# vivit

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ADVOCACY

COMMUNITY

SUCCESS

Goals
Motivate
Vision
Study

EDUCATION

**Automated Monitoring Develops Golden Data, Automated AIOps with OpsBridge Makes it Shine**
**March 28, 2019**

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# Hosted By



Jim Copio
Manager
Whitlock Infrastructure Solutions
Carolinas LUG Leader
Operations Bridge (Ops Bridge) SIG Leader

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# Today's Speakers

Wes Cooper
Product Marketing
Manager
Operations Bridge
Micro Focus

Balagurunathan Rajagopal
Sr. Product Manager
Operations Bridge
Micro Focus

Kara McMillan
Senior Product
Manager
Micro Focus

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# House Keeping

- This "LIVE" session is being recorded
  Recordings are available to all Vivit members

- Session Q&A:
  Please type questions in the Questions Pane

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# Webinar Control Panel

Toggle View Window between Full screen/window mode.
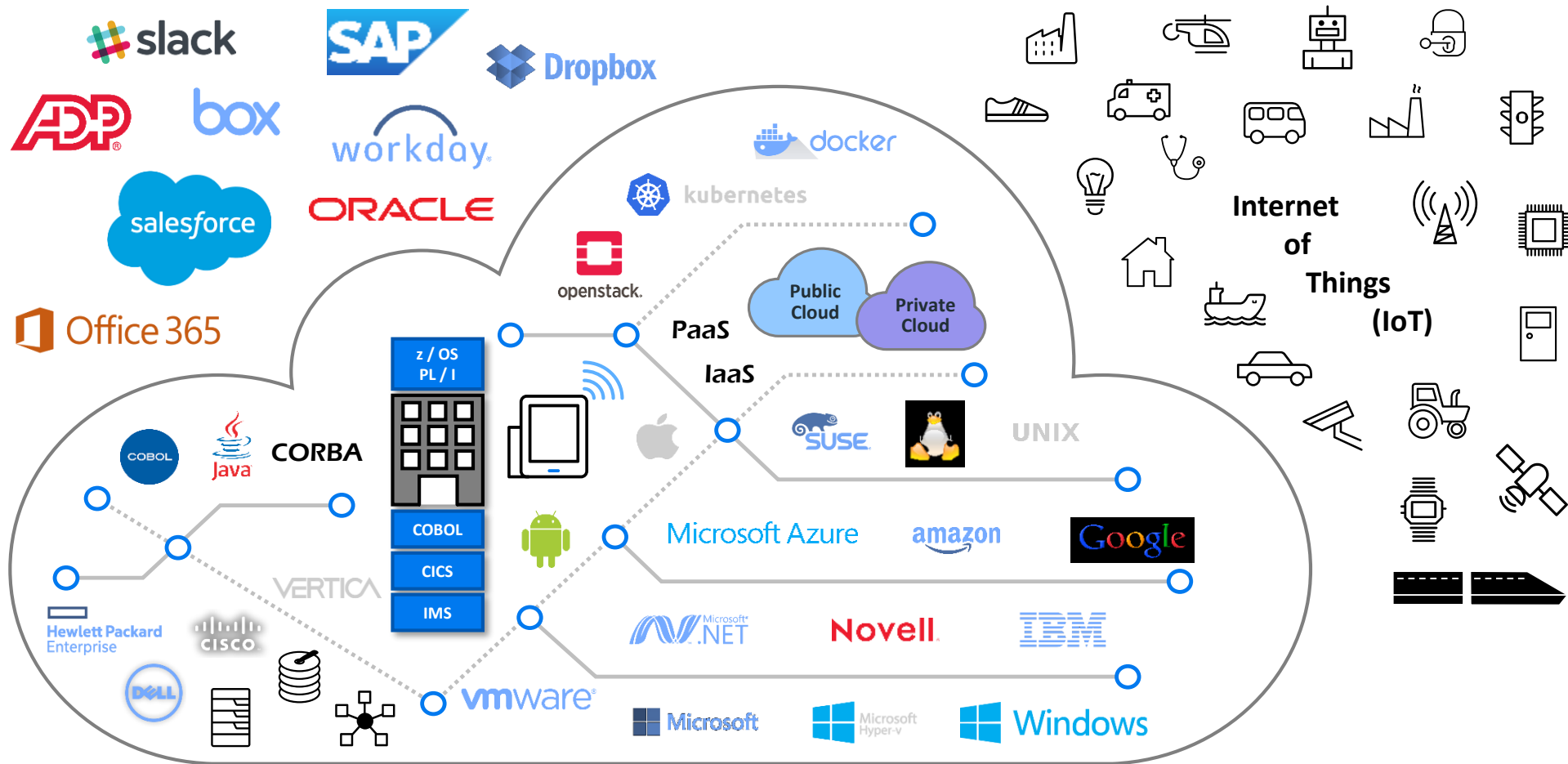
Questions ➡️

# Agenda



- Market Overview

- COSO on the ITOM Platform

- Data Visualization on the ITOM Platform

- Demo video

- Q&A

# Today's IT Environments are Hybrid

Capturing all your golden data requires domain specific monitoring

# Go with a Leader

OpsBridge named as leader by EMA for Advanced IT Analytics



MICRO FOCUS
LEADER 2019
ADVANCED IT ANALYTICS

## Leaders in Advanced IT Analytics (AIA)

### A Buyer's Guide for Investing in Innovation

**MICRO FOCUS (HPE SOFTWARE)**

LOOK FOR:
A RICH AND PROVEN ANALYTICS ARCHITECTURE TO UNIFY IT

**EMA** IT & DATA MANAGEMENT RESEARCH, INDUSTRY ANALYSIS, CONSULTING

## AUTOMATING IT OPERATIONS WITH MICRO FOCUS OPSBRIDGE ULTIMATE

An ENTERPRISE MANAGEMENT ASSOCIATES® (EMA™) White Paper
Written by Dennis Drogseth
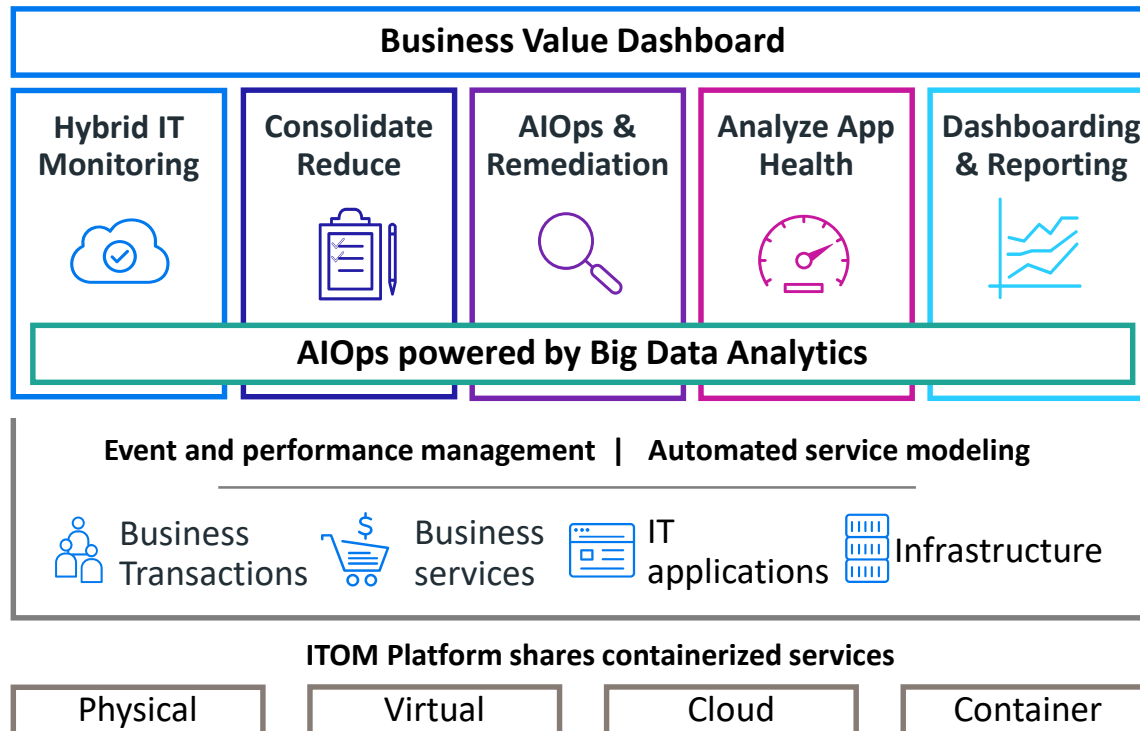January 2019

Prepared for Micro Focus
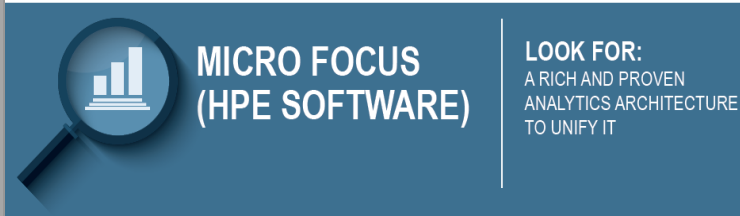
"*Its capabilities to learn and predict anomalies across multiple data sources is compelling. Its **focus on automation**, or what it calls **"automated AIOps," is both distinctive and highly relevant to growing trends and needs within the industry.**"*

"*One of the differentiators for our clients is our support for the journey to cloud, as we include rich levels of management capabilities across the full stack and OpsBridge is critical here. **I have the ability to switch tools if I see a need, and I don't see anything in the market that comes close**.*"

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# Operations Bridge

## Automated AIOps for the Digital Enterprise

**Business Value Dashboard**

| Hybrid IT Monitoring | Consolidate Reduce | AIOps & Remediation | Analyze App Health | Dashboarding & Reporting |

