




Monitoring with ISEE - Tailored for customer needs

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Why monitoring?



- Today most companies are running their business critical services on IT.
- Most services must be 24h x 7days up and running.
- Running business critical services without monitoring is risky.
- Unplanned downtimes could cause big losing up to ruin the company!

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Your business never sleeps...



- What is the timeframe the business critical services must be available?
- Maintenance and backup?
- How long you allow your business critical service to be unplanned down?
- Cost of an business critical service outage?

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Main advantages of monitoring




- Ensure availability of all relevant business critical services
- Reduce time to check the environment manually
- Help minimize unplanned downtimes
- Build direct linkage between critical service and people who have to keep it up and running

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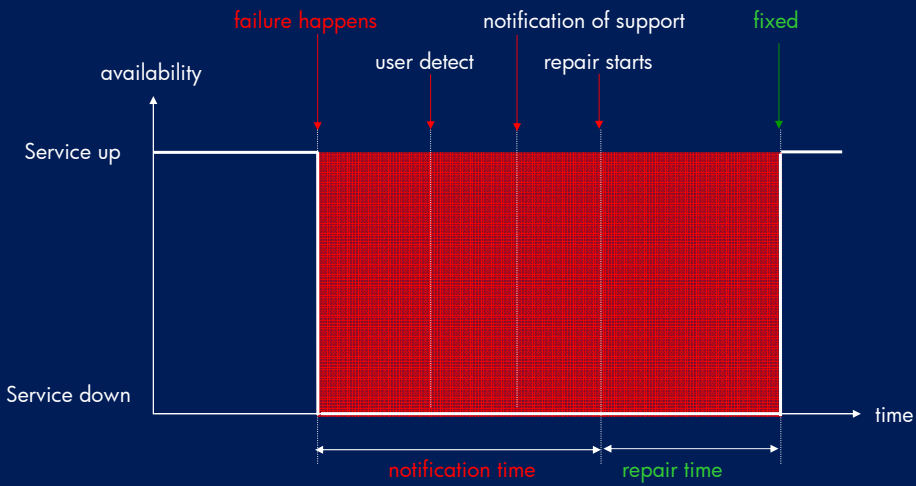

Monitoring will help



- Build it right
 - Find problems in test phase
- Keep it running
 - Find configuration errors before they cause trouble
 - Check the high availability mechanisms
- Fix it fast
 - Immediate notification in the event of a failure
 - Quick involvement of the related support
 - Base for short recovery of the business related services

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Unplanned downtime



availability

Service up

Service down

time

failure happens

user detect

notification of support

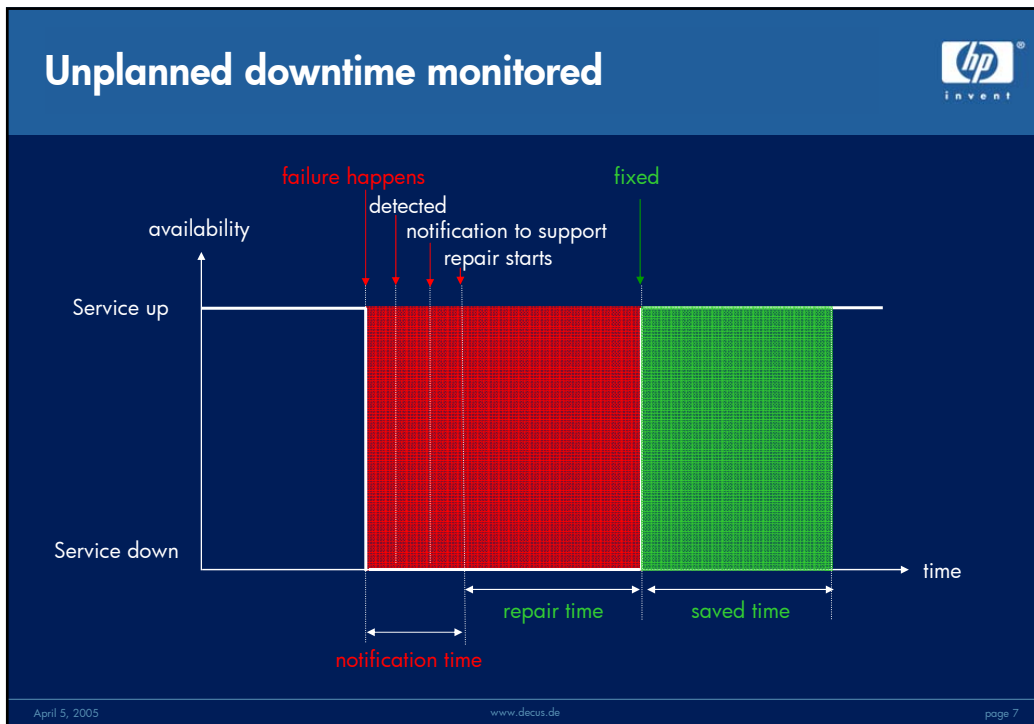
repair starts

fixed

notification time

repair time

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Service versus Tool


- Monitoring Tool
 - A tool is something which requires well trained people to get something useful out of it. Only buying some tools will not help to make monitoring a success.
 - Additional required:
 - Some experts for the tool (vacation, ...)
 - Expert who is able to find the vulnerable points in the environment
 - Support contract with manufacturer
 - Overnight standby service operation (for first manual filtering)

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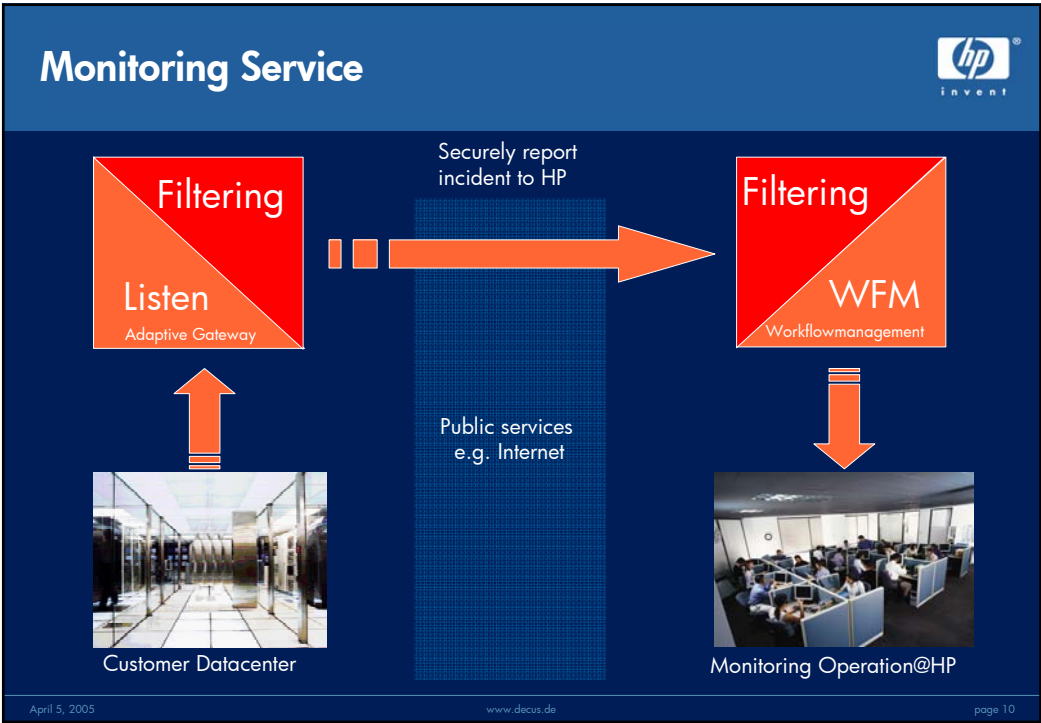
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Service versus Tool



- HP Monitoring Service
Overall solution to get the customer environment effective monitored.
HP is responsible for:
 - Used monitoring solution (tool)
 - Support for the monitoring solution itself
 - For the configuration which will be developed together with the operation experts from the customer
 - Transfer of the messages to HP
 - Filtering and workflow infrastructure

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Customer specific monitoring



It's a service...

- Based on ISEE
- Using Adaptive Gateways for Security purpose
- Using Gretzky add-on for ISEE
- Tailored for customer needs

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Customer specific processing



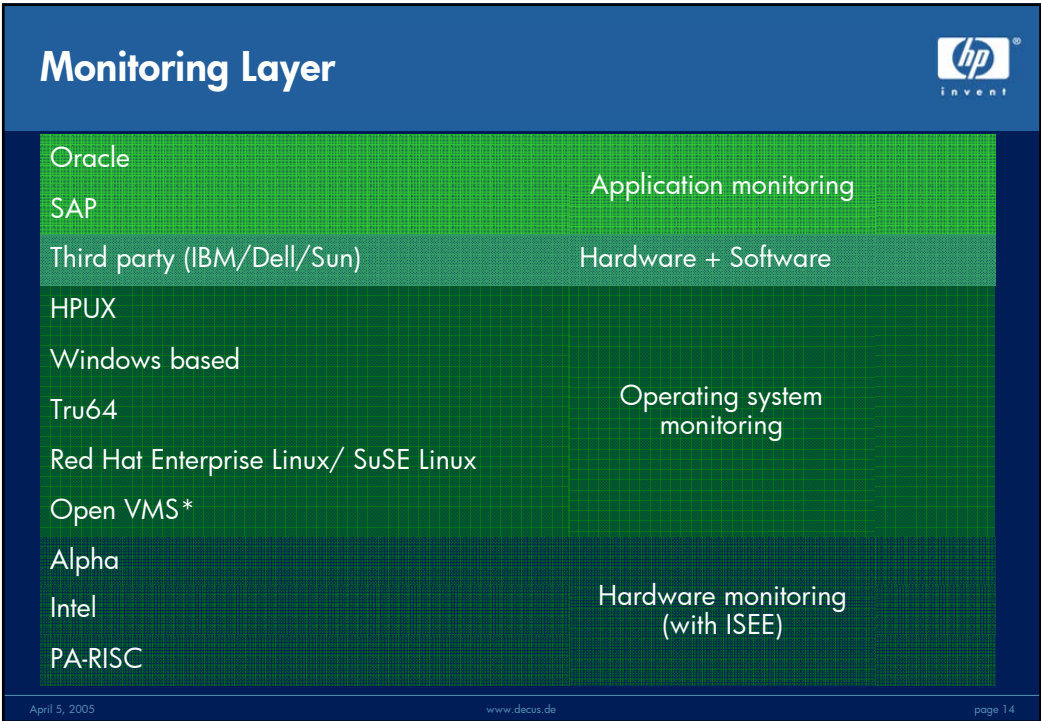
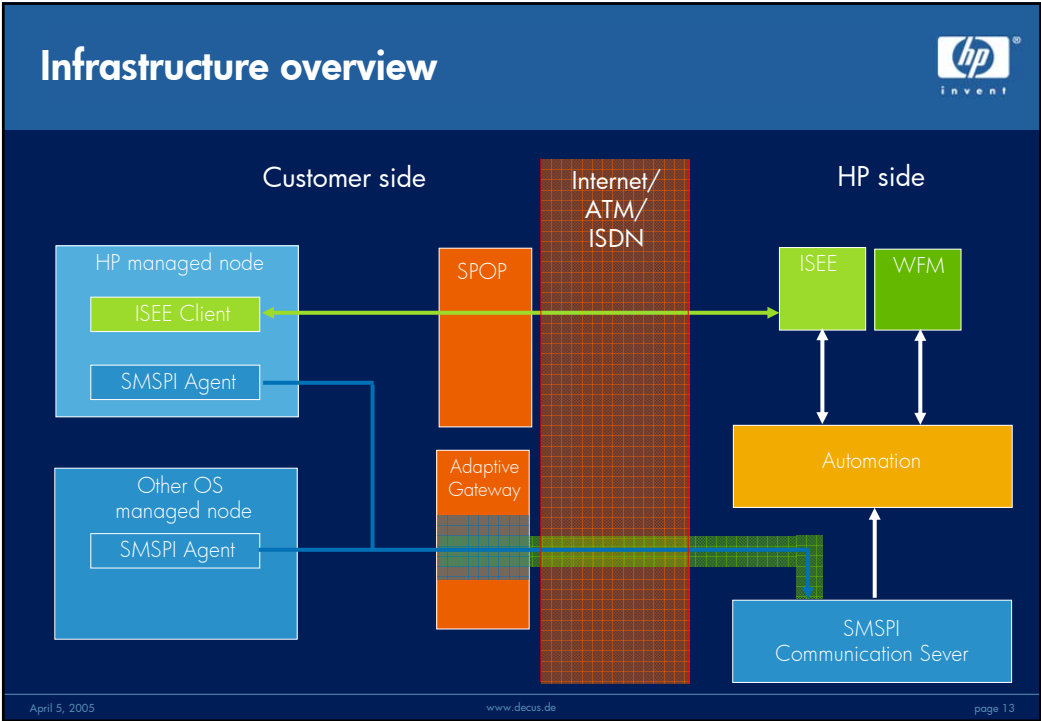
Depending on the customer needs:


- Forwarding messages to administrators/managers
- Forwarding events to customer workflow management
- Assist of customer support
- Autonomous solution search
- Outtasking

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24x7 SAP Remote Monitoring

Marc Engelbert, