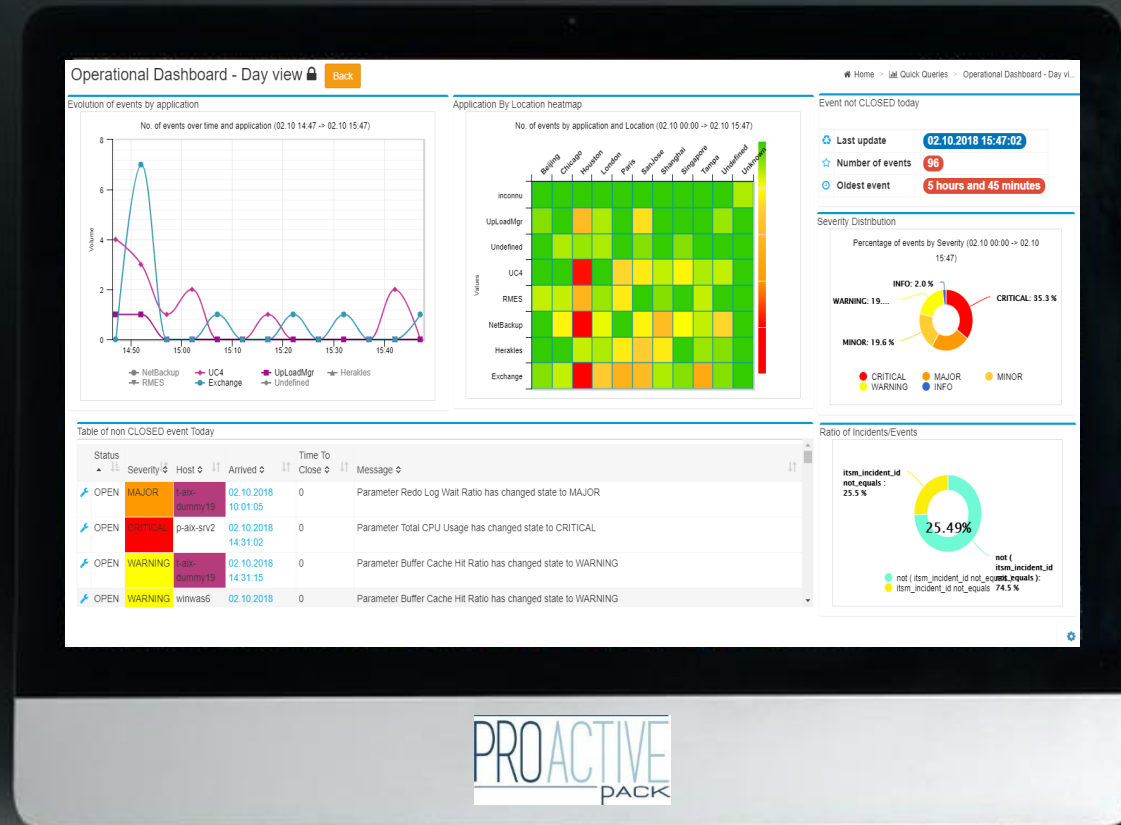


Improve Control. Report Better. Delegate More.



PROACTIVE
PACK

ProactivePack for Events
Get even more from TrueSight
Version 3.8 – April 2020

Who we are

Our mission

Provide a simple self-service platform for BMC TrueSight

Our partnerships

BMC MarketZone



MarketZone

BMC Technology Alliance



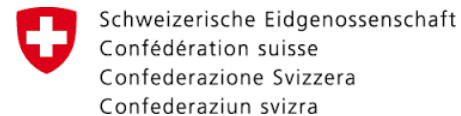
TAP Premier Partner



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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

Scheduler

RBAC

Shared services



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ProactivePack for Event Management



