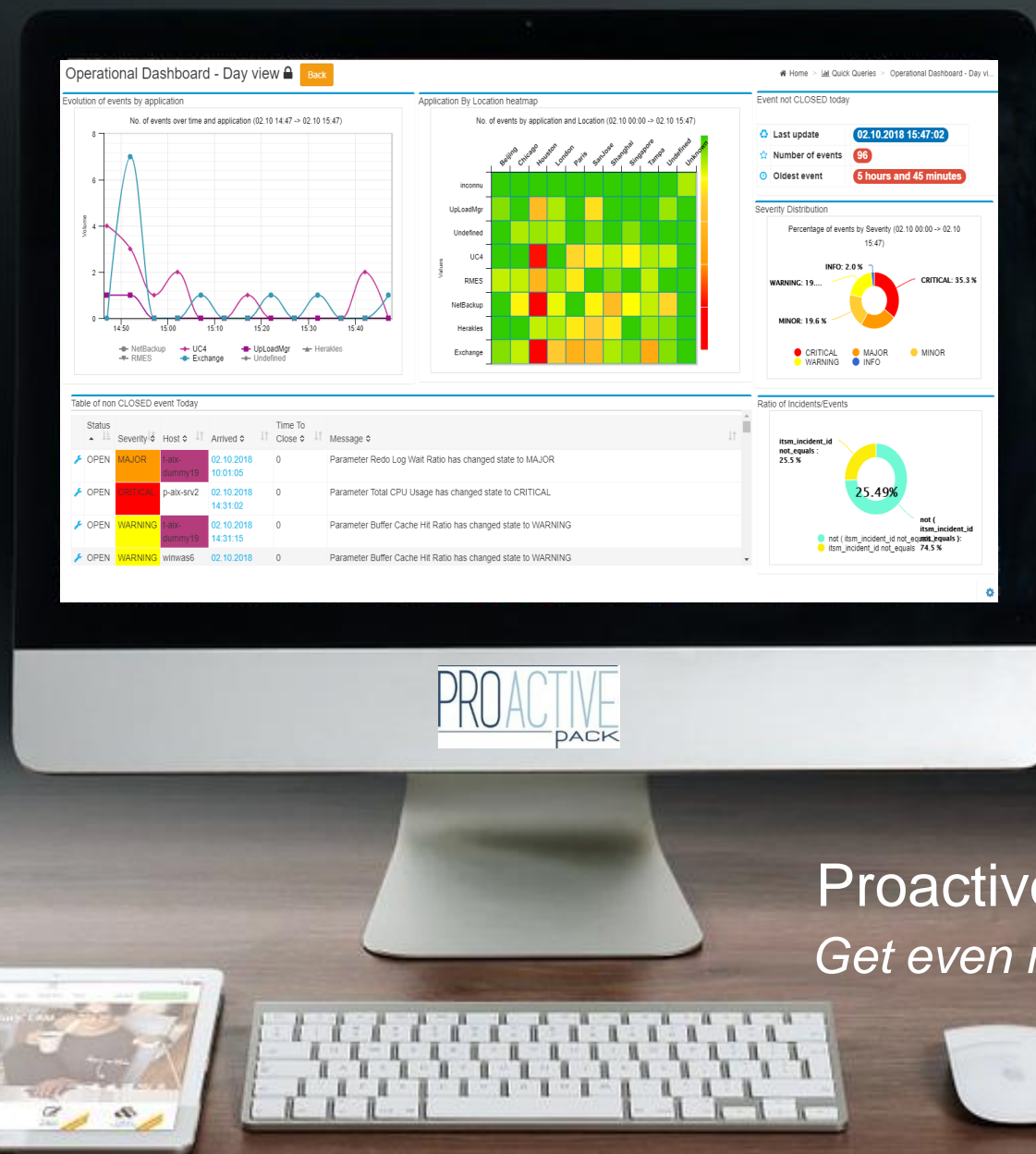


Improve Control. Report Better. Delegate More.



