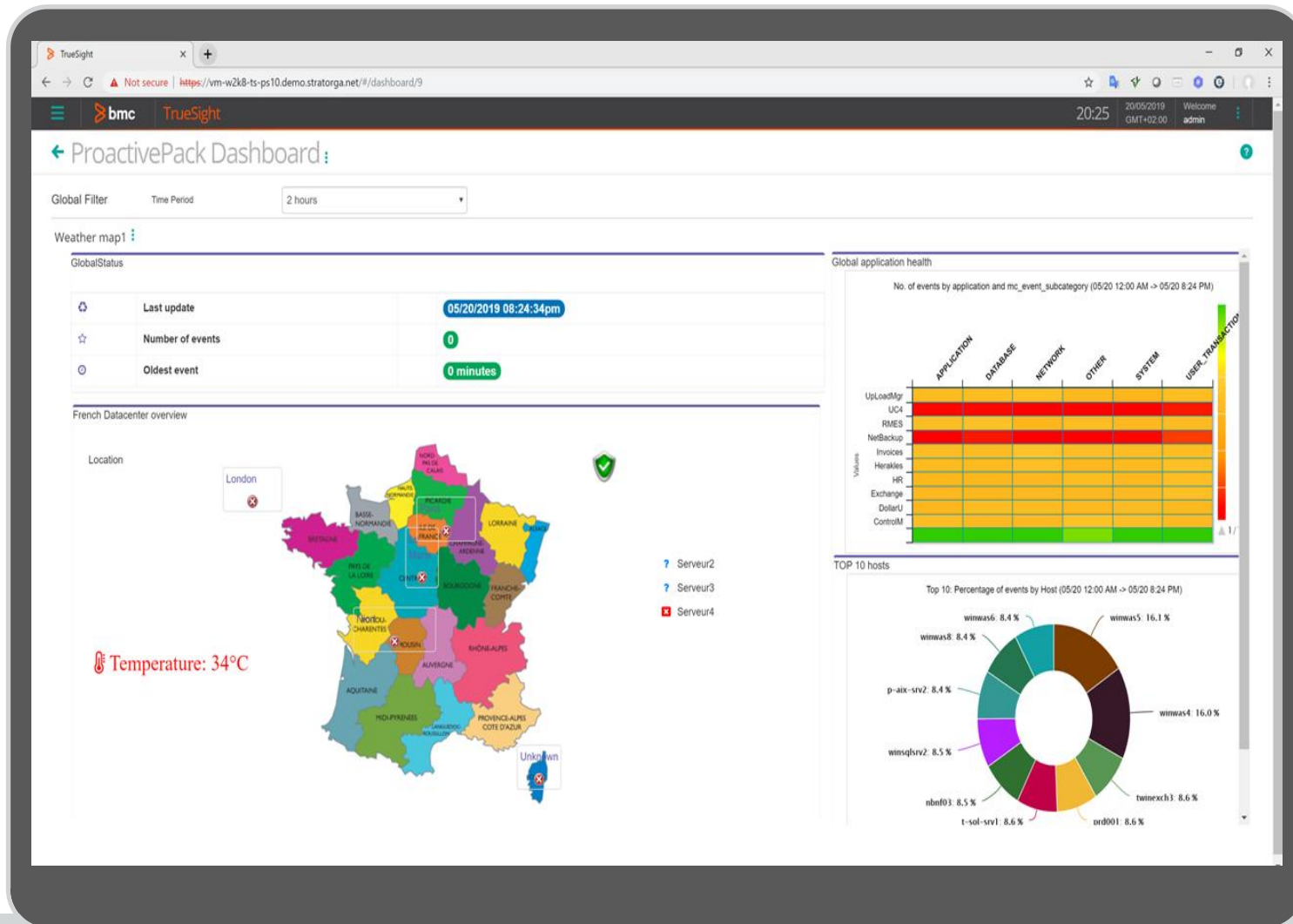


Chart Type	Report type
 Bar	Bar Chart - simple ⓘ
	Bar Chart - composite ⓘ
	Bar Chart - average values ⓘ
	Bar Chart - ratio ⓘ
	Bar Chart - grouped slots ⓘ
 Pie	Pie Chart - simple ⓘ
	Donut Chart - simple ⓘ
	Pie Chart - ratio ⓘ
	Donut - ratio ⓘ
	Pie Chart - two dimensions ⓘ
 Line	Line Chart - single line ⓘ
	Line Chart - multiple lines ⓘ
	Line Chart - average values ⓘ
	Line - Composite Average ⓘ
 Area	Ratio Chart ⓘ
 Gauge	Simple Gauge ⓘ
	Ratio Gauge ⓘ
 Heatmap	Heatmap ⓘ
 Table	Table View ⓘ
 Weather Chart	Weather chart ⓘ
 Synthesis Chart	Age of oldest event ⓘ



# Quick Queries – as a TSPS dashboard

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# Quick Queries - dashboards

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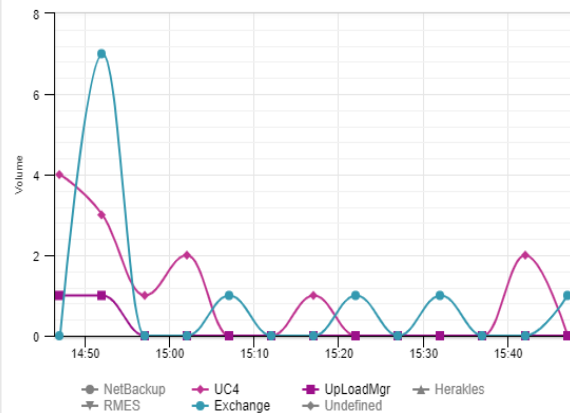
## Operational Dashboard - Day view

Back

Home > Quick Queries > Operational Dashboard - Day vi...