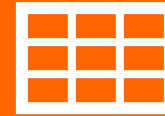
Quick Queries

Build event queries and reports in seconds



Blackout Management

Manage & delegate event blackouts



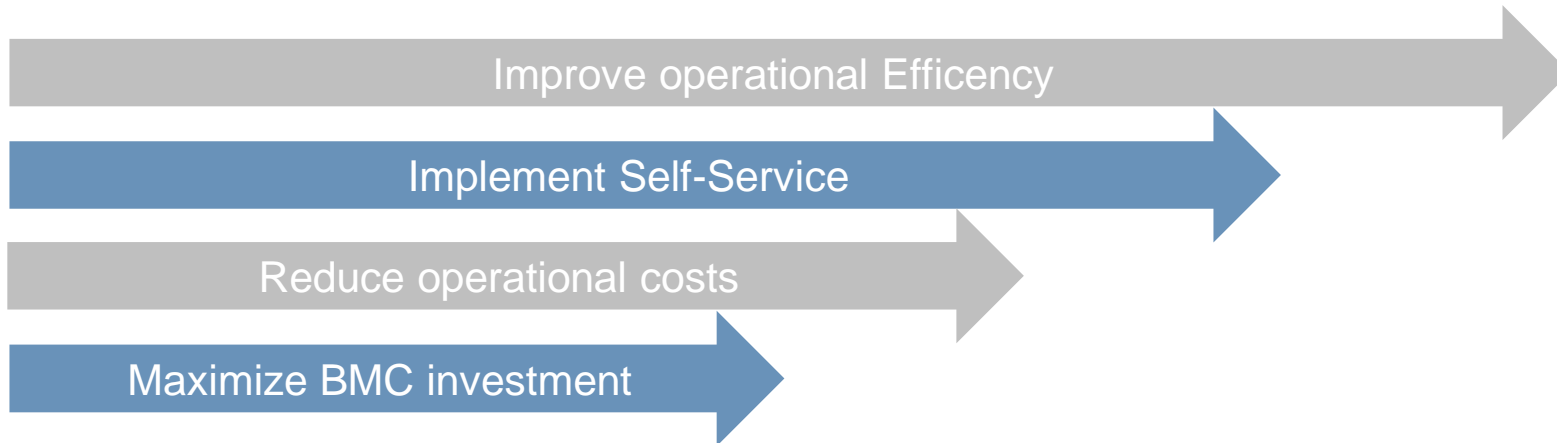
Data Editor

Manage DDA securely



Data Replicator

Manage DDA across multiple cells



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



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Enterprise ready



Secure

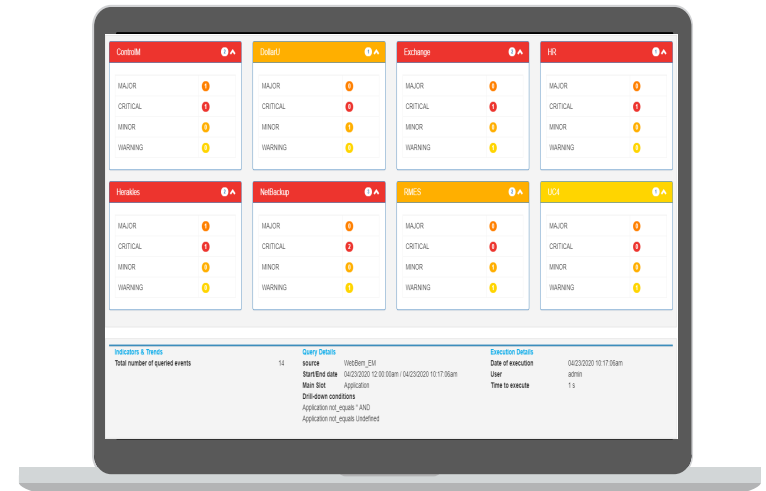
- Authentication : TrueSight, AD or custom
- Very granular Access Control
- Data segregation
- Comprehensive audit log

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



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What is new in 3.8



Key facts

- **Platform**
 - Enhanced RBAC for task scheduling
 - Session expiry logic
- **Blackout**
 - Improved host search capability
 - Improved calendar view
- **Data Editor**
 - Refresh button
- **QuickQueries**
 - Tile Views
 - Carousel Views

