

# IMPROVE CONTROL. REPORT BETTER. DELEGATE MORE.

# **PROACTIVEPACK FOR TRUESIGHT**

Unleash the power of TrueSight Operations Management Version 22.11 – November 2022

WHO WE ARE







#### BMC MarketZone

**bmc** MarketZone

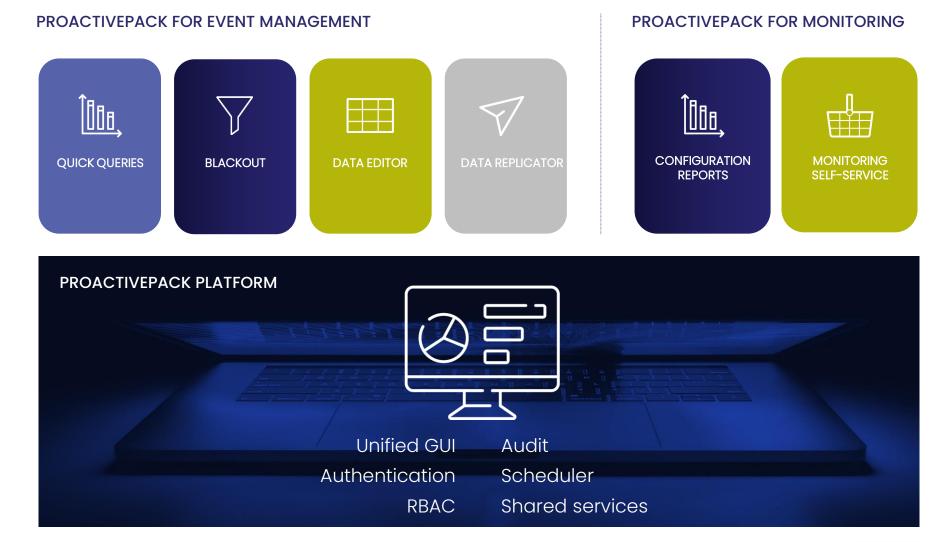
### BMC Technology Alliance

**Description** 









#### ©2022 ProactivePack

**bmc** MarketZone





# ?

- Event enrichment is complex and can only be managed by administrators
- Event blackouts cannot be safely delegated to operators
- Application owners do not have an accurate view on monitoring configuration
- Application owners cannot manage monitoring configurations themselves

#### WHY PROACTIVEPACK?

WHY ANYTHING ?

- Secure, self-service interface for blackout end event enrichment
- Self-Service platform to configure monitoring
- Instant reporting on monitoring
- Controlled decentralization/delegation through a granular permission model

#### WHY NOW ?



- ProactivePack for TrueSight will reduce total TCO of TrueSight Operations
- ProactivePack for TrueSight will make operations easier and accelerate adoption and satisfaction
- Existing ProactivePack customers will ensure a smooth migration from TrueSight to HELIX.

# **ENTERPRISE READY**



#### SECURE



- Authentication : Helix, AD, SAML or custom
- Super-granular RBAC
- ✓ Data segregation
- ✓ Comprehensive audit log



#### **USER FRIENDLY**

- Internationalized & localized EN/FR/DE/ES
- ✓ No TrueSight expertise required !

#### UP TO YOUR STANDARDS

- Service Product or appliance
- 🕗 Linux or Windows
- Zero downtime upgrade
- ✓ Perpetual/Subscription

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#### **KEY FACTS**

- Delegate the management of any data table – TSOM or BHOM
- ✓ Excel Import / Export
- ✓ Granular RBAC
- ✓ Control and validate user input

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## ADDED VALUE

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

#### Reminder[DDA:TodoList - cell: FEDERATION] Create DDA Entry

Active	YES	~	0
ActionName			<b>P 0</b>
DisplayedMessage	This action must be done		0
ActionSeverity	INFO	~	0
ActionCalendar	EverySunday02PM	~	0
ActionDisplayReopen UntilClosed	YES	~	0
ActionEscalationPeri od	60		0
ActionEscalationPeri odUnit	MINUTES	~	0
OperatorInstructions			



# BLACKOUT Sight TrueSight

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# **KEY FACTS**

- Apply blackouts on any event or configuration item
- ✓ Manage TrueSight calendars
- Use out-of-box templates or create your own
- Manage blackouts using an extended event API

0	0

# ADDED VALUE

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

Blackout	type	Specific object	~	
Technical d	etails			
hosts:	(backbox)		1	0
Object class:	.*		۶	0
Object	.*		S	0
Parameter:	.*		S	0
Period				

Time Zone:	(ит	C +1:00) Brus	sels, Cope	nhag	en, Mad	r '
Start:		09/02/	12pm	•	16 m	~
End:		09/02/	12pm	•	26 m	~

Action

Set event to BLACKOUT

×



# QUICK QUERIES Show TrueSight



### **KEY FACTS**

- $\bigotimes$ Build your own event reports/dashboards in seconds
- Realtime & historical perspective  $\otimes$
- Generate reports online, as PDF/XLS,  $\bigotimes$ as TSPS dashboard
- Show real-time status of service  $\otimes$ model
- Provide all the above through REST API



Today global view

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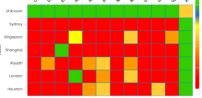


Table of non CLOSED event Today

	Class ↑↓	Status 斗	Arrived 1	IncidentTime †	Severity $\uparrow \downarrow$	Host 斗	Messoge
÷	EVENT	OPEN	09/02/2021 16:18:26		WARNING	winsqlsrv1	Parameter Redo Log Wait Ratio has changed state to WARNING
÷	EVENT	OPEN	09/02/2021 16:18:34			linorasrv1	Parameter Total Number of New Alerts has changed state to CRITICAL
÷	EVENT	OPEN	09/02/2021 16:18:42		MAJOR	winwas10	Parameter Buffer Cache Hit Ratio has changed state to MAJOR

clusoradb	۷ 🚯	koror	0 ~	linorasrv1	5 ~
CRITICAL	0	CRITICAL	0	CRITICAL	4
MAJOR	2	MAJOR	0	MAJOR	0
MINOR	0	MINOR	6	MINOR	0
OK	0	OK	6	ОК	0
WARNING	0	WARNING	0	WARNING	0
linsvr01	2 ~	linsvr02	<b>5</b> ~	linsvr03	2 \
CRITICAL	0	CRITICAL	3	CRITICAL	0
MAJOR	0	MAJOR	0	MAJOR	0
MINOR	0	MINOR	0	MINOR	0
ОК	0	ОК	0	ок	0
WARNING	0	WARNING	0	WARNING	0
p-aix-srv1	<b>4</b> ×	p-aix-srv2	<b>6</b> ~	prd001	. 9
CRITICAL	0	CRITICAL	3	CRITICAL	0
MAJOR	2	MAJOR	0	MAJOR	0
MINOR	0	MINOR	2	MINOR	0
OK	0	ОК	0	ок	0
WARNING	2	WARNING	0	WARNING	0

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



# **DDA REPLICATION**



# **KEY FACTS**

- Consistently replicate DDA from one source to one or more destinations
- Choose replication behavior (merge/replace/smart)
- Trigger replications from the CLI, the Scheduler or the Data Editor module

0	0

# ADDED VALUE

- Ensure data is consistent across multiple cells
- Automate a key configuration process

S Ease migrations & environments

#### DDA Replication[DDA:DataReplicationTasks - cell: kandy] Create DDA Entry

🔒 Save

X Cancel

Task Name	ſ	TImeFrameSynch					20
Source Cell	se	kandy				~	0
Source DDAs	9	TIME_FRAME	*	G Đ	MC_CALENDARING TIME_ZONE BASE_TIME_FRAME TIME_FRAME ACTIVE TIME FRAME	•	
Target Cells	9	sim_poc users_poc	*	<b>G</b> Đ	kandy sim_poc users_poc	*	
Replication Type		'Fusion - source priority'				•	
Backup data before replication		NO				~	
ExcludedSlots							
FilterClause							0