ProactivePack for Events
Get even more from TrueSight
Version 3.9— November 2020

Who we are

PROACTIVE
PACK

Our mission

Provide a simple self-service platform for BMC TrueSight

Our partnerships

BMC MarketZone



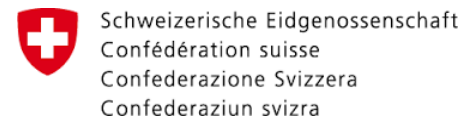
BMC Technology Alliance



MarketZone



Selected references



ProactivePack solutions



ProactivePack for Event Management

Boost IT Ops productivity



Quick Queries

Build event reports and dashboards in seconds



Blackout Management

Manage 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 reports and dashboards in seconds



Blackout Management

Manage event blackouts



Data Editor

Manage DDA* securely



Data Replicator

Manage DDA* across multiple cells

Improve operational Efficiency

Implement Self-Service

Reduce operational costs

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

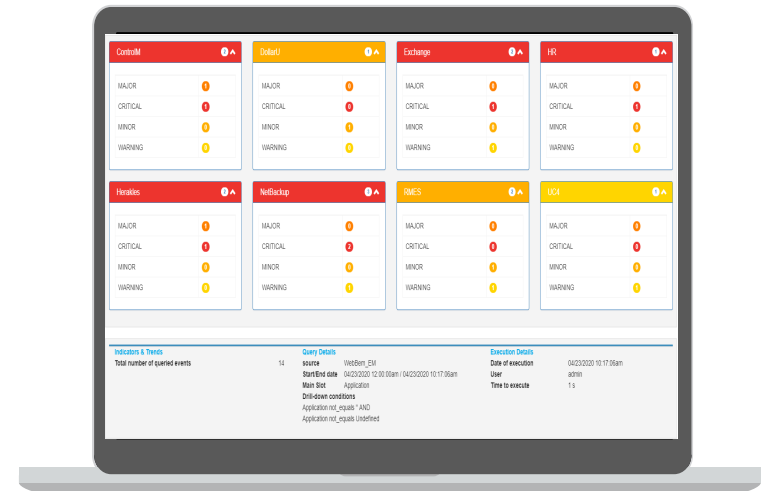
- Authentication : TrueSight, Helix, AD or custom
- Very granular Access Control
- Data segregation
- Comprehensive audit log

User friendly

- Internationalized & localized
EN/FR/DE/ES
- No TrueSight expertise needed

Up to your standards

- Product or appliance
- Linux or Windows
- Supports multiple databases
- Zero downtime upgrade
- Supports multiple timezones



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ProactivePack – Return on Investment



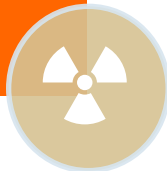
Reduce
administration costs
through self-service



Reduce event numbers
through blackouts &
accurate reports



Reduce migration risks
through automation



Reduce operational risks
by reducing human
errors



What is new in 3.9



Key facts

- **Platform**
 - Use TrueSight groups for RBAC
 - Use BMC Helix for authentication
 - Scheduler : on demand capability and REST API
- **Blackout**
 - Improved calendar view
 - Improved Service Model (CI) Blackout
- **Data Editor**
 - Allows nice transformation of BMC messages
- **QuickQueries**
 - REST API
 - Advanced heatmaps for service model visualization



Quick Queries



Key facts

- 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
- Provide all the above through REST API