Quick Queries



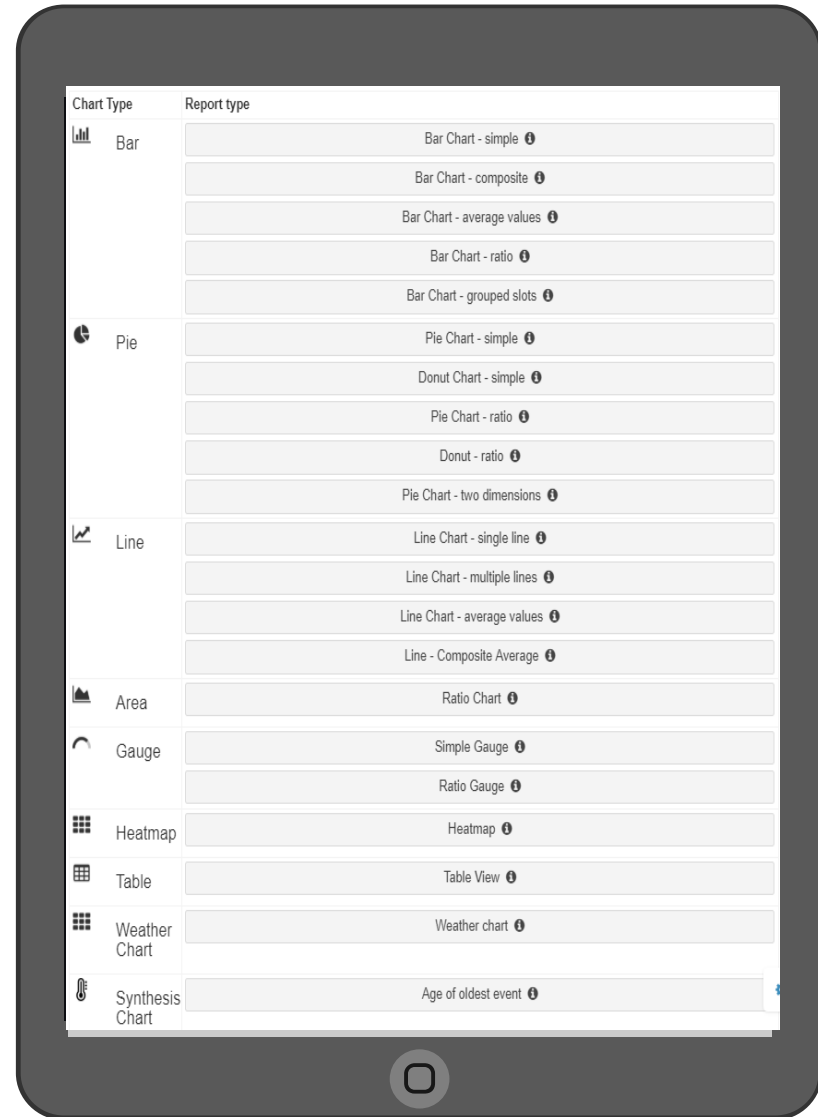
Key facts

- Create Event Reports in seconds
- Query cells (realtime) or a database (history)
- Generate report online, as PDF/XLS, as email
- Generate application maps
- Combine graphs into TSPS 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



Quick Queries – as a TSPS dashboard



The dashboard displays the following components:

- Global Filter:** Time Period set to 2 hours.
- Weather map1:**
 - GlobalStatus table:

Last update	05/20/2019 08:24:34pm
Number of events	0
Oldest event	0 minutes
 - French Datacenter overview map showing regional datacenters with a temperature of 34°C.
- Global application health:** Heatmap showing event counts by application and subcategory.

Application	USER_PRODACTIVE	SYSTEM	OTHER	NETWORK	DATABASE	APPLICATION
UploadMgr	High	High	High	High	High	High
UC4	High	High	High	High	High	High
RMES	High	High	High	High	High	High
NetBackup	High	High	High	High	High	High
Invoices	Low	Low	Low	Low	Low	Low
Heracles	Low	Low	Low	Low	Low	Low
HR	Low	Low	Low	Low	Low	Low
Exchange	Low	Low	Low	Low	Low	Low
DollarU	Low	Low	Low	Low	Low	Low
ControlM	Low	Low	Low	Low	Low	Low
- TOP 10 hosts:** Donut chart showing event percentages by host.