**AIOps powered by Big Data Analytics**

Event and performance management | Automated service modeling

Business Transactions    Business services    IT applications    Infrastructure

**ITOM Platform shares containerized services**
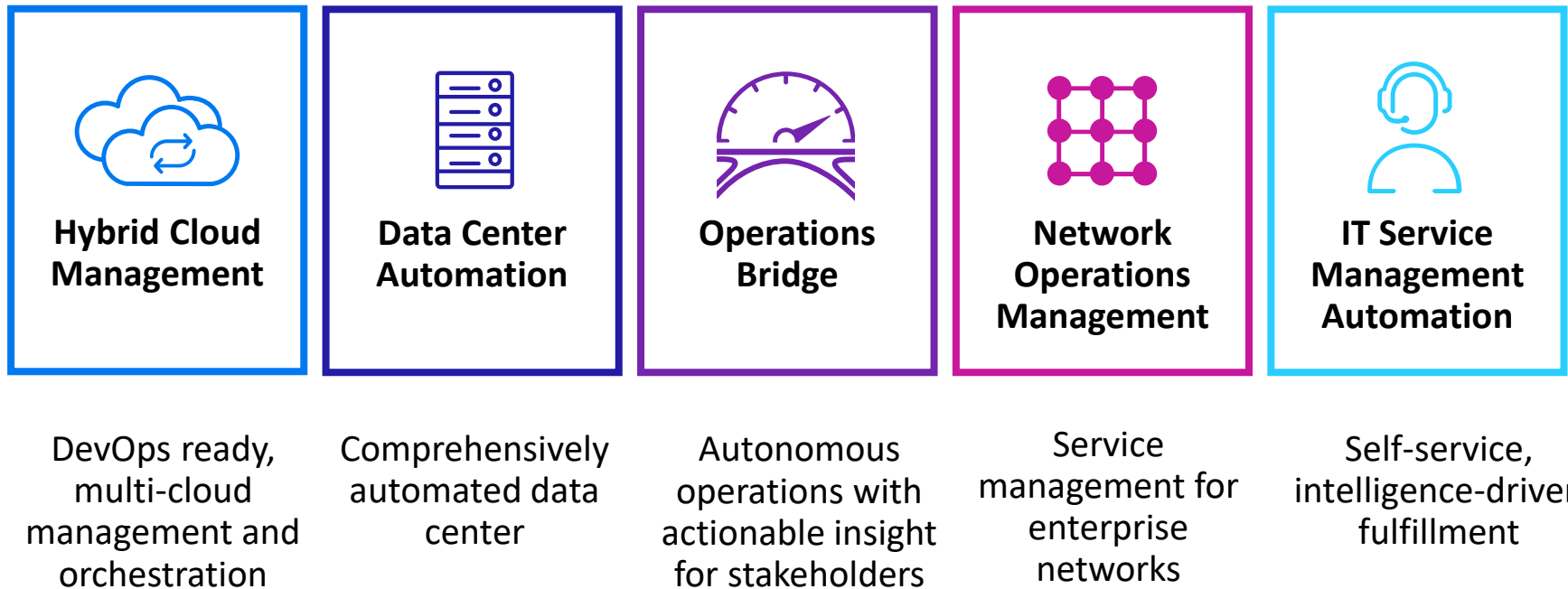
| Physical | Virtual | Cloud | Container |

- **Automate hybrid IT discovery & monitoring**
  - See health and impact of IT resources across private & public cloud
- **Consolidate data and reduce noise**
  - Across all data types from 200+ domains, feed signals to AIOps
- **Automate AIOps & robotize remediation**
  - Build a virtual workforce with automated remedial actions and processes
- **Analyze application health**
  - Automate anomaly detection and adjust to meet business SLAs
- **Customize dashboards & reporting**
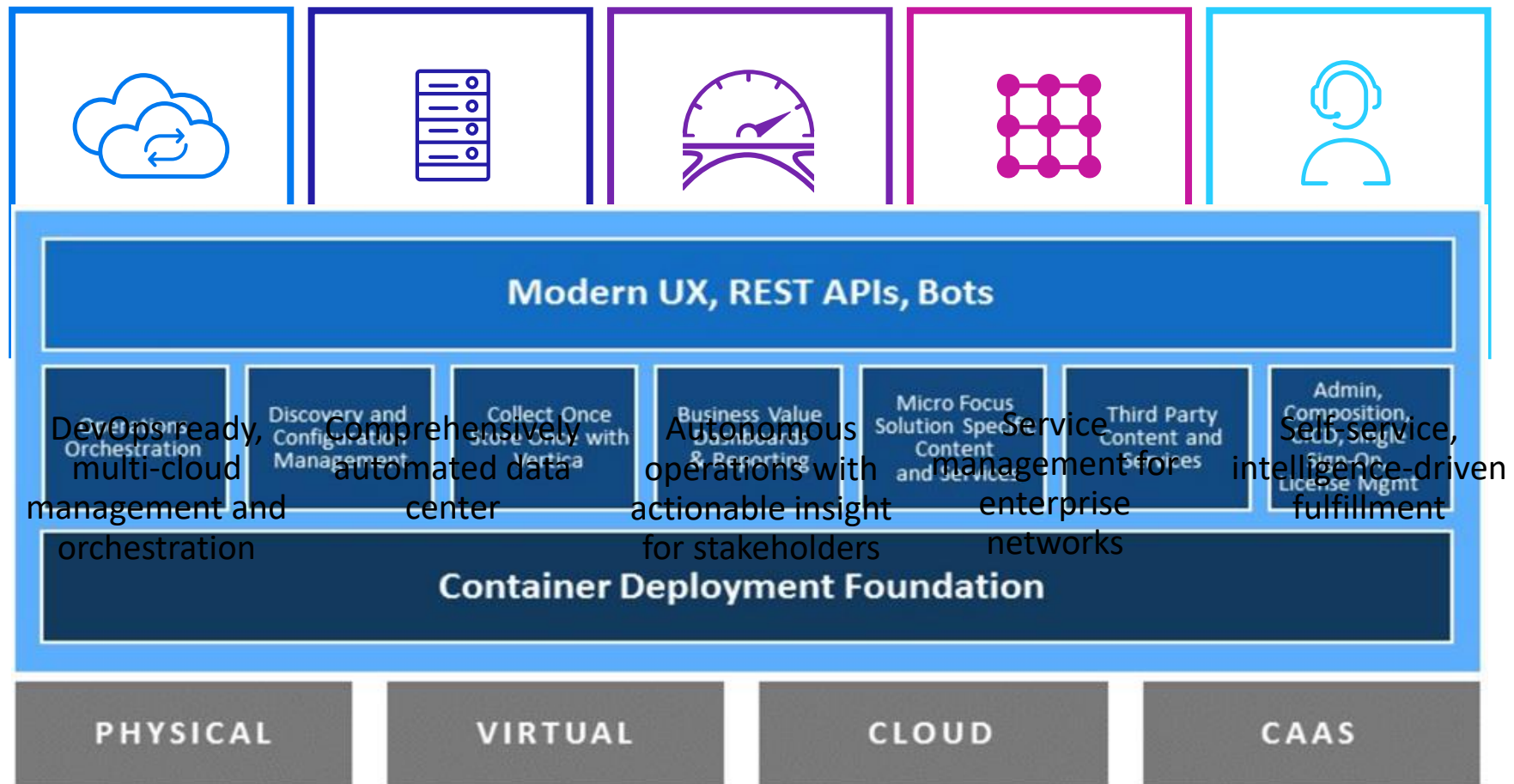  - Provide actionable insight in real-time for faster decisions

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# IT Operations Management Suites