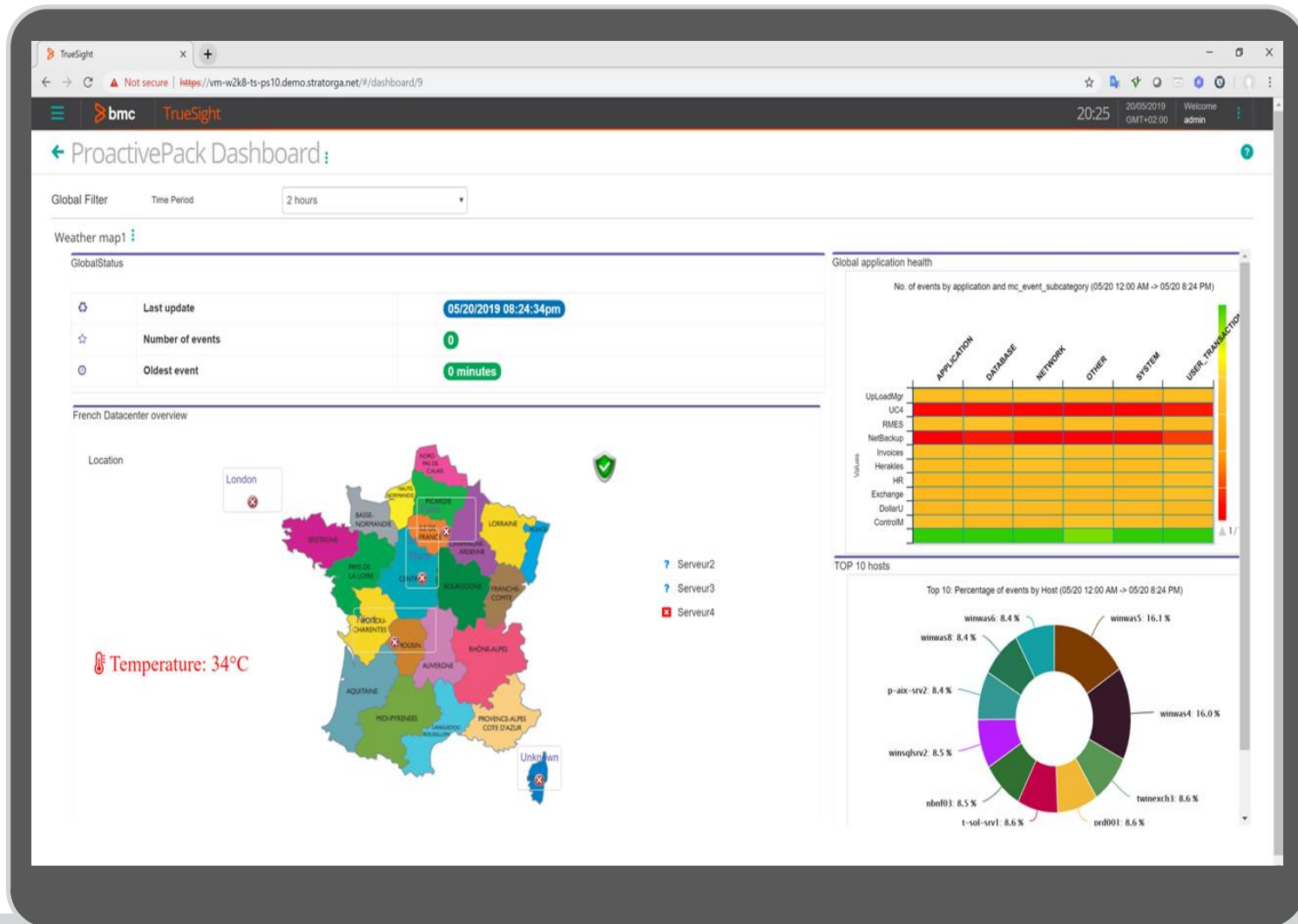
Added value

- 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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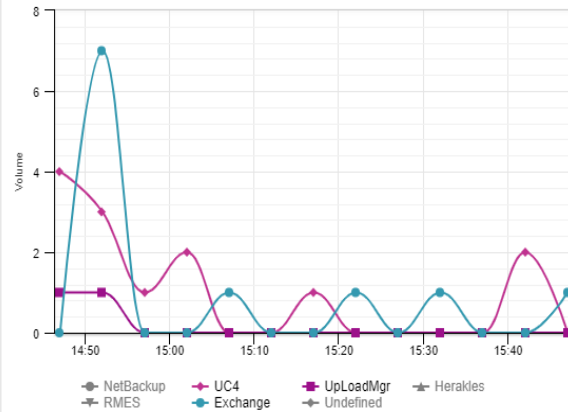
Operational Dashboard - Day view

