

Introducing Vistara 3.0

Hybrid IT Service Management for the Cloud

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Agenda



- Modern IT: hybrid cloud, hybrid IT, and hybrid service management requirements
- How Vistara 3.0 addresses these needs
- Demo
- Q&A

What is the Hybrid Cloud?



"Hybrid cloud computing is the coordinated use of cloud services across isolation and provider boundaries between internal and external cloud services."



Thomas Bittman and David Cearley, Gartner Inc., "Get Past the Confusion Surrounding Hybrid Cloud Computing," 22 Oct 2012.

Virtualization Road Map



Stage 1:

Server Virtualization



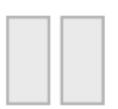


- Consolidation
- Capital expense

Stage 2:

Distributed Virtualization





- Flexibility and speed
- Operational expense, automation
- · Less downtime

Stage 3:

Private Cloud



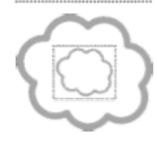


- Self-serve agility
- Standardization
- IT as a business
- Usage metering

Stage 4:

Hybrid Cloud





- Cost for peak loads
- Flexibility for peak
 loads

Stage 5:

Public Cloud





- Capital expense elimination
- Increased flexibility (up and down)

Thomas Bittman, Gartner Inc., "Design Your Private Cloud With Hybrid in Mind," 24 Feb 2012



- Manage public and private cloudhosted elements
- Map virtual to physical infrastructure
- Map services to supporting elements
- Unified monitoring and management interface
- Unified alert management across
 Public and Private Cloud

What is Hybrid IT?



"Hybrid IT is the result of combining internal and external services, usually from a combination of internal and public clouds, in support of various business outcomes."

- Chris Howard et al, Gartner Inc., "Hybrid IT: How Internal and External Cloud Services Are Transforming IT," 8 Feb 2012

IT's Role in the Hybrid IT Model



"IT organizations are becoming the broker for a set of IT services that is hosted partially internally and partially externally – a hybrid IT architecture. By being the intermediary for IT services, IT organizations can offer internal customers the price, capacity, and speed of provisioning of the external cloud, while maintaining the security and governance the company requires and reducing IT service costs."

- Chris Howard et al, Gartner Inc., "Hybrid IT: How Internal and External Cloud Services Are Transforming IT," 8 Feb 2012

IT Responsibilities in Hybrid IT



- Trusted evaluator and approver of services
- Managing internal services
- Governing all services
 - SLA definition
 - SLA monitoring and management
- Identity management
- Data management policy

Additional Metrics to Consider for Cloud Services



- Agility: Can IT service respond in real-time to changes in demand & business needs?
- Elasticity: How much can service's capacity scale upward and downward to match demand?
- Continuity: Maximum time between interruptions
- Consistency: Can variations in service levels be reduced?

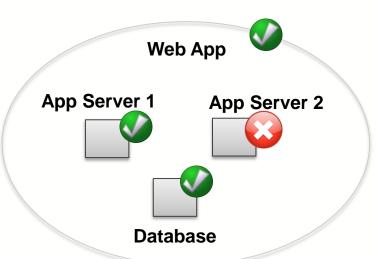
Source: Tapati Bandopadhyay, Gartner Inc., "Business-Aligned Metrics for IT Services in Cloud: Returns on Agility, Elasticity, Continuity and Consistency," 10 January 2012

Hybrid Service Availability Monitoring



Considerations

- Element level availability vs. availability of an entire service
 - Do you track availability of individual elements or an entire service compose of multiple elements?
- Is availability a binary quantity (up / down) or more fine-grained?
 - How do you account services that are available, but running with degraded redundancy/performance?
- Planned downtime vs. unplanned downtime
 - Do you count downtime due to planned activities (e.g. patching)?
- Service to element mapping



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Vistara 3.0 Goals



- Enable hybrid IT service monitoring
- Unify alert management and monitoring throughout hybrid cloud
 - Automate alert escalation
- Manage assets over their lifecycle
- Enable data driven planning and optimization
 - Report on key IT operations metrics