Simple, integrated, easy to consume

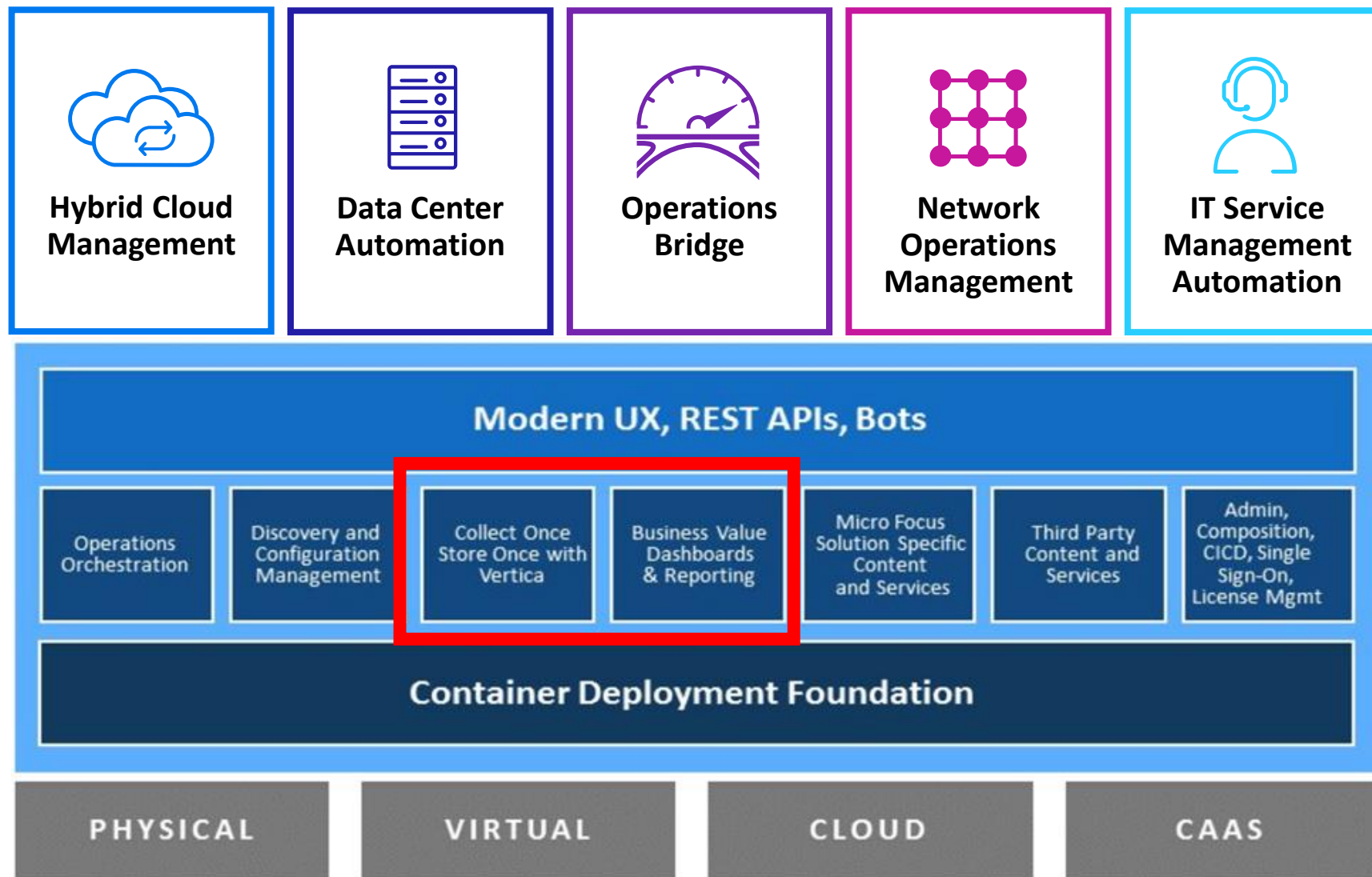**Hybrid Cloud Management**

**Data Center Automation**

**Operations Bridge**

**Network Operations Management**

**IT Service Management Automation**

DevOps ready, multi-cloud management and orchestration

Comprehensively automated data center

Autonomous operations with actionable insight for stakeholders

Service management for enterprise networks

Self-service, intelligence-driven fulfillment

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# ITOM Platform
## Evolution of ITOM Services



**DevOps ready, multi-cloud management and orchestration**

**Comprehensively automated data center**

**Autonomous operations with actionable insight for stakeholders**

**Service management for enterprise networks**

**Self-service, intelligence-driven fulfillment**

Modern UX, REST APIs, Bots

Cloud Service Orchestration

Discovery and Configuration Management

Collect Once Store Only with Vertica

Business Value Dashboards & Reporting

Micro Focus Solution Specific Content and Services

Third Party Content and Services

Admin, Composition, SSO, Sign-On, License Mgmt

Container Deployment Foundation

PHYSICAL     VIRTUAL     CLOUD     CAAS

14

# Collect Once-Store Once and BVD
## Enabling services in the ITOM Platform

# What is Collect Once Store Once?

## A common collection and data ingestion service that…
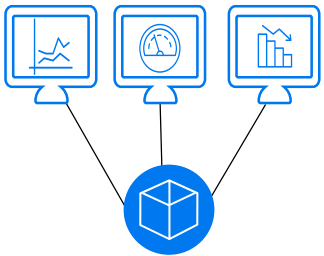


**Unifies Collection**

Common collection technology for all types of data

**Optimizes Ingestion**

Common platform to process and store data

**Fast**

Easily installed, configured and managed
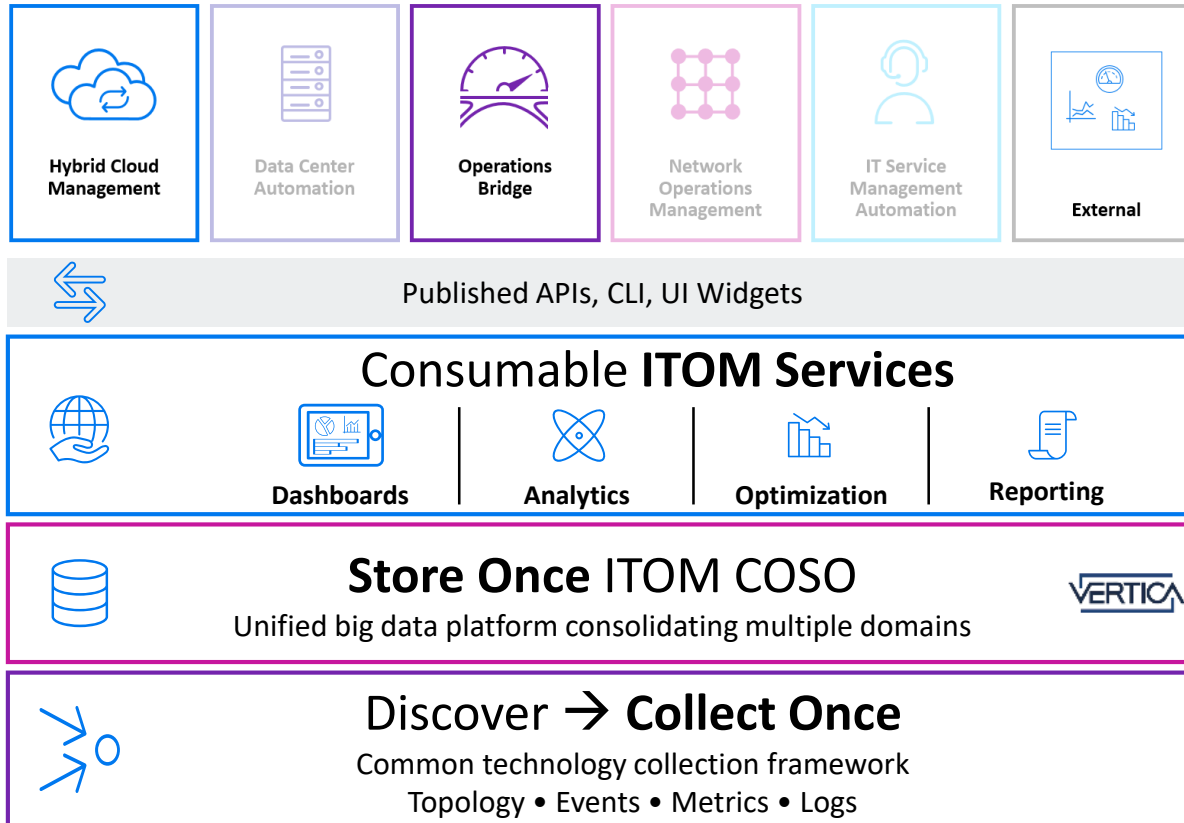
**Scalable**

Handles huge workloads at high speeds

**Cost Effective**

Lowers cost of maintenance and eliminates duplication

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# Collect Once, Store Once, Use Many

Improve TTV & reduce TCO via common services & platform

| | | | | | |
|---|---|---|---|---|---|
| Hybrid Cloud Management | Data Center Automation | Operations Bridge | Network Operations Management | IT Service Management Automation | External |

Published APIs, CLI, UI Widgets

## Consumable **ITOM Services**

| Dashboards | Analytics | Optimization | Reporting |
|---|---|---|---|

**Store Once** ITOM COSO
Unified big data platform consolidating multiple domains

VERTICA

Discover → **Collect Once**
Common technology collection framework
Topology • Events • Metrics • Logs

Utilized across ITOM suites & single place for external tool connectivity

Providing common services across all the data

Single high performing real time analytic data backend utilizing MF Vertica & ITOM CDF

Single real time data[1] collection & streaming

Micro Focus

# Collect Data once for any data type
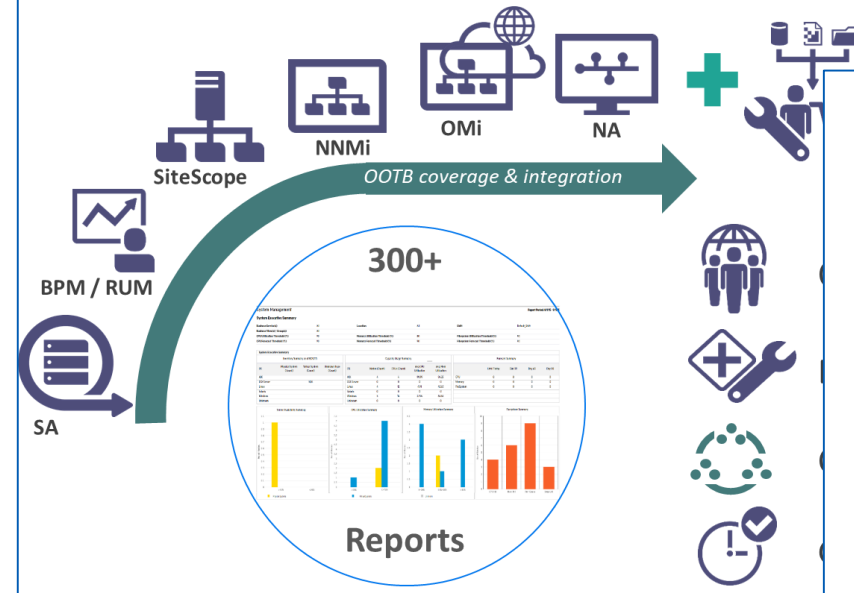
All configured via common automated configuration



**Consumable ITOM Services**

| Dashboards | Threshold | Event Analytics | External Reporting |
|---|---|---|---|
| | Next | Next | Next |

**Store Once** ITOM COSO

Unified big data platform consolidating multiple domains

VERTICA

**Collect Once**

common automated configuration using Monitoring Automation

| OM Agent | Site scope | BPM | MPs (subset) | VM VMware | Diag | RUM | OpsCX | NNMi NPS |
|---|---|---|---|---|---|---|---|---|
| **System data** | **Application & system metric data** | **Application & performance metric data** | **Application Data** | **System Data** | **Application metrics** | **Application & performance metric data** | **3rd party data** | **Network health & performance data** |
| | | | | | | | Next | Next |