Back

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

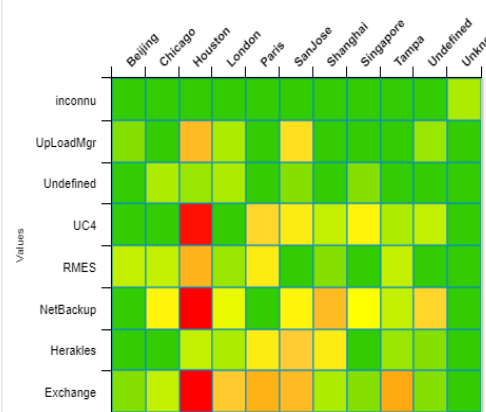
Evolution of events by application

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)

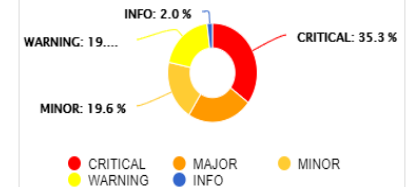
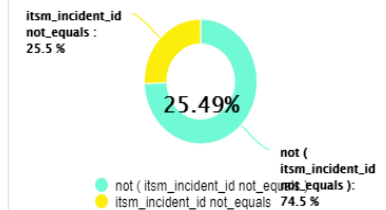