Monitoring an IT Service

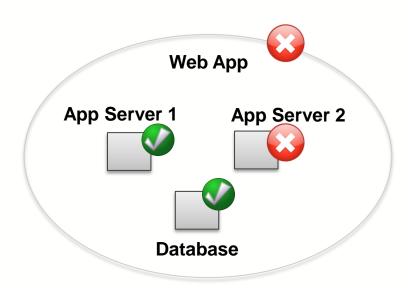


Goal

 Monitor an IT service composed of multiple components

Features

- Service definition
 - Dynamic, rule-based service membership
- Service status visualization
 - Dashboard
 - Topology



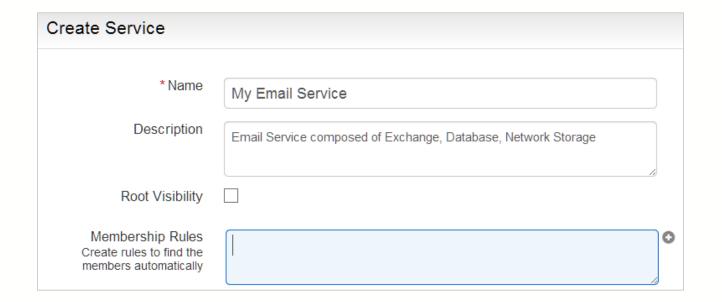
Monitoring an IT Service: Setup



- Monitor an IT service composed of multiple components
- Service level availability based on component servers and their dependencies.
- Group multiple devices using TAGs. Define services based on TAG definition.
- Services can contain Services & TAGs as members
- Group level Templates can be applied at TAG level.
 Service App Monitors will act on existing monitors based on consolidation function.
- AND supported as a connector

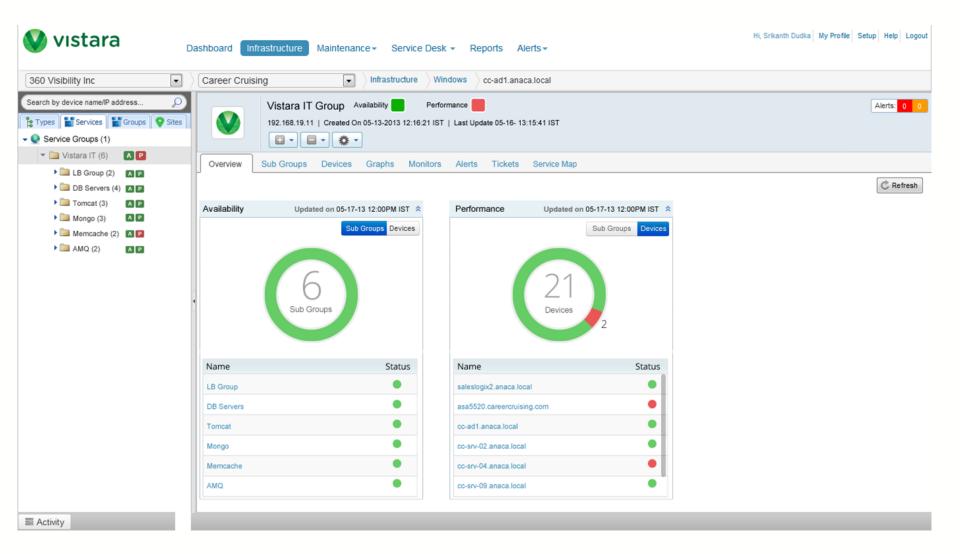
Monitoring an IT Service: Setup





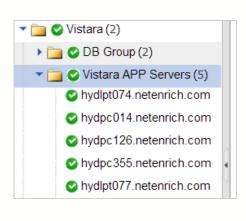
Monitoring an IT Service: Custom Dashboard

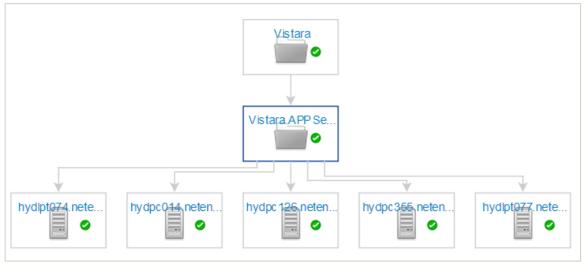




Monitoring an IT Service: Dependency Map







Monitoring Enterprise Applications



- Built-in templates for monitoring:
 - Microsoft Active Directory
 - Microsoft Exchange
 - SQLServer
 - Internet Information Server
 - MySQL