Host	Percentage
wimvas5	16.1%
wimvas4	16.0%
twinecx3	8.6%
ord001	8.6%
l-sol-srv1	8.6%
nbnf03	8.5%
winsqhrv2	8.5%
p-ax-srv2	8.4%
wimvas8	8.4%
wimvas6	8.4%



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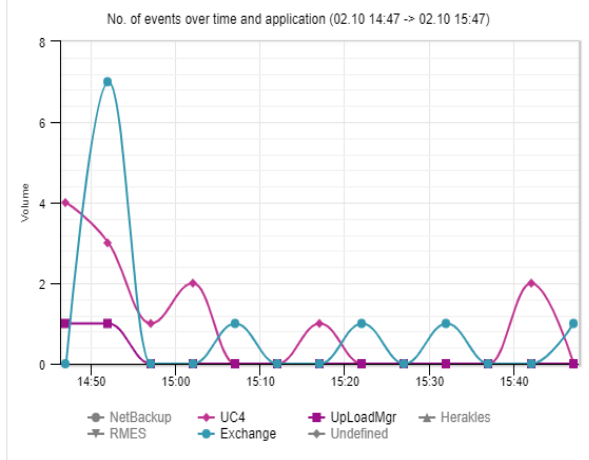
Quick Queries - dashboards



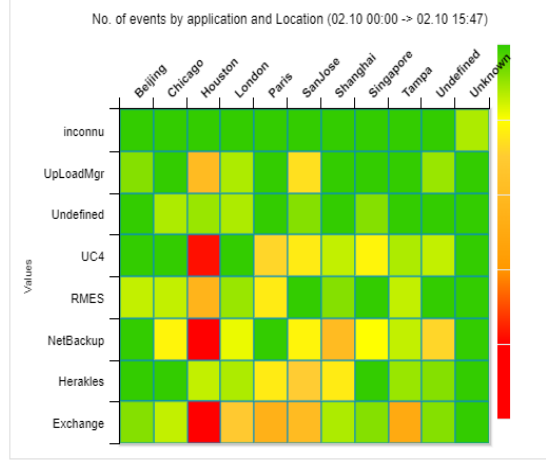
Operational Dashboard - Day view 🔒 Back

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

Evolution of events by application



Application By Location heatmap



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

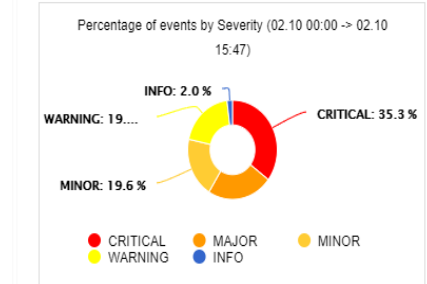
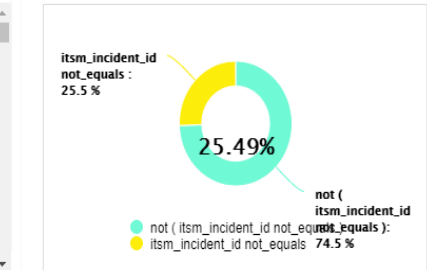