Table of non CLOSED event Today

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

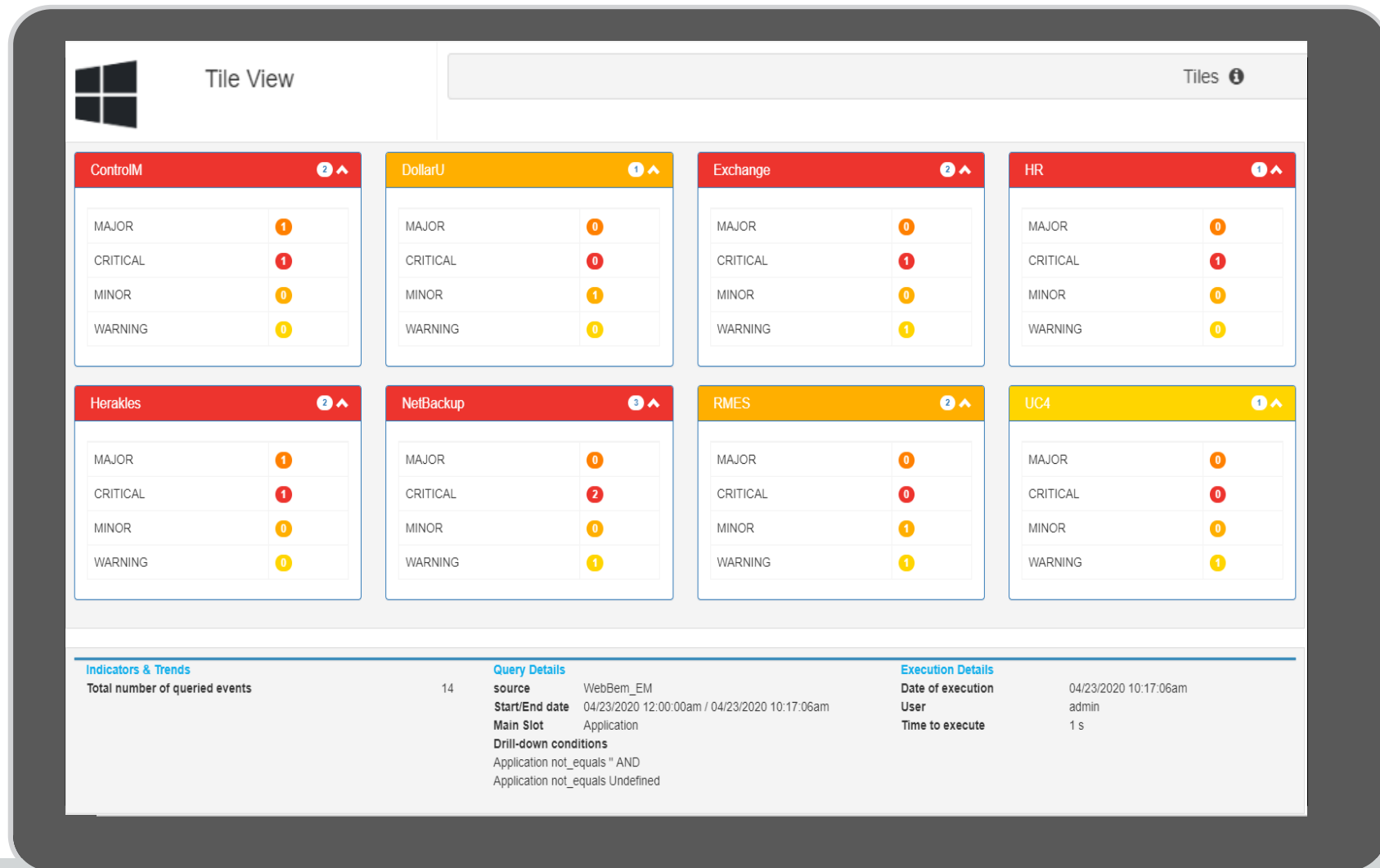
Ratio of Incidents/Events



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Quick Queries – Tile view



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

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 etc...</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

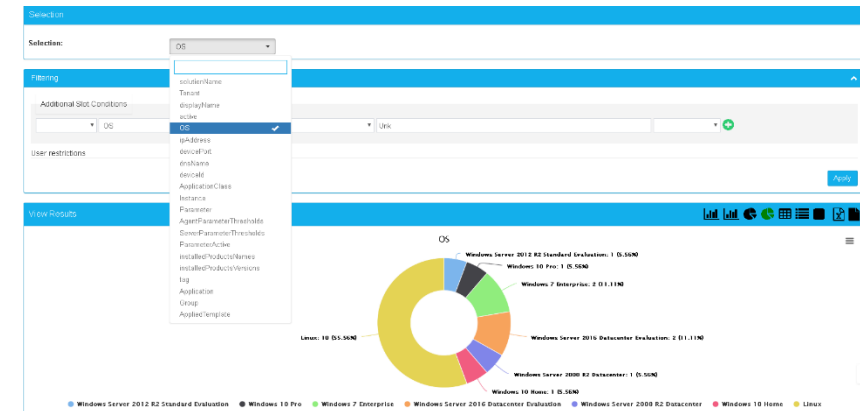
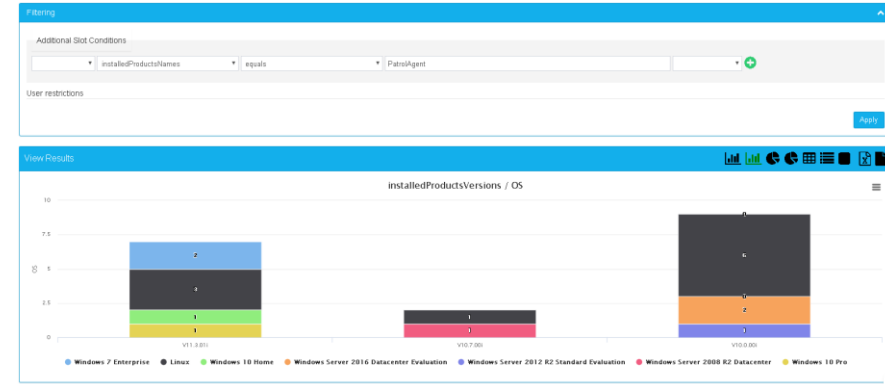
Task Name	ReplicateMatchTables	
Source Cell	kandy	
Source DDAs	<div><div>PP_SCHEDULER</div><div>PP_SELF_MONITORING</div><div>PP_EVENT_COUNTER</div></div>	<div><div>SEVENTH_MACHINE</div><div>PP_DATA</div><div>PP_SCHEDULER</div><div>PP_SELF_MONITORING</div><div>PP_EVENT_COUNTER</div></div>
Target Cells	<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
- BMC TrueSight support :
 - Any version of 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 25+ years
- Listening and providing consulting services to TrueSight customers daily
- Enabling control rooms and NOC's worldwide



Contact

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