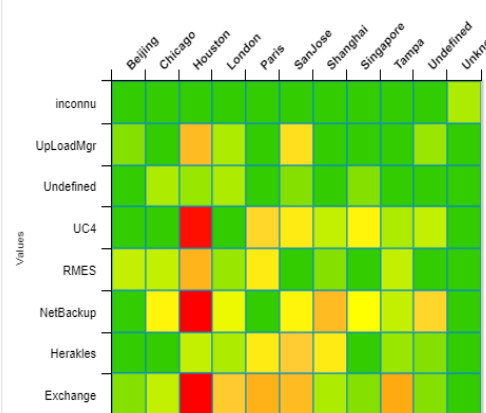
### Evolution of events by application

No. of events over time and application (02.10 14:47 -> 02.10 15:47)



### Application By Location heatmap

No. of events by application and Location (02.10 00:00 -> 02.10 15:47)

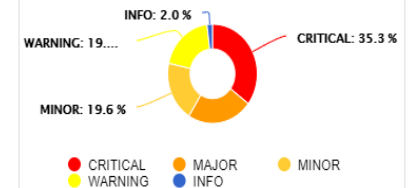


### Event not CLOSED today

Last update	02.10.2018 15:47:02
Number of events	96
Oldest event	5 hours and 45 minutes

### Severity Distribution

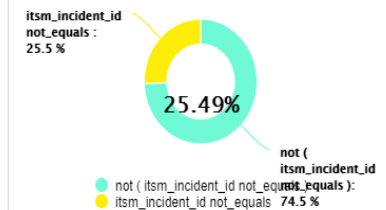
Percentage of events by Severity (02.10 00:00 -> 02.10 15:47)



### Table of non CLOSED event Today

Status	Severity	Host	Arrived	Time To Close	Message
OPEN	MAJOR	t-aix-dummy19	02.10.2018 10:01:05	0	Parameter Redo Log Wait Ratio has changed state to MAJOR
OPEN	CRITICAL	p-aix-srv2	02.10.2018 14:31:02	0	Parameter Total CPU Usage has changed state to CRITICAL
OPEN	WARNING	t-aix-dummy19	02.10.2018 14:31:15	0	Parameter Buffer Cache Hit Ratio has changed state to WARNING
OPEN	WARNING	winwas6	02.10.2018	0	Parameter Buffer Cache Hit Ratio has changed state to WARNING

### Ratio of Incidents/Events



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# Blackout Management



## Key facts

- Apply blackouts on any event source (BMC and 3rd party)
- Manage TrueSight calendars
- Use out-of-box Blackout templates or create your own
- Define blackout profiles to blackout complex pools of objects
- Accurately audit who does what.
- Manage blackouts using an extended event API
- Apply blackouts to CI
- Apply blackouts to TrueSight Devices (direct integration)



## Added value

- Implement self-service
- Delegate duties
- Reduce event numbers

### WEB-BEM Add blackout period

Blackout type  
Specific object

Technical details

Hosts :

Object class :

Object :

Parameter :

Calendar name

Dates based

Time Zone:

UTC +100 Brussels, Copenhagen, Madrid, Paris

Start:  02/22/2016 11am h 25 m

End:  02/22/2016 11am h 30 m

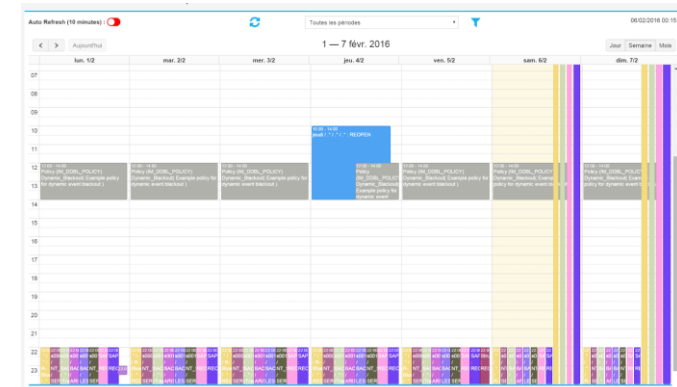
Action

Set event to BLACKOUT and respend at end if not closed

Apply on existing non closed events:

Comment

Pas de commentaire



# Data Editor



## Key facts

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



## Added value

- Offload administrators and delegate duties
- Ensure consistent data input
- Ensure standards are followed