# ITOM Data Visualization

# ITOM Data Visualization – Going Forward
## Reporting and Dashboarding in one tool

# BVD visualization of COSO data

Query historical data from Vertica

Data Collector UI

Visio dashboards showing history data
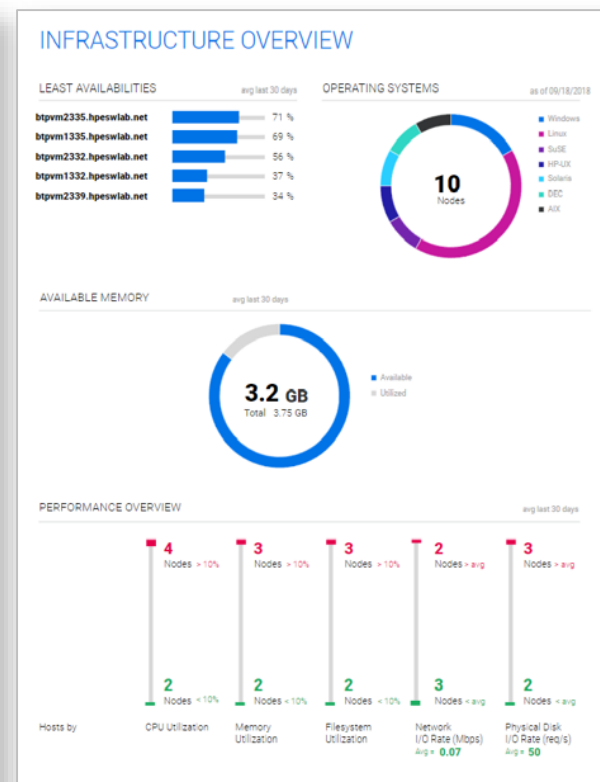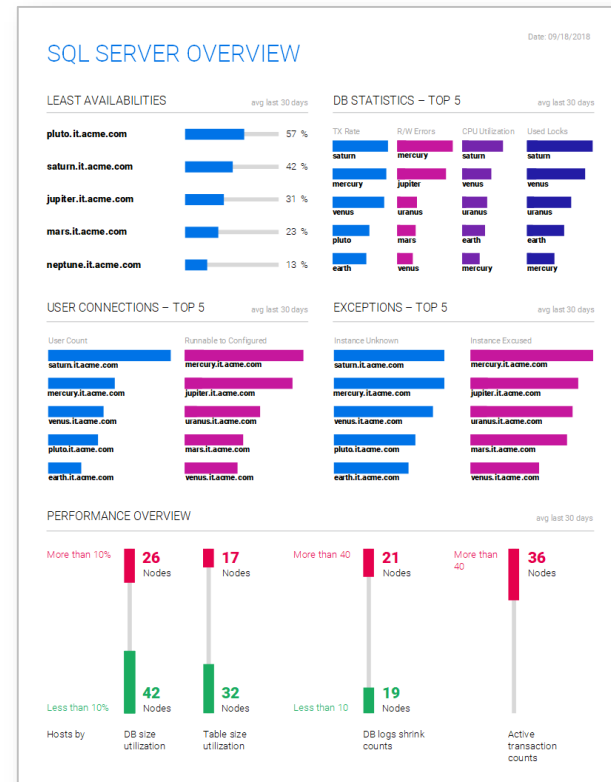
Visio dashboards showing history data using avg
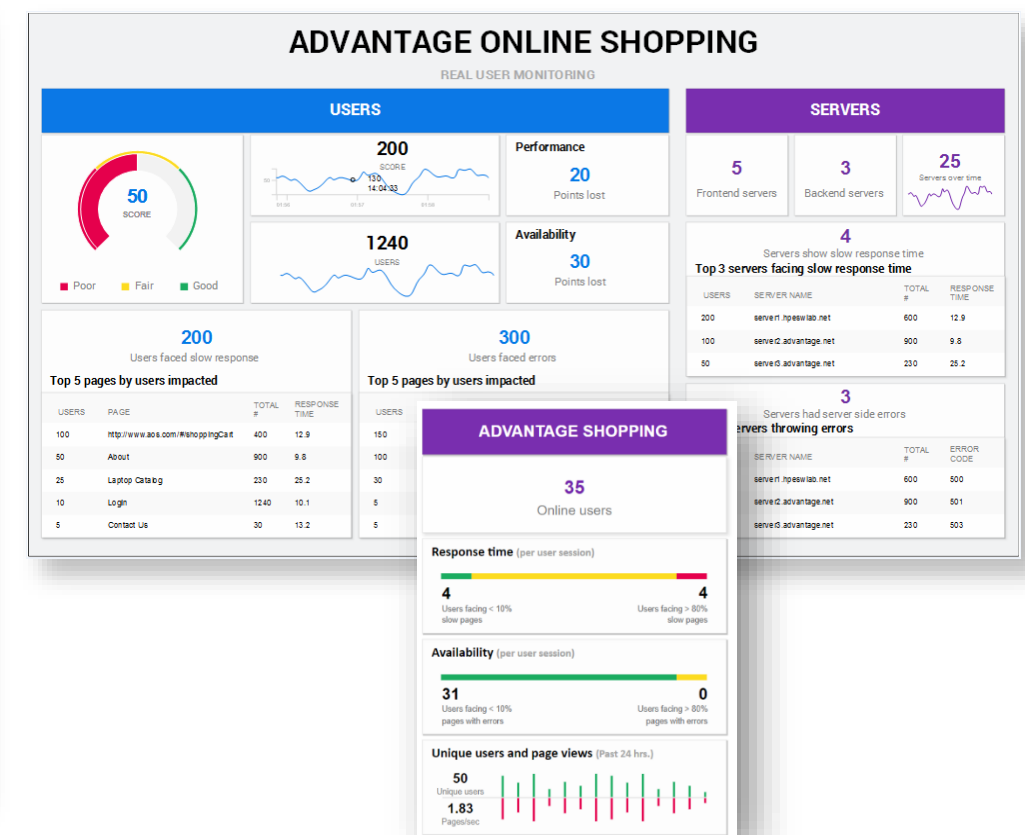
1    Business Value Dashboard (BVD)
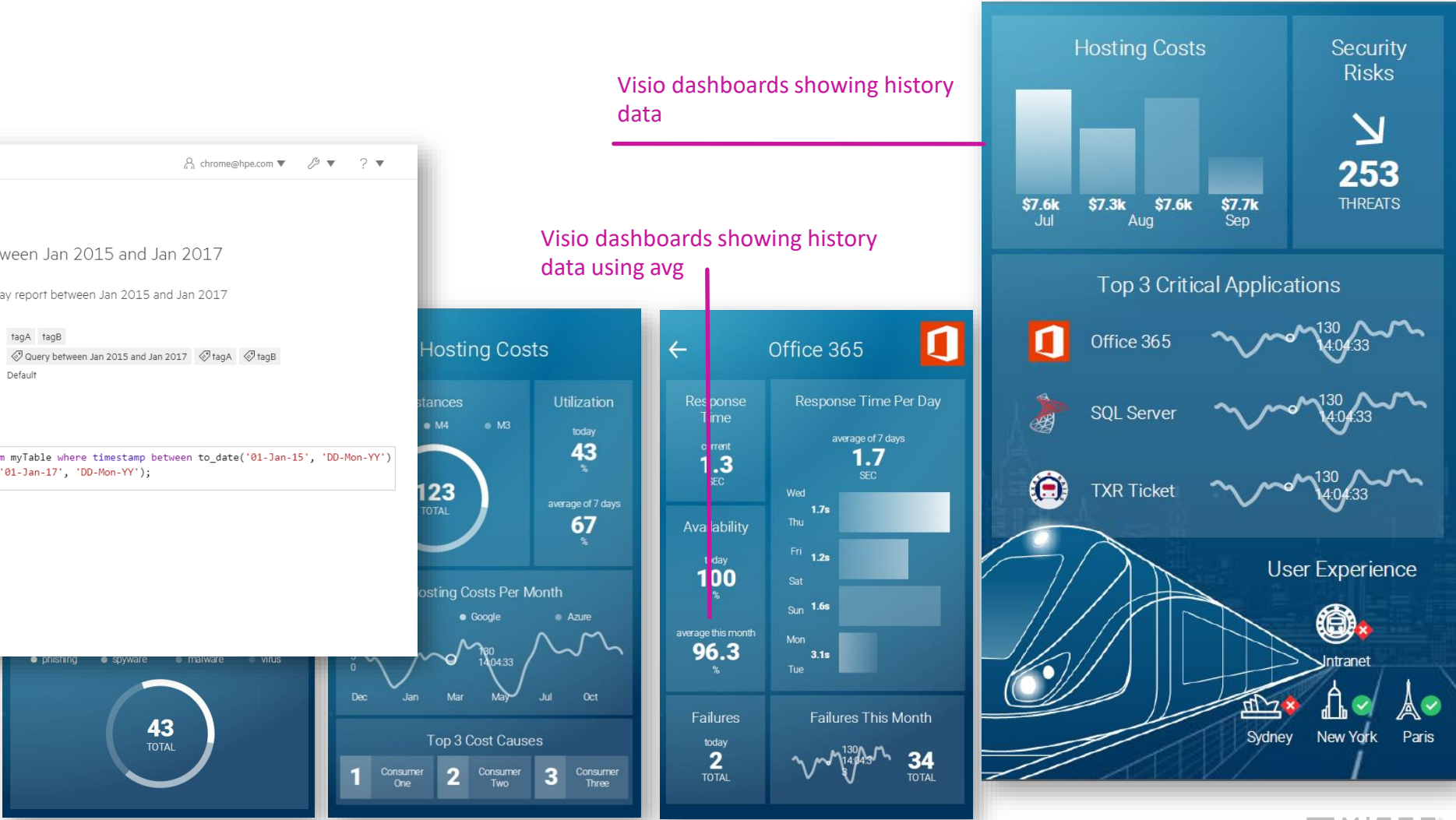
# Melding Dashboarding and Reporting into a unified experience