Table of non CLOSED event Today

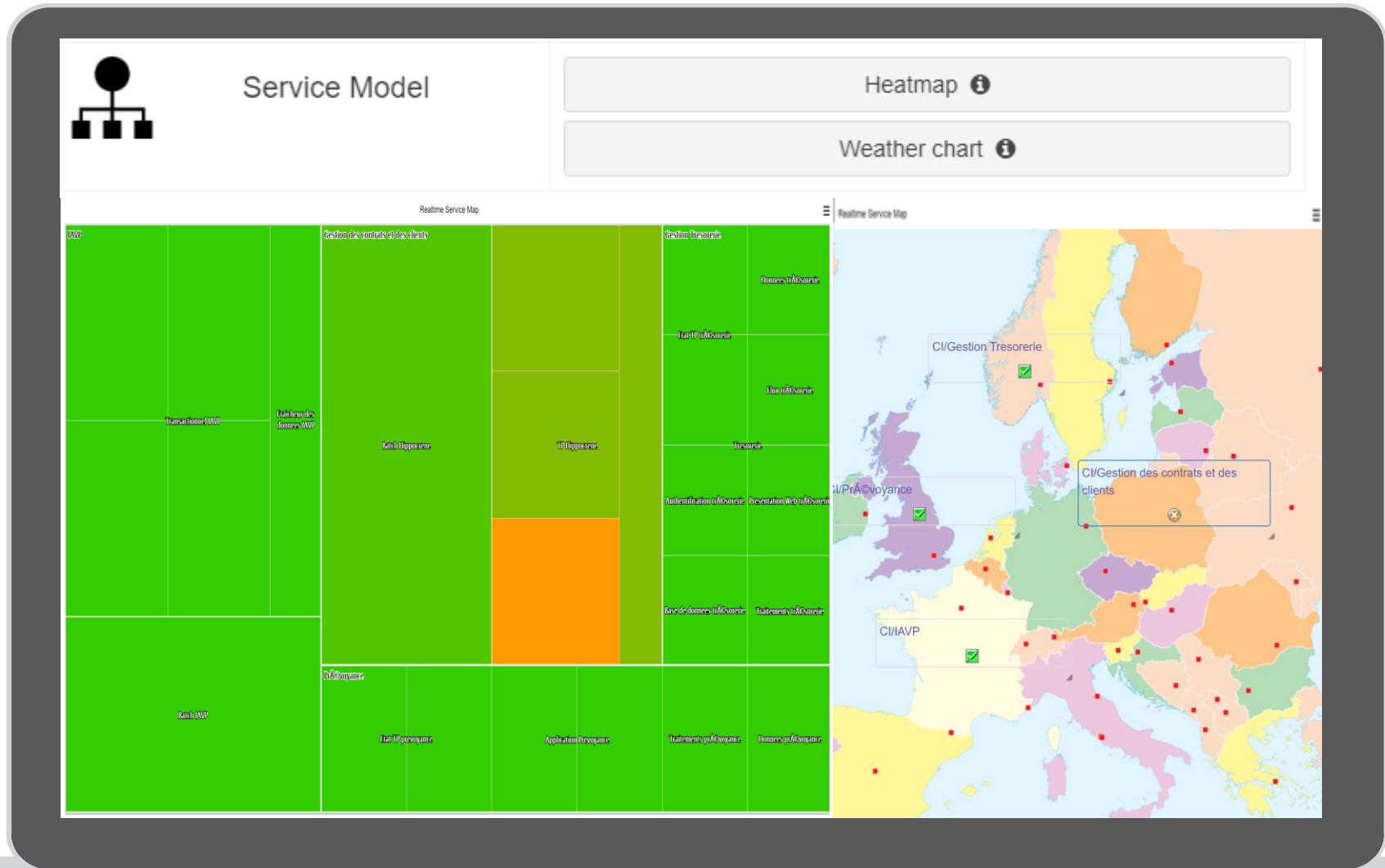
Status	Severity	Host	Arrived	Time To Close	Message
OPEN	MAJOR	t-aix-dummy19	02.10.2018 10:01:05	0	Parameter Redo Log Wait Ratio has changed state to MAJOR
OPEN	CRITICAL	p-aix-srv2	02.10.2018 14:31:02	0	Parameter Total CPU Usage has changed state to CRITICAL
OPEN	WARNING	t-aix-dummy19	02.10.2018 14:31:15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



Quick Queries – Tile view



Tile View Tiles ⓘ

ControlM	DollarU	Exchange	HR
MAJOR: 1	MAJOR: 0	MAJOR: 0	MAJOR: 0
CRITICAL: 1	CRITICAL: 0	CRITICAL: 1	CRITICAL: 1
MINOR: 0	MINOR: 1	MINOR: 0	MINOR: 0
WARNING: 0	WARNING: 0	WARNING: 1	WARNING: 0

Herakles	NetBackup	RMES	UC4
MAJOR: 1	MAJOR: 0	MAJOR: 0	MAJOR: 0
CRITICAL: 1	CRITICAL: 2	CRITICAL: 0	CRITICAL: 0
MINOR: 0	MINOR: 0	MINOR: 1	MINOR: 0
WARNING: 0	WARNING: 1	WARNING: 1	WARNING: 1