Create DDA Entry Home > HOST\_ENRICHMENT > Create DDA Entry

Technical details - HostEnrichment - DDA.HOST\_ENRICHMENT (cell:battambang)

Host	<input type="text"/>		
Site	A		
NumericPriority	0		
Environment	UNKNOWN		
OS	WINDOWS		
SupportGroups	<div><div></div><div></div></div> <div>support Group1 support Group2 support Group3</div>		
Clients	<div><div></div><div></div></div> <div>CDiscourt GMF "Leroy Merlin" "SFR SC" "SFR SC"</div>		
NotificationSeverity	UNKNOWN		
DateMigrated	01/02/1970	1am h	0 m
station	RISOUL		
MsgReformat	<input type="text"/>		

[View](#) [Add](#) [Import from file](#)



# Data Replicator



## Key facts

- 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



## Added value

- Ensure data is consistent across multiple cells
- Automate a key configuration process
- Ease migrations & environments replication



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Technical details - DataReplicationTasks - kandy

### Data Slots

Task Name	ReplicateMatchTables	
Source Cell	kandy	
Source DDAs	<div><div>PP_SCHEDULER</div><div>PP_SELF_MONITORING</div><div>PP_EVENT_COUNTER</div></div>	<div><div>SEVENTH_ENGINE</div><div>PP_DATA</div><div>PP_SCHEDULER</div><div>PP_SELF_MONITORING</div><div>PP_EVENT_COUNTER</div></div>
Target Cells	<div><div>cell_process</div><div>cell_view</div><div>tsys</div><div>tsys_tsim</div></div>	<div><div>kandy</div><div>mcell</div><div>sentry</div><div>tsys</div><div>tsys_tsim</div></div>
Target DDAs	<div><div></div></div>	<div><div>CORE_DATA</div><div>DATA</div><div>MC_CELL_DATA</div><div>MC_CELL_DIR_COMPONENT</div><div>MC_CELL_PROCESS</div></div>
Replication Type	'Fusion - source priority'	
Backup data before replication	YES	
RunOnCalendar	NO	
Calendar	Casa13Avril	

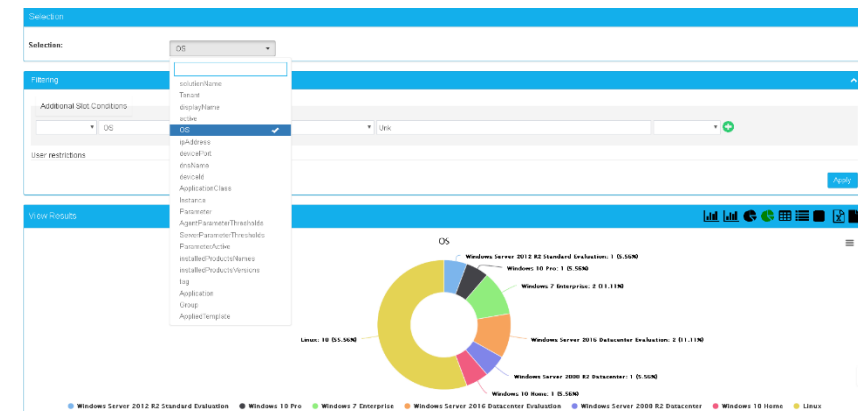
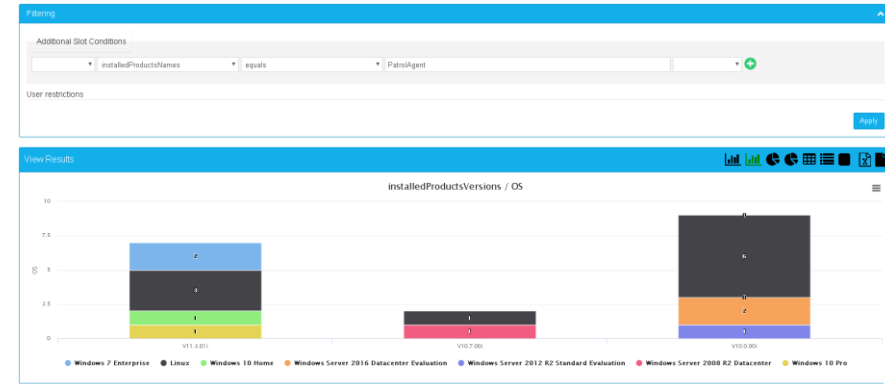


# Technical requirements



## Key facts

- Installs as an appliance or as a product
- Runs on Linux and Windows
- DB Support (note: optional) : Oracle, MySQL, Microsoft, PostGres
- Runs on Apache and IIS
- BMC TrueSight support :
  - Any version of BEM, BPPM, TrueSight



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# You may also want to check...ProactivePack for Monitoring



## Monitoring Configuration Reports

Build monitoring configuration reports in seconds



## Monitoring Configuration Self-Service

Delegate monitoring definition and configuration

Improve operational Efficiency

Reduce operational costs

Reduce operational risk

Maximize BMC investment



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## Who we are

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

## Contact

- [contact@proactivepack.com](mailto:contact@proactivepack.com)
- <http://support.proactivepack.com>
- [www.proactivepack.com](http://www.proactivepack.com)