Flexible cross-domain reporting options using COSO

Sample Management Pack reports for easier custom report creation

Accelerate TTV using OOB templated dashboards



**Reduced overhead with predefined Vertica queries on consolidated datasets in COSO**

# Customize Dashboards & Reporting

Business service, user and transaction focused



Business plus IT KPI and status sourced from anywhere

Design your own; combining charts, graphs, and images in minutes using standard office tools

Rich widget library and BYO widgets, connect them to any data source & new custom widget APIs

Embed video streams, TV channels, RSS feeds and SoMe

Automatically scale to serve 100's of dashboard users

**Sub second refresh to see what's happening in real-time**

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# BVD - Web to PDF

CLI to save dashboards on scheduled intervals

- **Simple dashboard reporting**

  - Ex. If dashboard shows 1 week of data – schedule "report" creation every week to capture history

  - For widgets showing just one value/current status the report will show the value at the time of report generation



- **Key Features:**

  - Dashboards saved as PDF without clutter (UI navigation, page banner)

  - Provided as "ITOM Print Service" as part of OpsBridge Suite

  - Can be used remotely

  - CLI can be downloaded from "Resources" page in BVD UI
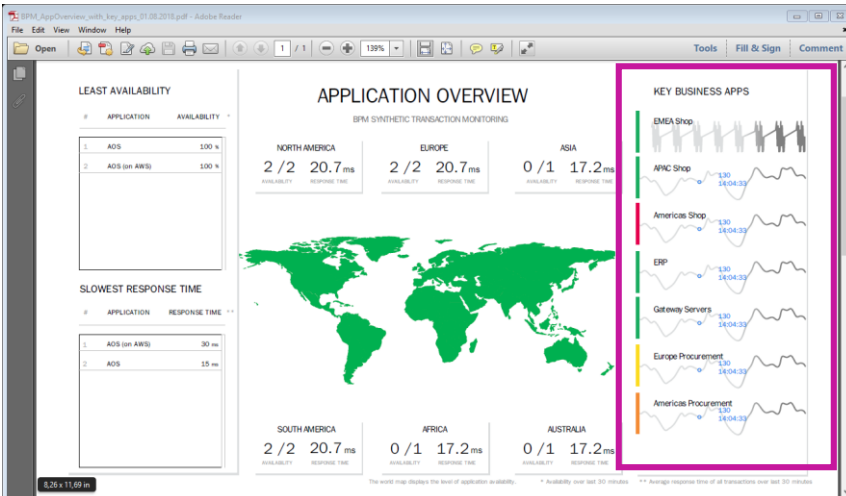
  Web to PDF Tool

  The Web to PDF tool helps you generate PDF documents from your dashboard pages.

  ⬇ Download

  - Supported on Windows, Mac OS and Linux

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# Operations Bridge BVD
## Dashboard examples

