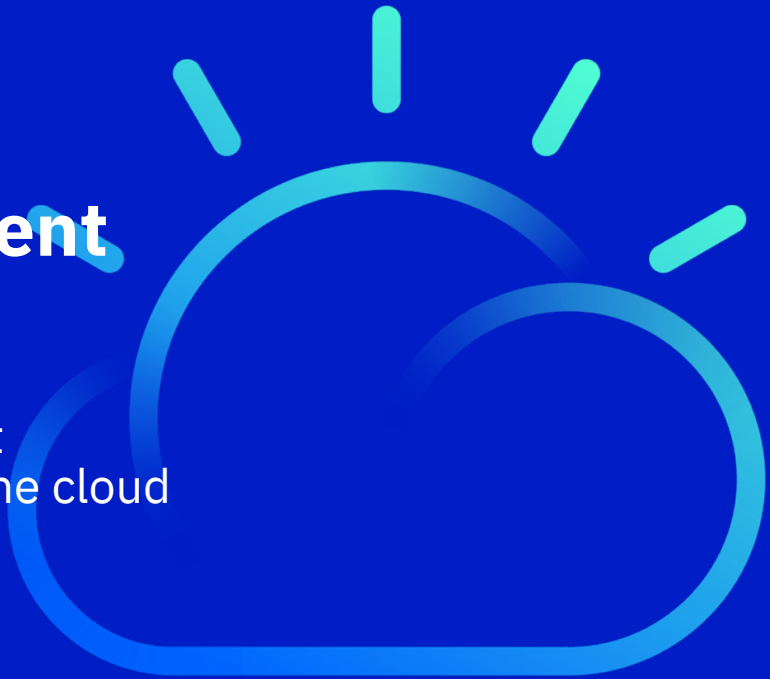
Cloud Pak for Multicloud Management

IBM Cloud Event Management

Consolidated operational event and incident correlation, prioritization and resolution in the cloud



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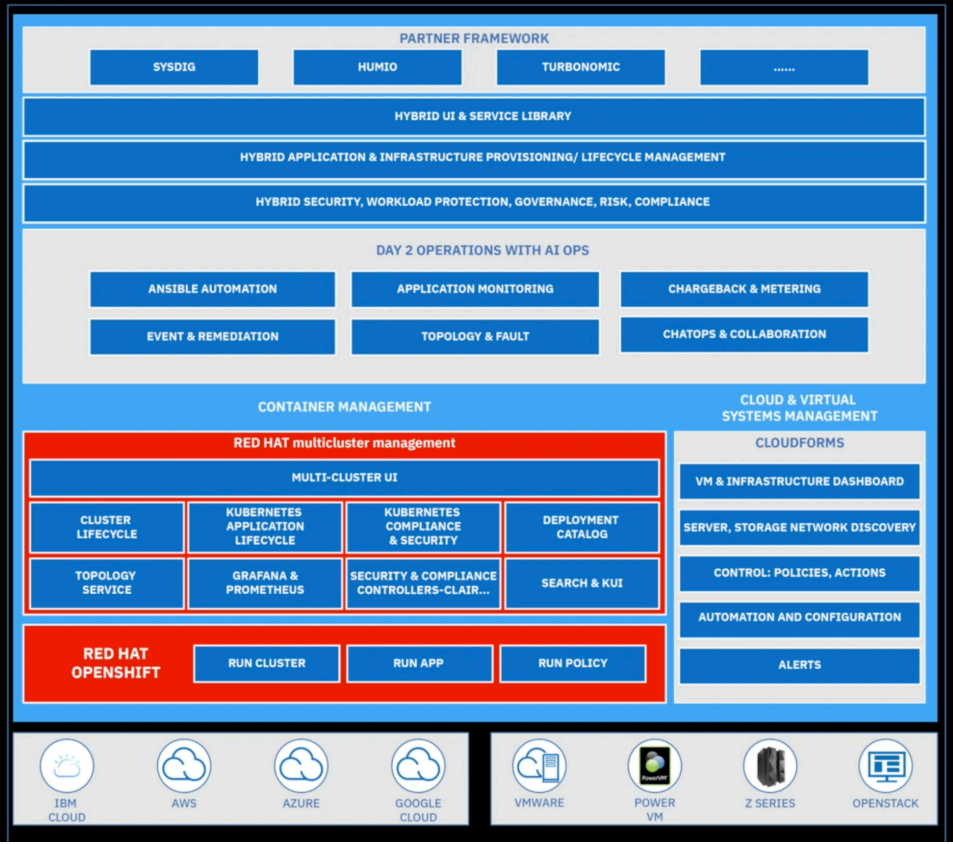
IBM Cloud

IBM Cloud Pak for Multicloud Management

Reference Architecture



Digital transformation and disrupted work environments require enterprise IT organizations to:

- Adopt new tools and practices to make the most of their legacy and new tool sets
- Facilitate operational excellence and rapid innovation
- Build a harmonious workflow between their devops, line-of-business and central operations teams.