Alert Escalation

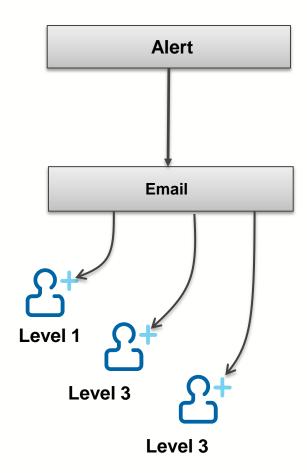


Goal

 Notify the right people at the right time about critical alerts

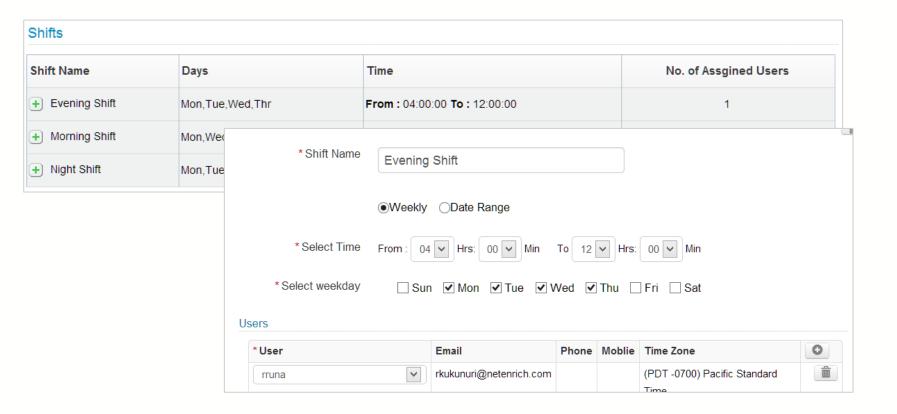
Features

- Escalation Schedule
 - Define who is on duty, when
 - Plan escalation coverage
- Escalation Matrix
 - Define escalation chain of users to notify



Alert Escalation: Setup





Alert Escalation



Schedules							
Level	Schedule Name	Repeat Count	Repeat Frequency	No. of Shifts			
1	My Team's Duty Schedule	10	1 h	3			
2	+ Shift Manager Schedule	5	30 min	1			

Asset Management

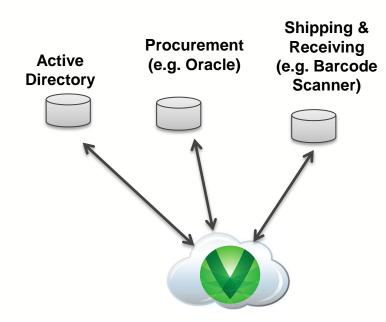


Goal

- Single source of truth for hardware asset state
 - Ownership, Location
 - Warranty and Support Contracts
 - Operational State: Deployed, In Repair, ...

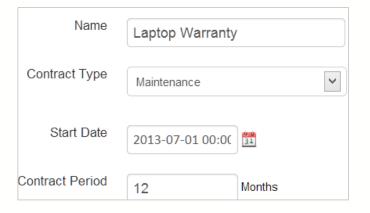
Features

- Asset Metadata
 - Asset Attributes
 - Owner, Operational State
 - Contract
 - Maintain Warranty, Support Information
- Data Connectors
 - Synchronize with multiple sources of asset information across the enterprise
 - Data connectors for Active Directory, CSV, SQL
- Asset Reports