Infra-Ops



Metal to Business outcome visibility

AppOps



Integrated App outcome and real Biz insights

Sec-Ops / Risk-Ops



Correlate Security Alerts to Business Impact

IoT-Ops



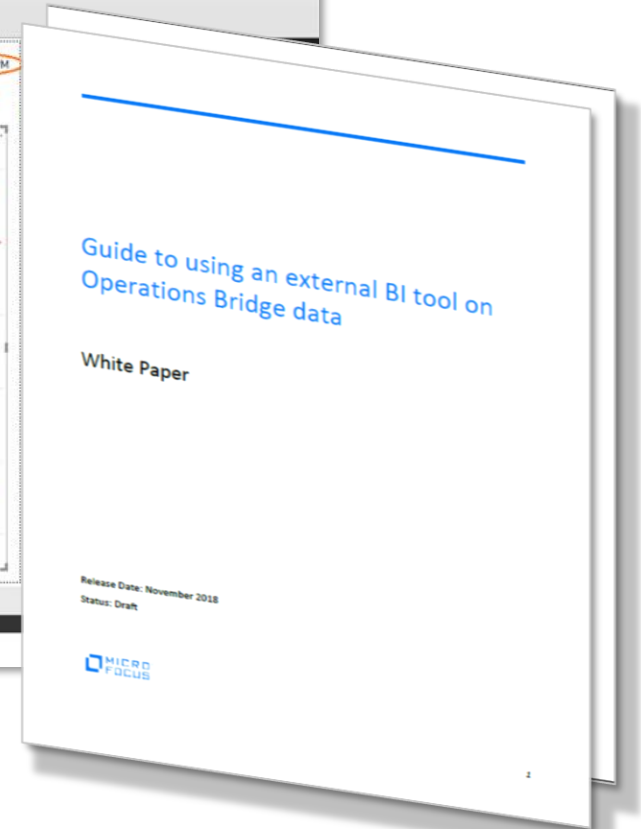Consolidate non IT industry data

# Bring Your Own BI (BYOBI) Visualization

# "Bring Your Own BI" tool to extend COSO Reporting

Example report in Power BI Desktop

**Now permitting controlled access to COSO data for Reporting and Business Intelligence needs with 3rd party tools**

**New white paper guidance**
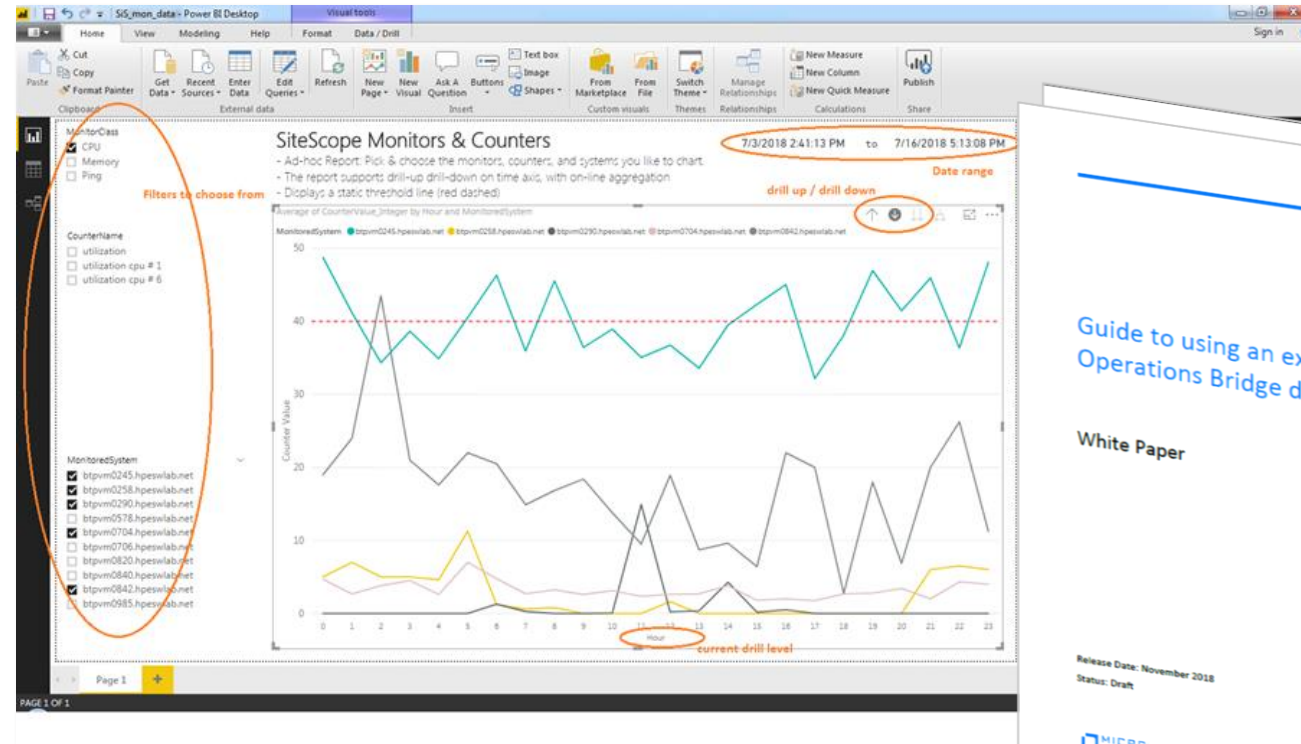
# BYOBI Dashboards *(new!)*

## COSO data displayed in BI tool of choice
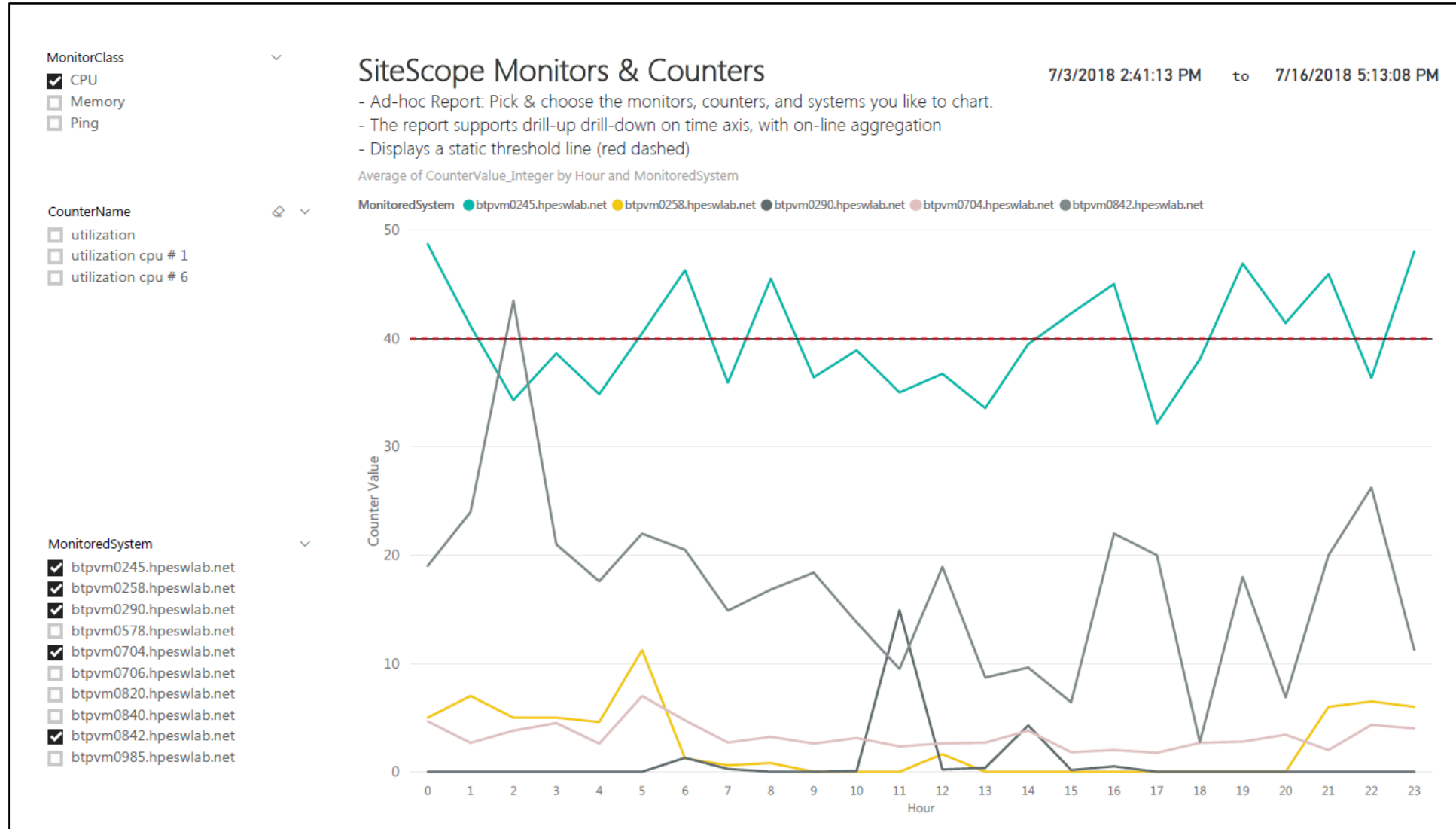
BYOBI Demo

# Audience Poll Question

What do you use today to visualize IT data for your business stakeholders?  Select all that apply.

a. Business Value Dashboard (BVD) in OpsBridge

b. Microsoft Power BI

c. Tableau

d. Qlik

e. We have developed our own dashboards

APM data in COSO & BVDs

# OpsBridge for Application Performance Management

Common services on Collect Once Store Once (COSO) – Vertica based data lake
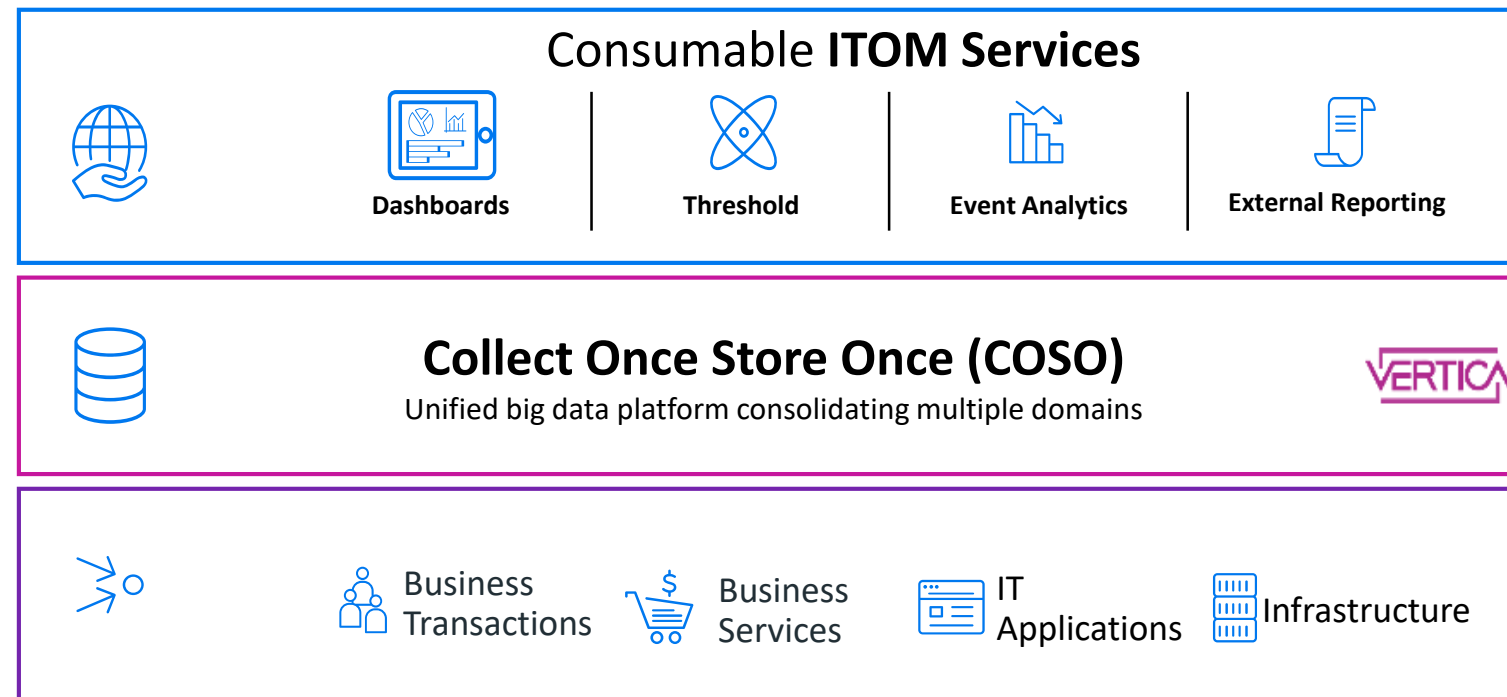
## Consumable **ITOM Services**

**Dashboards** | **Threshold** | **Event Analytics** | **External Reporting**

## Collect Once Store Once (COSO)

Unified big data platform consolidating multiple domains

VERTICA

Business Transactions | Business Services | IT Applications | Infrastructure

---

Utilized across ITOM suites & single place for external tool connectivity

---

Providing common services across all the data

---

Single high performing real time analytic data backend utilizing MF Vertica & ITOM CDF

---

Single real time data[1] collection & streaming

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# Identify impact of Application Performance

Streaming all data monitoring into Vertica driven AIOps



Quick status overview of the application

Application Server visibility for triaging

Fast access to basic analytical functions

Understanding real user activity in the application
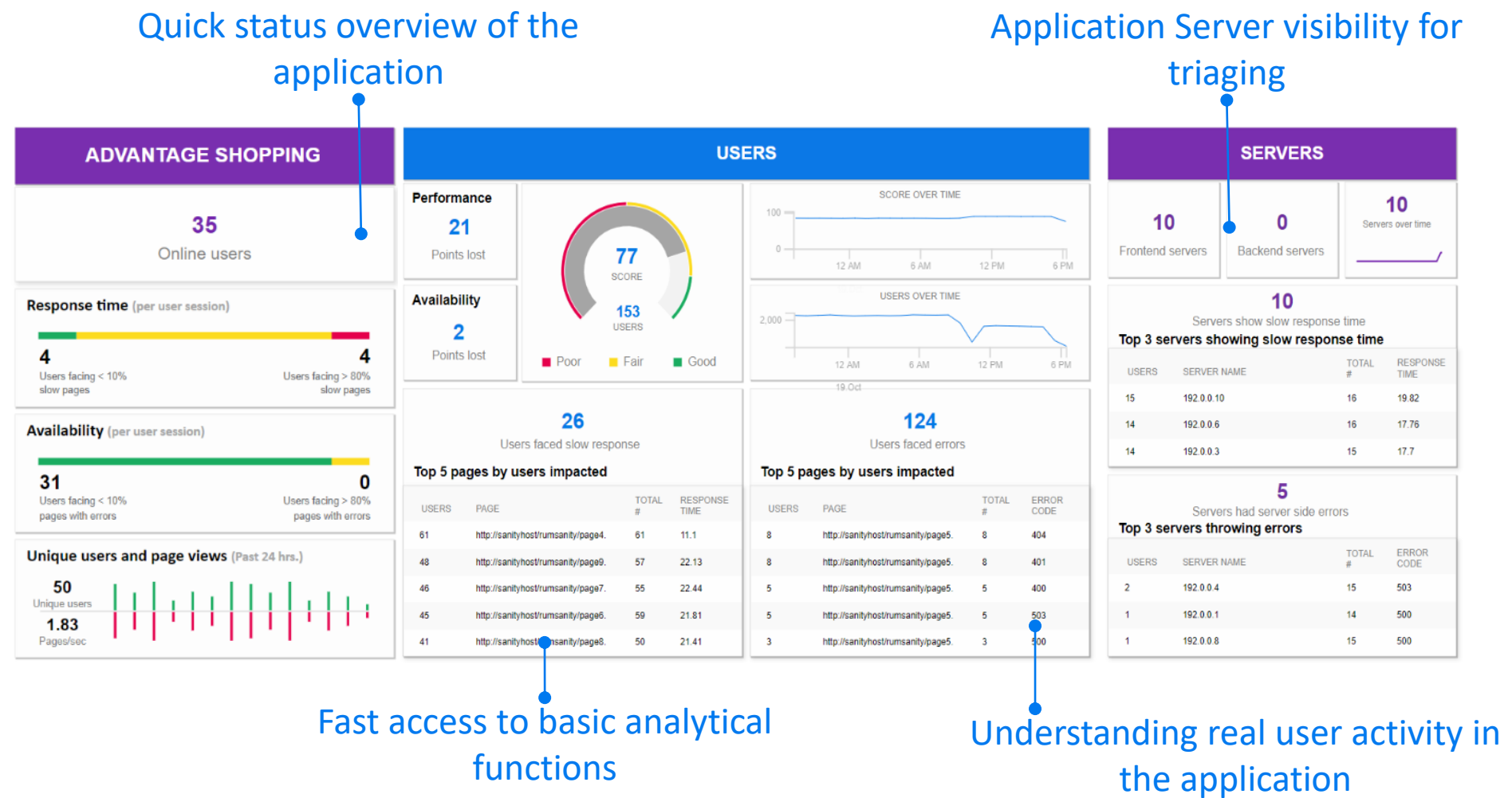
**Out-of-the-Box dashboard depicting RUM data for selected application**