Inundation, indecision and delays

Too many alerts

50% of ownership and usage of operations practices and tools are outside of IT Operations teams*

Indecision and confusion

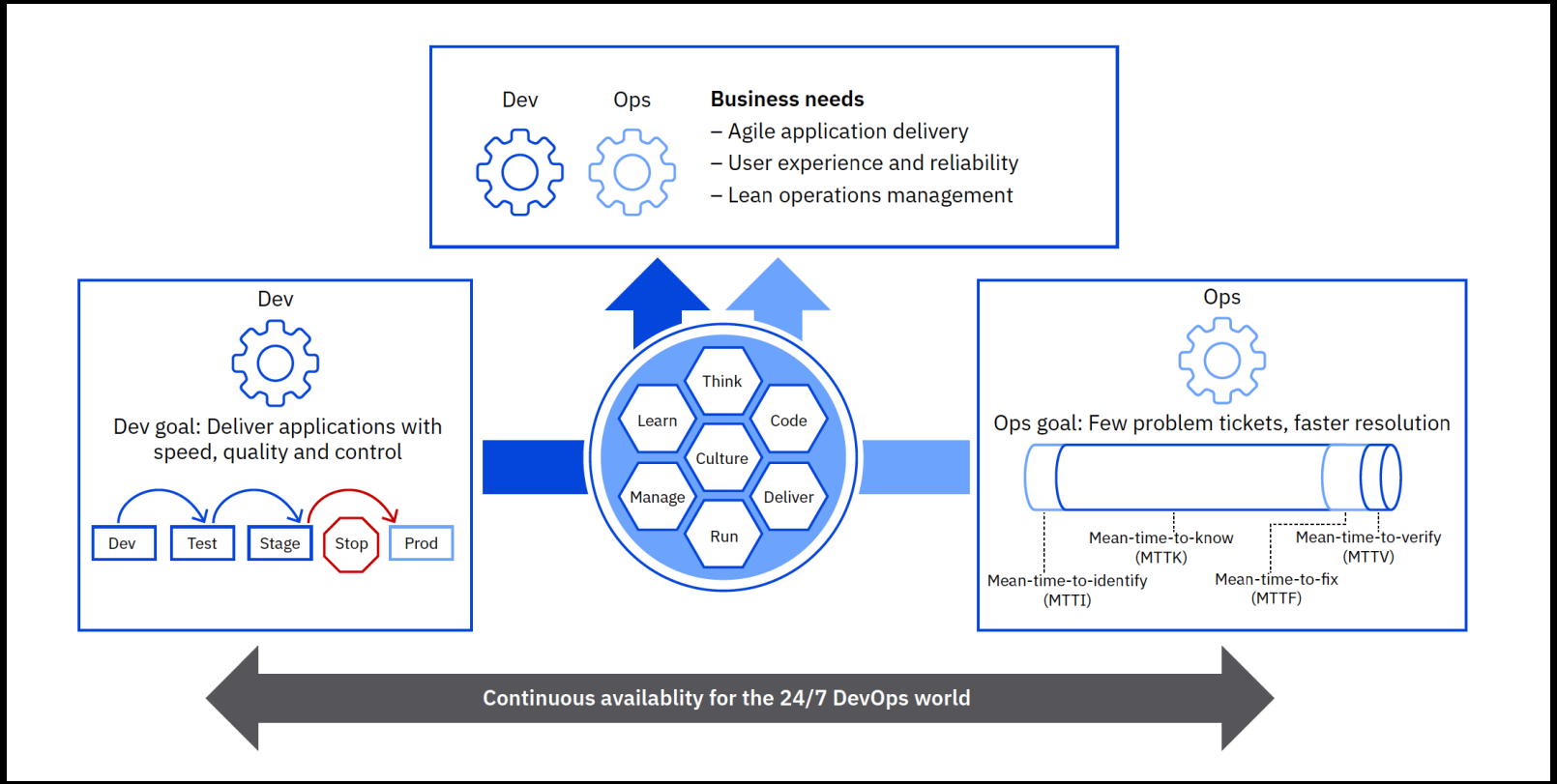
40% cite lack of collaboration between Development & Operations as a top inhibitor of innovation*

Long resolution time

50% of apps running in cloud environments will be considered mission-critical by 2020*

* Gartner, IDC IBM Research

Digital Transformation Drives Organizations' Need To Reconcile Processes & Culture



IBM Cloud Event Management

Cut through alarm noise. Restore service fast.

Cloud-native, consolidated operational event and incident correlation, prioritization and resolution

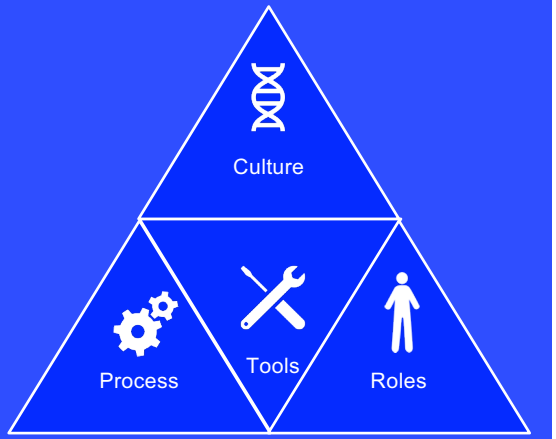
Ingest application, performance & operational event metrics