# **PROACTIVEPACK FOR MONITORING**





#### MONITORING CONFIGURATION REPORTS

Build monitoring configuration reports in seconds



MONITORING CONFIGURATION SELF-SERVICE

Delegate monitoring & threshold configuration

**IMPROVE OPERATIONAL EFFICENCY** 

**REDUCE OPERATIONAL COSTS** 

**REDUCE OPERATIONAL RISK** 

MAXIMIZE BMC INVESTMENT





### **KEY FACTS**

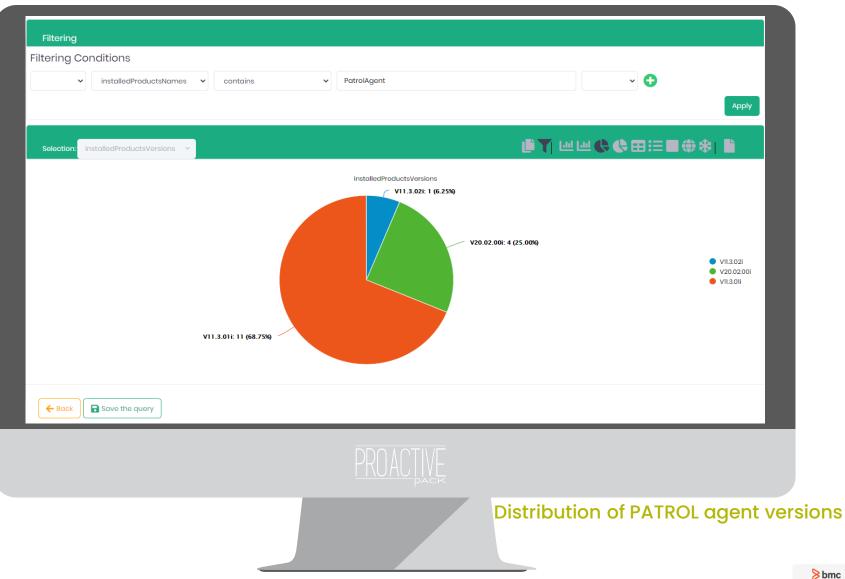
- ✓ Create monitoring configuration reports in seconds
- ✓ Report on devices, instances, thresholds, deployed KM,...
- Generate report online, as PDF/XLS, as email
- Solution Integrate external data, e.g. using CMDB attributes
- 🕙 Run reports over a REST API



- Sensure monitoring SLAs are met
- Seasily dispatch information
- Self-service no admin time required
- ✓ Identify monitoring inconsistencies

# **CONFIGURATION REPORTS - EXAMPLES**







# **CONFIGURATION REPORTS - EXAMPLES**

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n-m-cust-or	Filesystem	/boot	% Pilesystem Space Used (%)		> 9		~	





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### **KEY FACTS**

- Solution Allows secure delegation of monitoring configuration to non experts
- Subscribe/Unsubscribe devices to policies
- Set individual thresholds
- ✓ Create monitors for common scenarios (log, process monitoring...)



- ✓ Hides away the complexity of CMA
- ✓ Reduces administration costs through self-service
- Minimizes human input, errors, and required training



# **USE-CASE DRIVEN INTERFACE**



# **KEY FACTS**

- GUI delivers only simple to use, simple to understand use cases
- Ø Permission-controlled
- Every operation goes to CMA (no hidden flows/storage)

SelfService Monitoring Portal	
Operation	
Configuration Reports	Monitoring by device
Monitoring by host group	Device thresholds

#### Configuration



|--|

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







#### WHO WE ARE

- BMC Technology Alliance and BMC MarketZone Partners
- Experts on monitoring and event management solutions for 25+ years
- Enabling control rooms and NOC's worldwide

#### CONTACT

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