# Application Centric UX on COSO

Identify applications showing worst availability (from BPM or Sitescope)

Identify applications showing highest response time

Track performance of key business applications
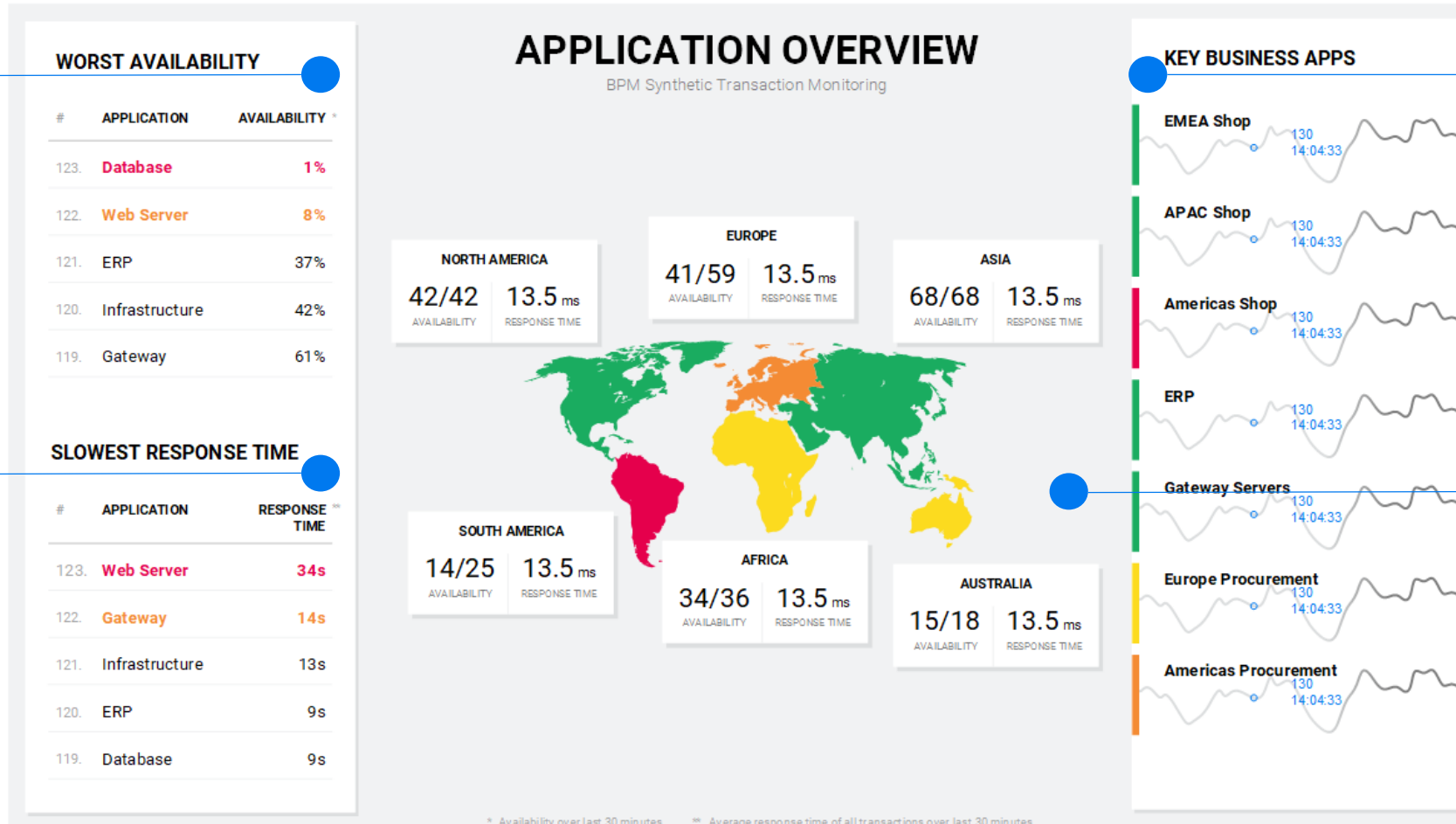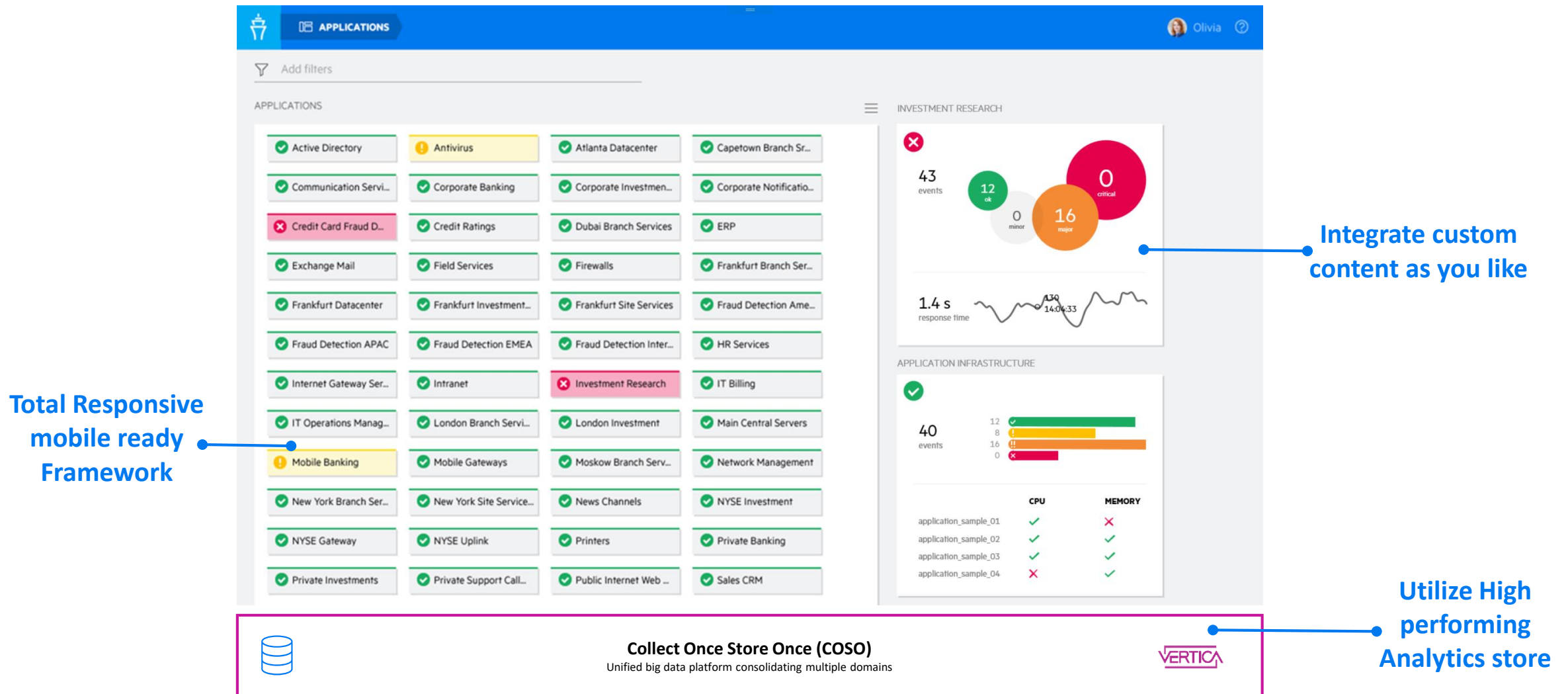
Reconcile regions with performance issues, cross launch into APM for drill down

## WORST AVAILABILITY

| # | APPLICATION | AVAILABILITY * |
|---|---|---|
| 123. | Database | 1% |
| 122. | Web Server | 8% |
| 121. | ERP | 37% |
| 120. | Infrastructure | 42% |
| 119. | Gateway | 61% |

## SLOWEST RESPONSE TIME

| # | APPLICATION | RESPONSE TIME ** |
|---|---|---|
| 123. | Web Server | 34s |
| 122. | Gateway | 14s |
| 121. | Infrastructure | 13s |
| 120. | ERP | 9s |
| 119. | Database | 9s |

## APPLICATION OVERVIEW
BPM Synthetic Transaction Monitoring

**NORTH AMERICA**
42/42 AVAILABILITY  13.5 ms RESPONSE TIME

**EUROPE**
41/59 AVAILABILITY  13.5 ms RESPONSE TIME

**ASIA**
68/68 AVAILABILITY  13.5 ms RESPONSE TIME

**SOUTH AMERICA**
14/25 AVAILABILITY  13.5 ms RESPONSE TIME

**AFRICA**
34/36 AVAILABILITY  13.5 ms RESPONSE TIME

**AUSTRALIA**
15/18 AVAILABILITY  13.5 ms RESPONSE TIME

**KEY BUSINESS APPS**

- EMEA Shop — 130 14:04:33
- APAC Shop — 130 14:04:33
- Americas Shop — 130 14:04:33
- ERP — 130 14:04:33
- Gateway Servers — 130 14:04:33
- Europe Procurement — 130 14:04:33
- Americas Procurement — 130 14:04:33