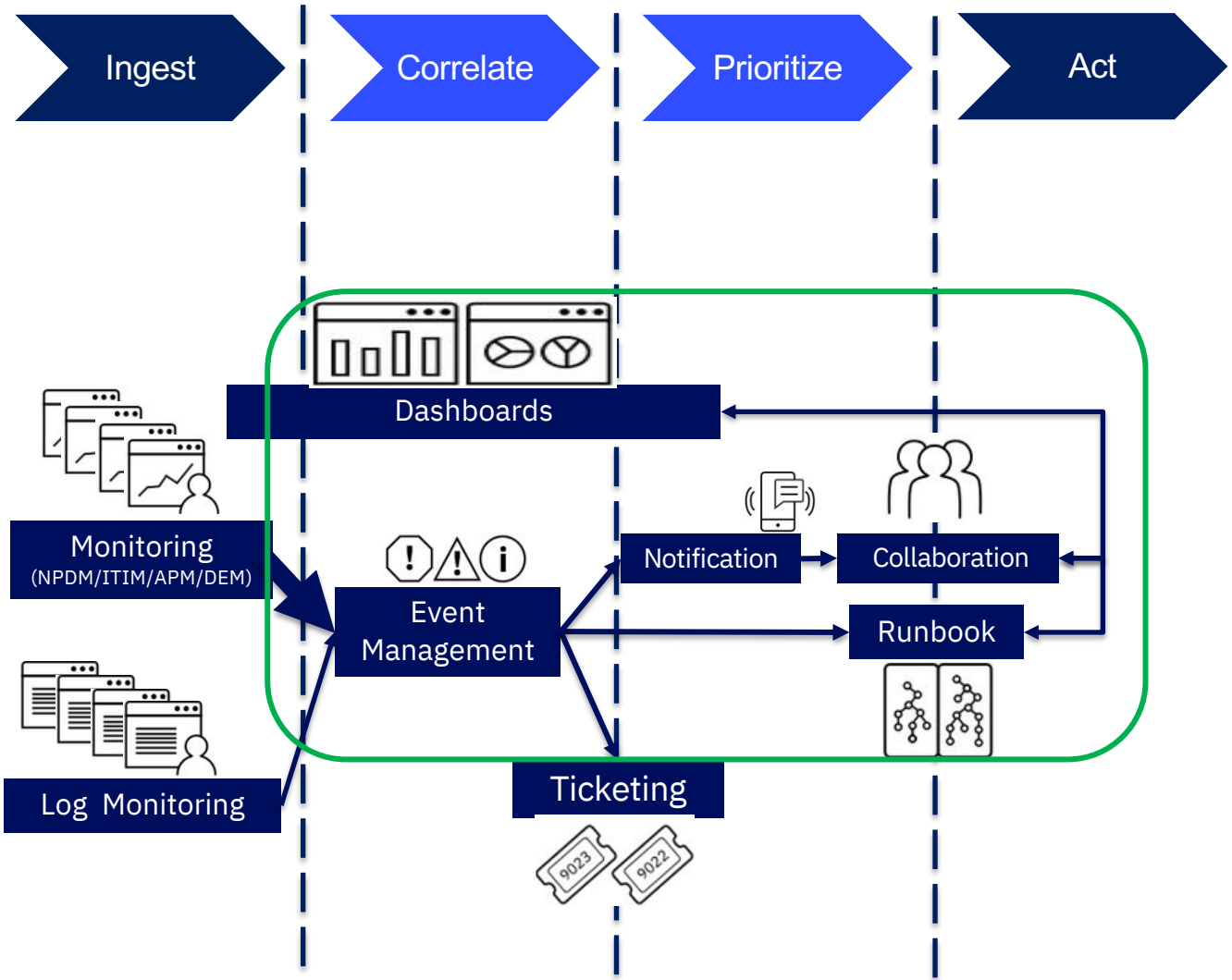
Automatically receive prioritized, correlated, incident information & guidance

Manage operations from one place & improve efficiency across teams

Accelerating Event & Incident Management

Get a consolidated view of problems and enable agile response in IT Ops
– all from the public cloud





IBM Cloud Event Management

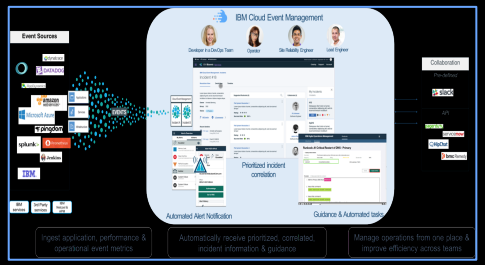
Cut through alarm noise. Restore service fast.

Cloud-native, consolidated operational event and incident correlation, prioritization and resolution

Event ingestion and correlation can be pre-configured and integrated from cloud-based and on-premises sources. IT operations teams can more easily configure alert, event and incident reduction from one console. These teams can also track and analyze operational efficiency, activity and trends.

Key Capabilities

- Ingest events from market prevalent sources with predefined integration and data normalization function, generic webhooks for bespoke sources
- Manage operations from one place & improve efficiency across teams
- Automated event correlation and prioritized incident resolution views to remove confusing and irrelevant alerts
- Integrated notifications to help ensure the right person is notified at the right time
- In-context runbooks to help ensure speedy resolution of issues
- Predefined operations dashboards to see how incidents are being addressed, service is being restored and what apps and services are impacted
- Clients purchase subscription to SaaS offerings
- Guarantees privacy, reliability, scalability, and security



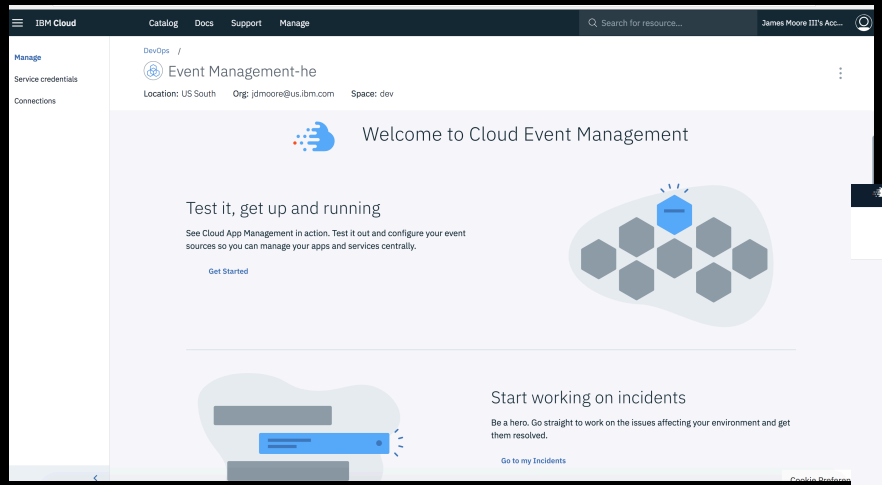
Key Differentiator

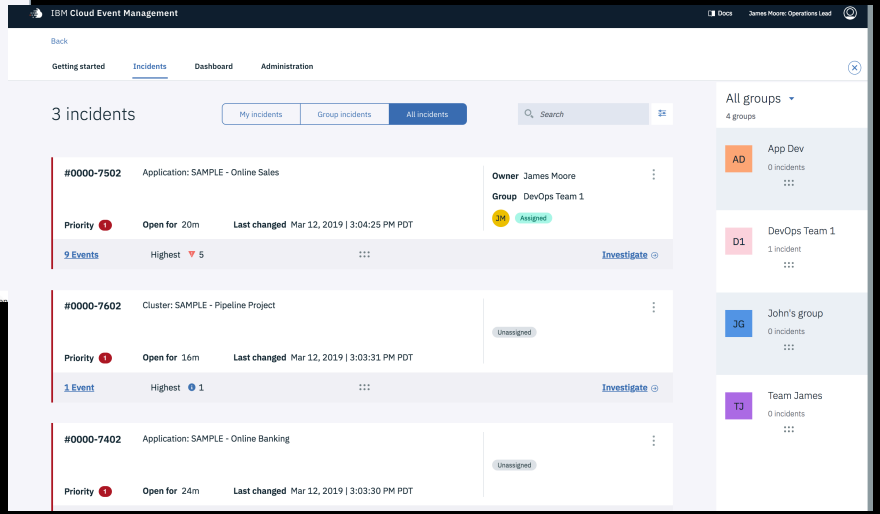
IBM Cloud Event Management provides ready-to-use, pre-set capabilities — all in a single comprehensive event management service. You can expect proven, industrial-strength scalability and increased ability to improve efficiency.

Leverages market-proven expertise:

- One holistic solution to ingest, correlate, notify and resolve operational incidents within minutes
- Automated event correlation and prioritized incident resolution views to remove noise
- Integrated, automated notifications to ensure the right person is notified at the right time
- In-context runbooks and automated steps to ensure speedy resolution of issues to triage and resolve actions without writing code or paying for expensive consultants

Cloud Event Management Examples





Manage
Service credentials
Connections

Event Management-he

Location: US South Org: jdmoore@us.ibm.com Space: dev

Get started in minutes:
Have a connection? Just log in and you're ready to go.

Welcome to Cloud Event Management

Test it, get up and running

See Cloud App Management in action. Test it out and configure your event sources so you can manage your apps and services centrally.

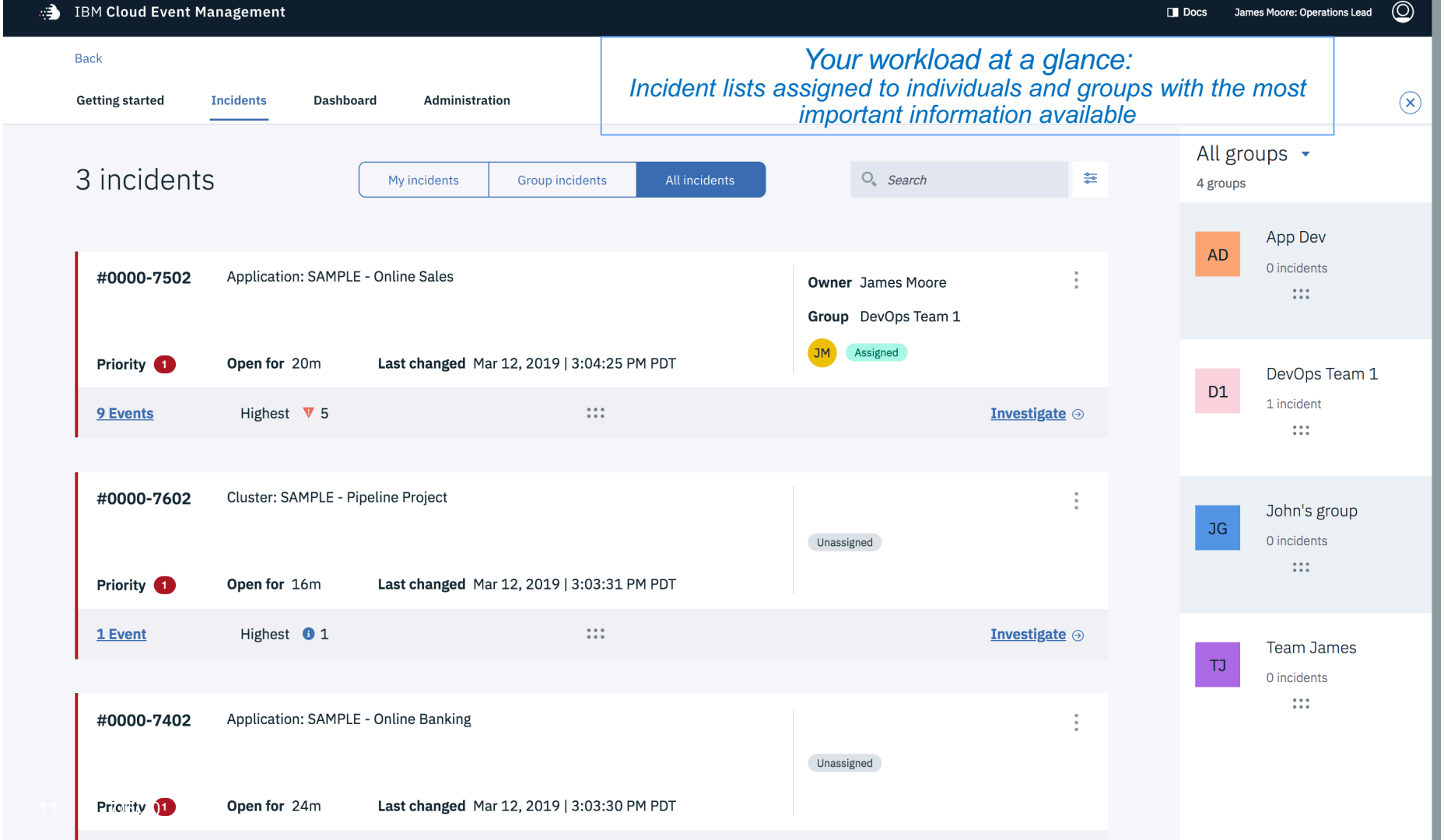
Get Started

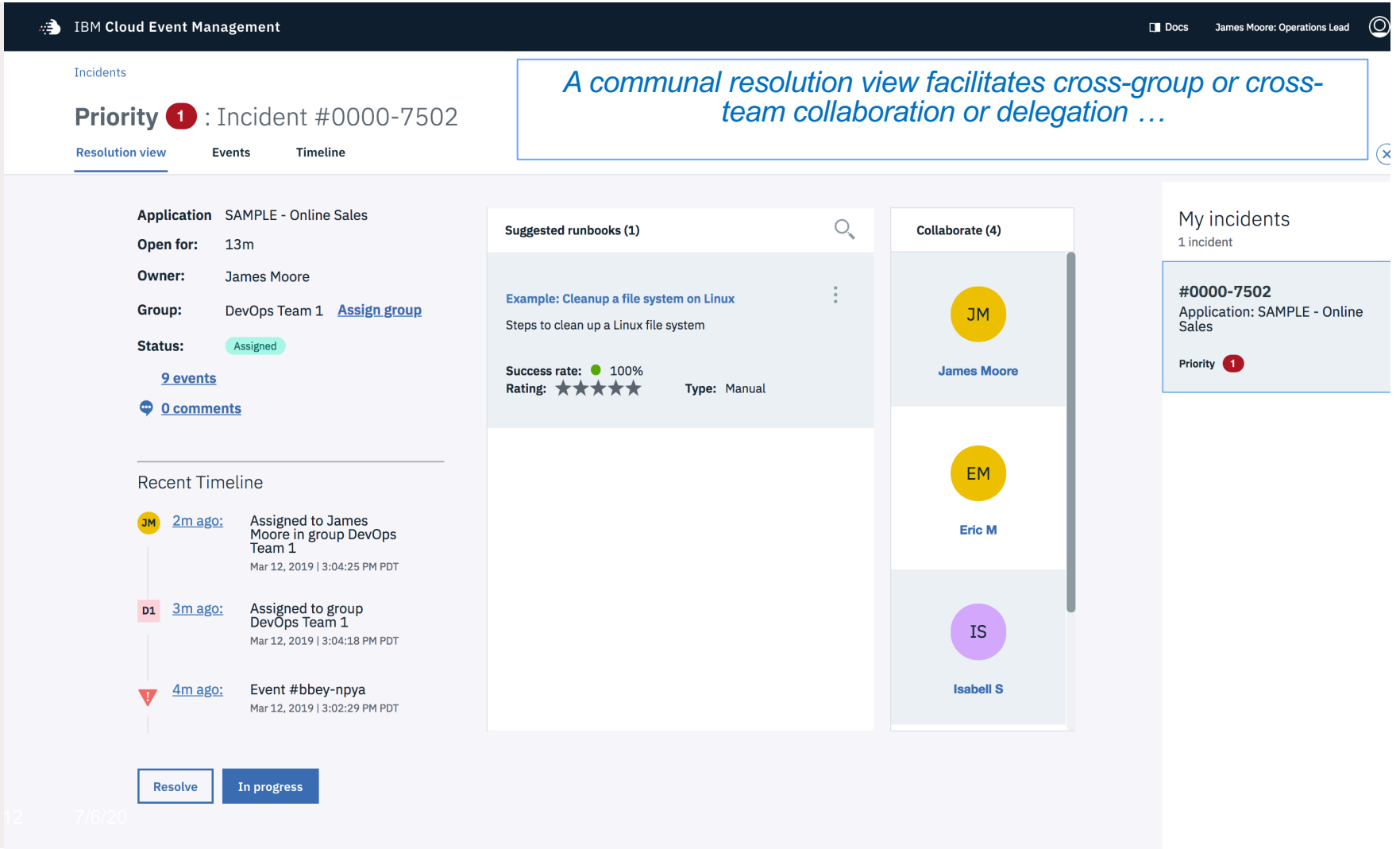
Start working on incidents

Be a hero. Go straight to work on the issues affecting your environment and get them resolved.