Indicators & Trends	Query Details	Execution Details
Total number of queried events: 14	source: WebBem_EM Start/End date: 04/23/2020 12:00:00am / 04/23/2020 10:17:06am Main Slot: Application Drill-down conditions: Application not_equals " AND Application not_equals Undefined	Date of execution: 04/23/2020 10:17:06am User: admin Time to execute: 1 s



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:

SUTC +100 Brussels, Copenhagen, Madrid, Paris

Start:

End:

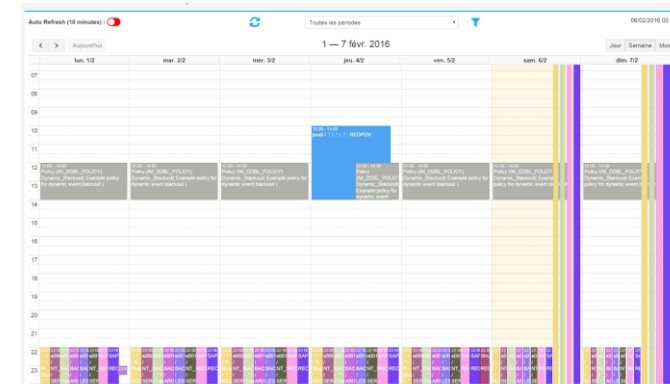
Action

Set event to BLACKOUT and reopend at end if not closed

Apply on existing non closed events:

Comment

Pas de commentaire





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	<input type="text"/>			
Clients	<input type="text"/>			
NotificationSeverity	UNKNOWN			
DateMigrated	01/02/1970	1am h	0 m	
station	RISOUL			
MsgReformat	<input type="text"/>			

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

Technical details - DataReplicationTasks - kandy

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



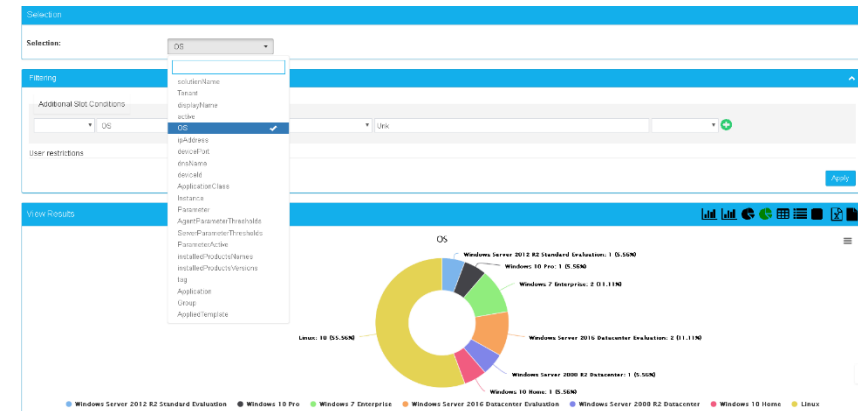
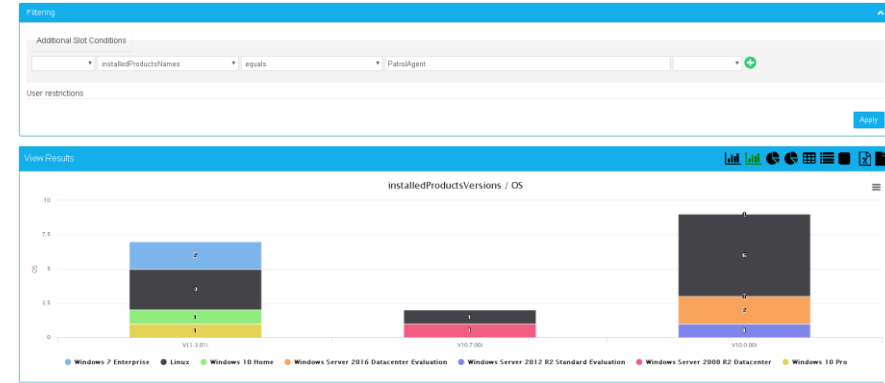
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Technical requirements



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 monitoring and event management solutions for 20+ years
- Listening and providing consulting services to TrueSight customers daily
- Enabling control rooms and NOC's worldwide



Contact

- contact@proactivepack.com
- <http://support.proactivepack.com>
- www.proactivepack.com