\* Availability over last 30 minutes     \*\* Average response time of all transactions over last 30 minutes

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# Application Centric UX on COSO



**Integrate custom content as you like**

**Total Responsive mobile ready Framework**
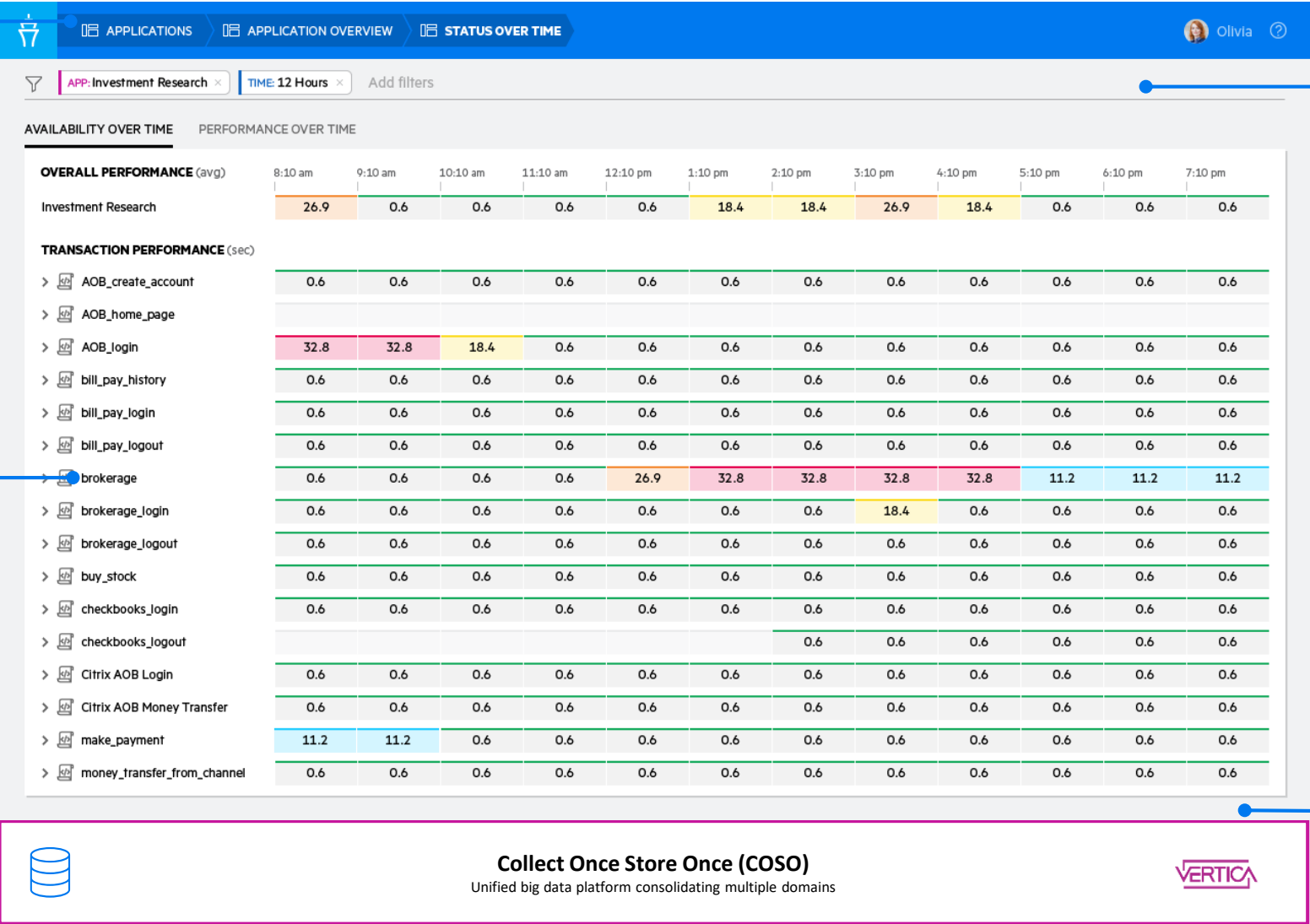
**Utilize High performing Analytics store**

# Drill Down to over Time Availability & Performance

First UI implementation of Digital Experience in OpsBridge

**Flexible drill down flows**

**Flexible Filtering by Application, Time,**

**Break down by location**

**Utilize High performing Analytics store**

**Collect Once Store Once (COSO)**
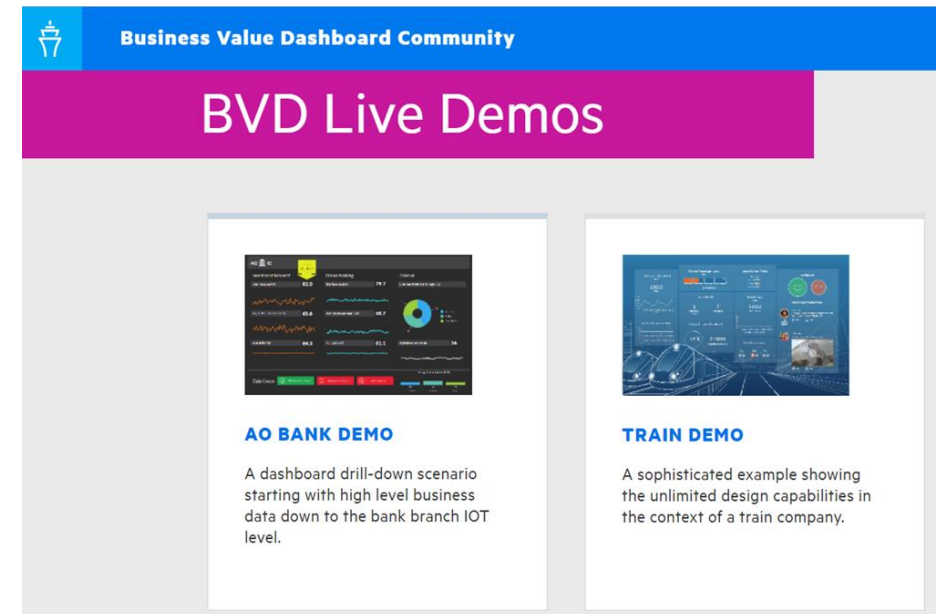Unified big data platform consolidating multiple domains

# Example: BVD visualization of RUM COSO data

Q&A

# ITOM Visualization Information

- Take a tour of the BVD "Color Your Data" Community site

- https://microfocus.github.io/ColorYourData/

  - Live Dashboard Demos

  - Community Content

  - Custom Widgets

  - Sample Data Generators

  - Data Push Generators



- BYOBI – White Paper – available to your Micro Focus technical professional (Presales, Partners)

# Need inspiration ? Try Our book

140++ Aha's to provoke your thoughts on **Next Generation IT Operations**

Forewords by

- Luke Bradley – Vodafone Group

- Toine Jenniskens – Rabobank

- Travis Greene – Micro Focus

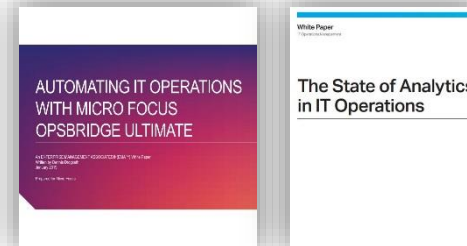Available now online [here](#)
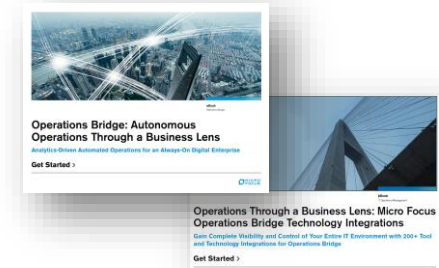
# Additional Resources and Learning

| | | | |
|---|---|---|---|
| **EMA AIA Vendor Profile** | **Gartner Analyst Report** | **White Papers** | **eBooks** |

## www.microfocus.com/opsbridge

| | | | |
|---|---|---|---|
| **On-Demand** | **OpsBridge Blog** | **YouTube Videos** | **Customer stories** |
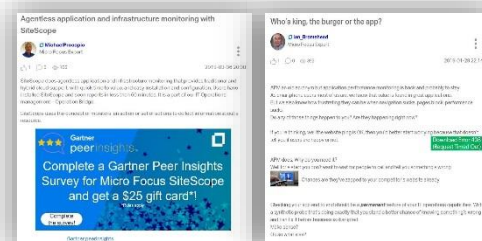
# Thank You

Visit us at **www.microfocus.com/opsbridge**

www.microfocus.com

# Upcoming Vivit Events

April 11, 2019
**Meeting: User Group Treffen "Testen & Test-Management mit Produkten von Micro Focus in Freiburg**
13:00 - 17:00
https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1213824&group=

April 24, 2019
**Webinar:  Critical Lessons Learned While Adopting a DevOps Lifecycle for SecOps using Agile**
8:00 - 9:00 AM PDT (Los Angeles), 11:00 AM - 12:00 PM EDT (New York), 17:00 - 18:00 CET (Frankfurt)
https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1215562&group=

May 9, 2019
**Webinar:  Turning a Service Management Support Engineer Effortlessly into a Learning Content Author**
7:00 - 8:00 AM PDT (Los Angeles), 10:00 - 11:00 AM EDT (New York), 16:00 - 17:00 CEST (Frankfurt)
https://www.vivit-worldwide.org/events/EventDetails.aspx?id=1214570&group=

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**ADM Summit** 2019

April 9-11
Loews Chicago O'Hare, Rosemont, IL

Learn about tools and services dedicated to helping you build and deploy innovative apps that meet customer expectations. Ask questions. Develop skills.
Gain strategic insight. Build your network.

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**Register now!**

# Thank you

Complete the short survey and opt-in for more information from Micro Focus.

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**Thank You**

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