Asset Management

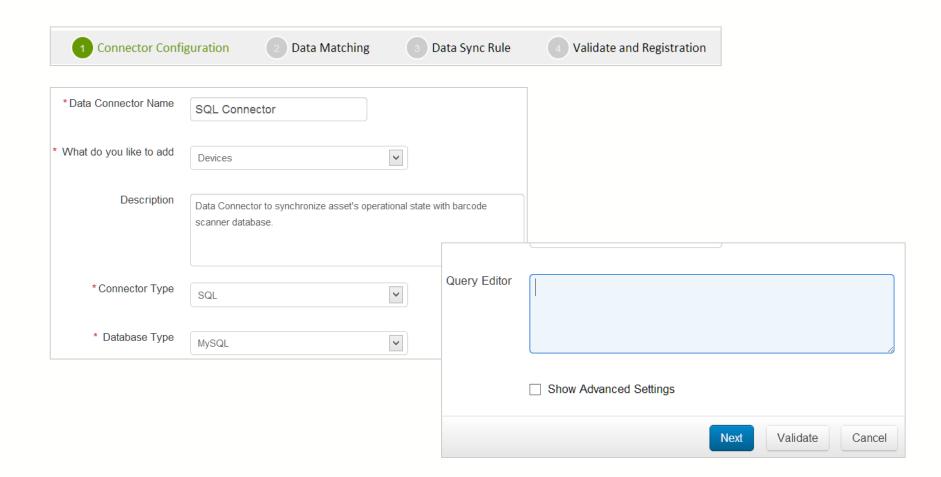






Asset Management: Data Connectors





Executive Summary Report



Executive Summary Report

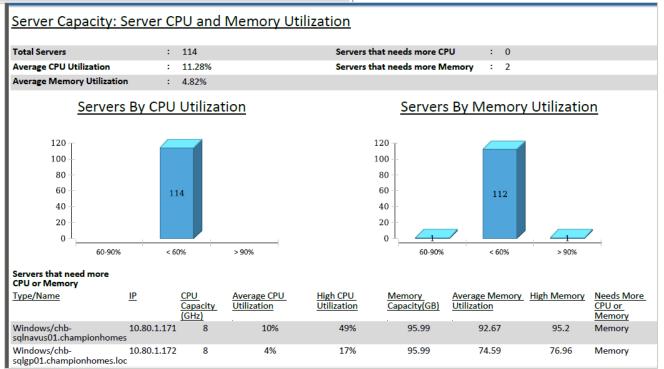
of managed services for the month of June 2013

June 2013	ic		Description
inventory			
	Devices Managed	294	294 devices in total of which 0 are Workstation(s) and 114 are Server(s), 152 are Network device(s) and 28 Other(s)
	New Devices	0	0 new and un-managed devices(s) discovered by the inventory scans in the network
Availability			
	Average Availability	99.837%	Infrastructure availability at 99.837% during the reporting period (Includes only Server(s) and Network(s))
	Average Downtime (Minutes)	18769	Average Downtime among the servers and network devices
Server Capacity			
	Disk Space Constrained Servers	7	Servers with more than 90% disks
Patch Management	CPU/Memory Constrained Servers	0	Servers with consistently high CPU and Memory Utilization
, atom management	Servers Patched	94	Number of servers patched
	Patches Installed	1286	Number of patches installed on servers
Antivirus			·
	OS Instances Under Management	114	OS instances under Anti-Virus management
	OS Instances with up-to-date AV Defnition	66	66 of 114 window operating system(s) are up to date with latest antivirus definition updates
Network Performance			
	Average Packet Loss	0.36%	Average packet loss across network devices
	Average VOIP Quality Score		No VoIP devices found
Network Configuration Backup			
	Network Devices Backed Up	0	No Network devices configured for backup
Alert Management, Tickets, Incidents			
	Alerts Managed	3495	3495 alert(s) were processed during the reporting period
	Tickets	323	Alert triaging efforts allow us to consolidate multiple alerts on related issues into fewer tickets – this cuts down the noise and retains the focus on only the most critical or urgent needs. Therefore, 942 (of the 3495 alerts received) were aggregated into 323 tickets during this reporting period. Remaining alerts were closed as non critical issues.
	Incidents	46	Additionally, 46 non-monitoring issues were ticketed and addressed during this reporting period
4			

Executive Summary Report



Category/Name	Outage start time	<u>Outa</u>	Alert / Ticket	Ticket Resolution Time
Windows/290-	Jun 18, 2013 12:59	19m	27806296 /	5h 39m 43s
fs01.championhomes.	I PM	50s	4081231	
Windows/290-	Jun 18, 2013 11:01	9m	27801426 /	
fs01.championhomes.	I AM	50s	0	
Windows/290-	Jun 18, 2013 10:20	34m	27799951 /	4h 52m 55s
fs01.championhomes.	I AM	50s	4079326	



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