Go to my Incidents

Cookie Preferences


IBM Cloud Event Management
Docs
James Moore: Operations Lead
Back
Getting started
Incidents
Dashboard
Administration
Your workload at a glance:
Incident lists assigned to individuals and groups with the most important information available
3 incidents
My incidents
Group incidents
All incidents
Search
#0000-7502
Application: SAMPLE - Online Sales
Owner James Moore
Group DevOps Team 1
JM
Assigned
Priority 1
Open for 20m
Last changed Mar 12, 2019 | 3:04:25 PM PDT
9 Events
Highest 5
Investigate
#0000-7602
Cluster: SAMPLE - Pipeline Project
Unassigned
Priority 1
Open for 16m
Last changed Mar 12, 2019 | 3:03:31 PM PDT
1 Event
Highest 1
Investigate
#0000-7402
Application: SAMPLE - Online Banking
Unassigned
Priority 1
Open for 24m
Last changed Mar 12, 2019 | 3:03:30 PM PDT
All groups
4 groups
AD
App Dev
0 incidents
D1
DevOps Team 1
1 incident
JG
John's group
0 incidents
TJ
Team James
0 incidents


IBM Cloud Event Management
Docs
James Moore: Operations Lead
Incidents
Priority 1 : Incident #0000-7502
Resolution view
Events
Timeline
A communal resolution view facilitates cross-group or cross-team collaboration or delegation …
Application SAMPLE - Online Sales
Open for: 13m
Owner: James Moore
Group: DevOps Team 1 Assign group
Status: Assigned
9 events
0 comments
Recent Timeline
JM 2m ago: Assigned to James Moore in group DevOps Team 1
Mar 12, 2019 | 3:04:25 PM PDT
D1 3m ago: Assigned to group DevOps Team 1
Mar 12, 2019 | 3:04:18 PM PDT
4m ago: Event #bbey-npya
Mar 12, 2019 | 3:02:29 PM PDT
Resolve
In progress
Suggested runbooks (1)
Example: Cleanup a file system on Linux
Steps to clean up a Linux file system
Success rate: 100%
Rating:
Type: Manual
Collaborate (4)
JM
James Moore
EM
Eric M
IS
Isabell S
My incidents
1 incident
#0000-7502
Application: SAMPLE - Online Sales
Priority 1

Preview runbook

Avoid confusion and indecision with structured guidance and automated steps …

Example: Cleanup a file system on Windows

Procedure: (6 steps, approximate time: a minute)

STEP 1

Login to HOSTNAME using Microsoft RDP or a remote desktop tool

STEP 2

Identify file systems that need cleanup

Start the Computer application by clicking the icon below or using the shortcut (Windows Key + Pause).

The graphical view shows the file systems. If the gauge is red and nearly full, the file system needs cleanup. Identify the disc drive letter, go back to the runbook details, and add the letter followed by a colon as the runbook parameter DISKDRIVELETTER. Then continue with the next step.

STEP 3

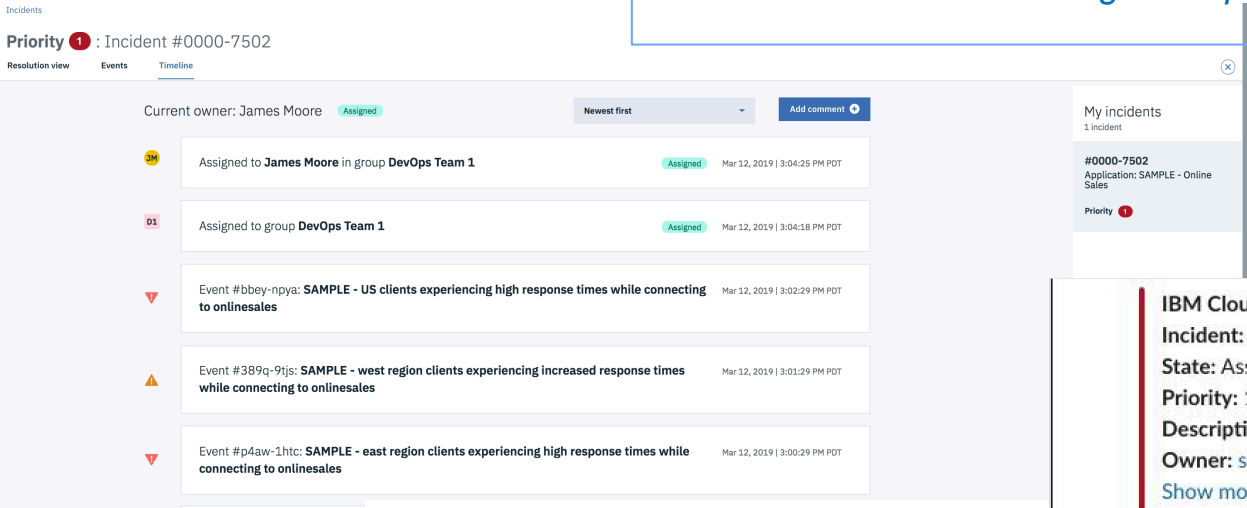
Delete "safe" files from the file system

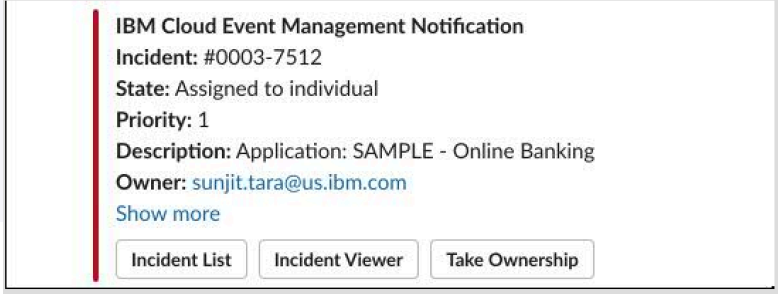
From the start menu, launch cmd.exe and run the following commands to remove "safe" files:

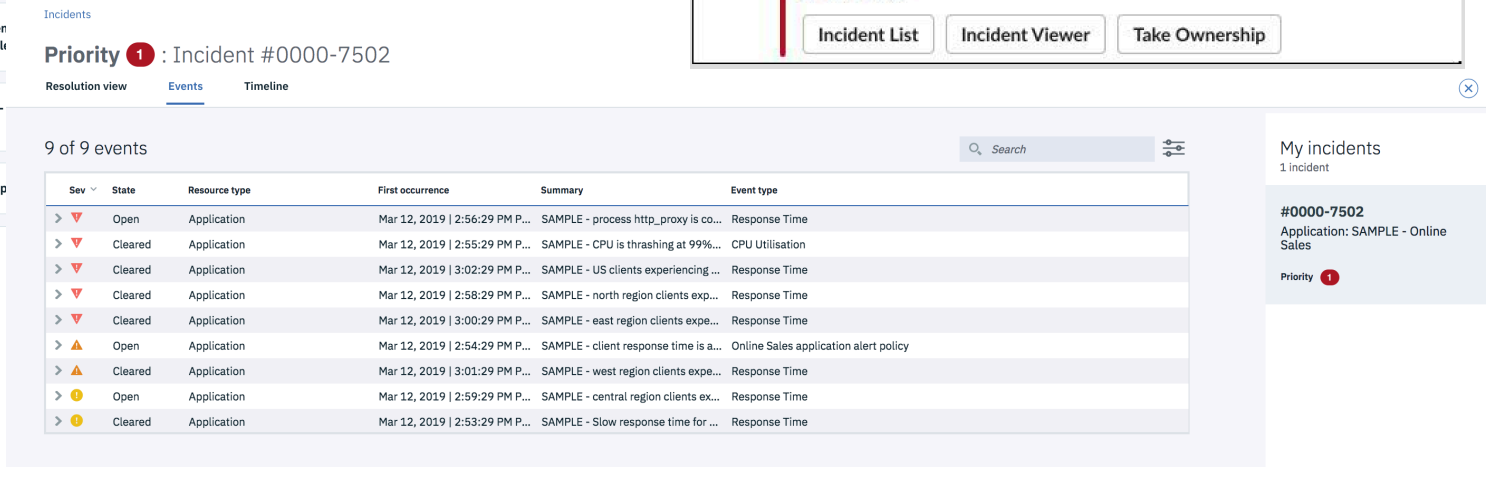
```
DISKDRIVELETTER
cd \
del /Q/F/S *.tmp
del /Q/F/S *.dmp
forfiles /P DISKDRIVELETTER /M "*.log" /D -30 /S /C "cmd /c del /Q/F/S @FILE"
```

Run the following command to empty the Recycle Bin on the file system:

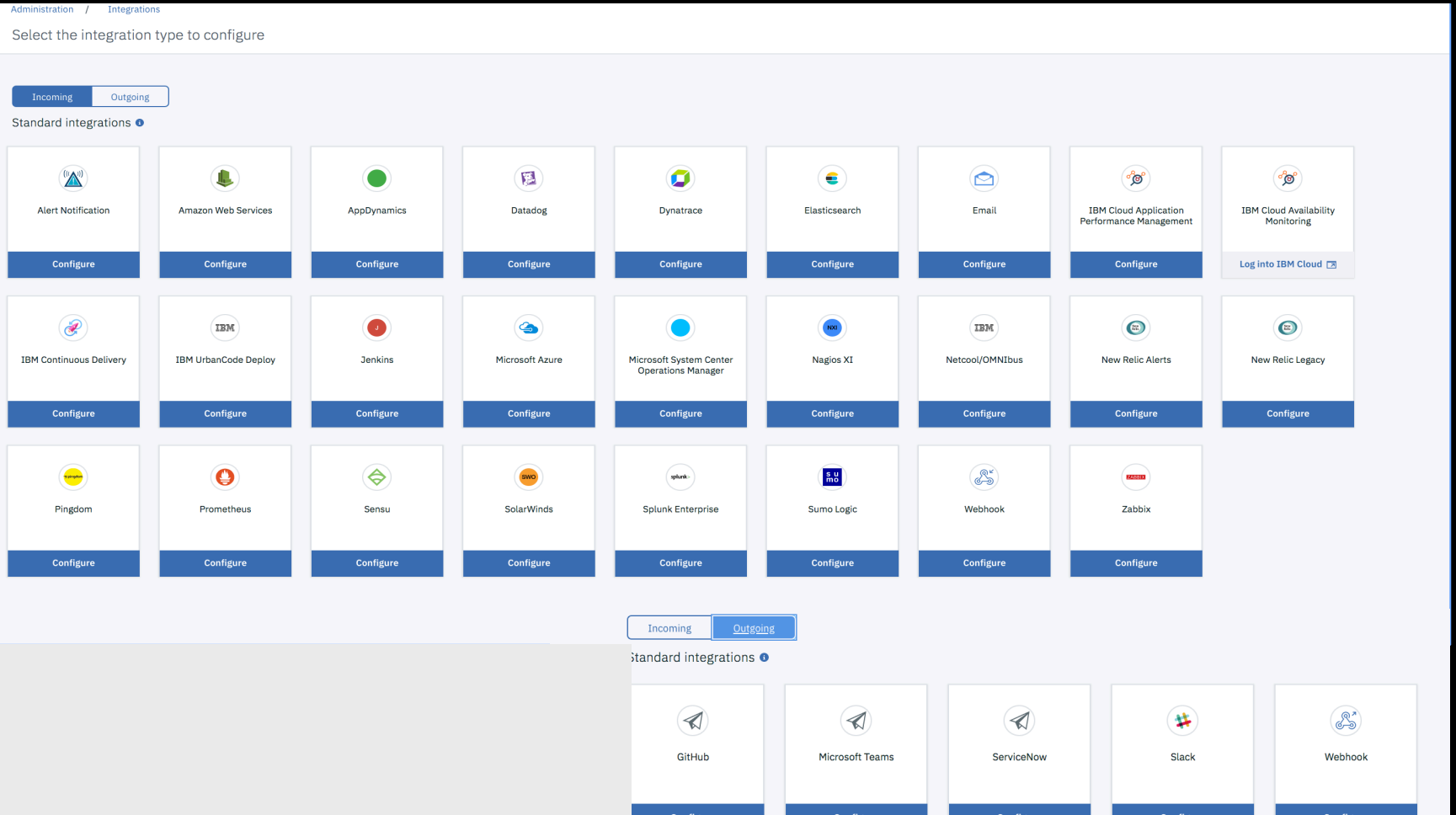
Sharing context and history helps teams move from identification to diagnosis quickly







Pre-defined, ready to use integration



Administration / Groups

Edit group DevOps Team 1

Details | Schedule

Avoid delays and misdirection – automate how and when teams and users get notified …

Pattern details

Shift pattern name:

DevOps Follow the Sun

Shift pattern description:

24/7 on duty based on American, European and Asian shifts.

Apply an existing pattern:

- ✓ Static patterns
  - < No pattern >
  - < Blank pattern >
  - Follow the sun
  - 8 to 5
  - 24x7 On call
  - 12x2x7 On call
- User defined patterns
  - John's pattern

Start day:

Monday

Generate schedule in advance:

1 week

Back

Getting started | Incidents | Dashboard | Administration

Understand operational health by tracking operational activity …

Operations Dashboard

All incidents

Resources affected by incidents (All incidents)

2	0	2	0	0
Applications affected	Services affected	Servers affected	Clusters affected	Locations affected

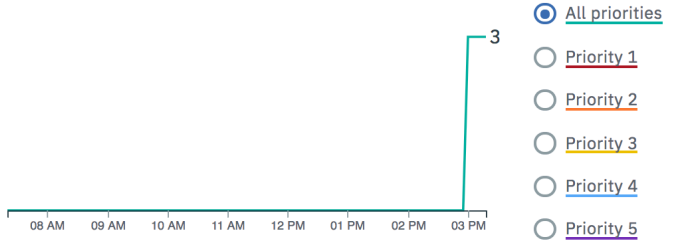
Priority 1 | Priority 2 | Priority 3 | Priority 4 | Priority 5

State of incidents (All incidents; 4 incidents)

3	1	0	0
Total	Total	Total	Total
Unassigned	Assigned to user/group	In progress	On hold

Priority 1 | Priority 2 | Priority 3 | Priority 4 | Priority 5

Open incidents over time (All incidents)



8 Hrs | 24 Hrs | 7 Days

Back

Getting started | Incidents | Dashboard | Administration

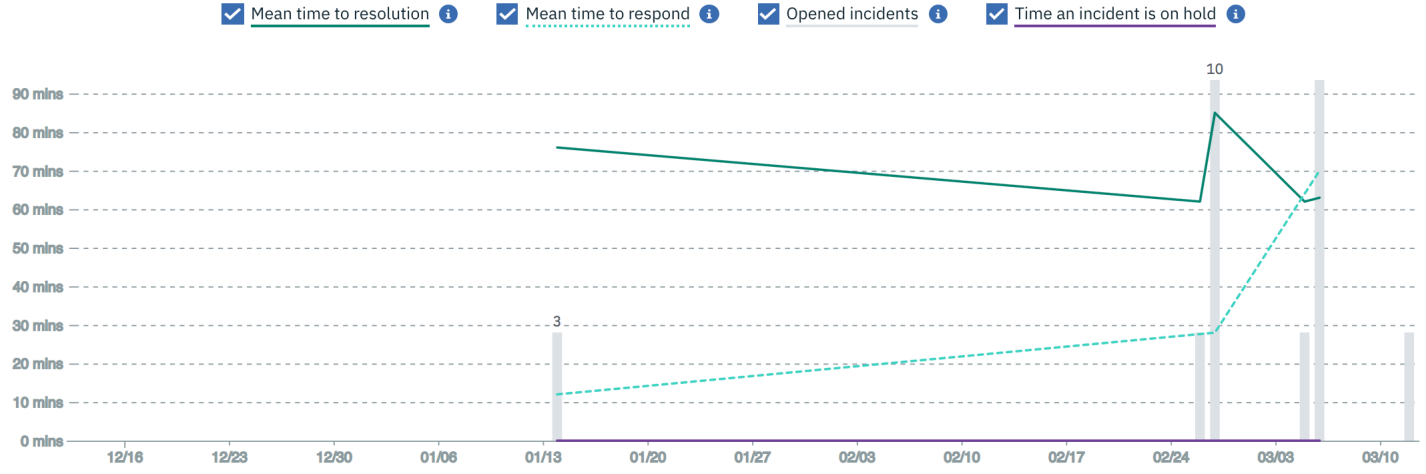
Drive and demonstrate efficiency improvements …

Mean time to respond and resolve

Filter by

Average duration (Last 90 days)

70 mins	36 mins	29
Mean time to incident resolution	Mean time to respond to an incident	Number of closed incidents



24 Hrs | 7 Days | 30 Days | **90 Days**

Thank you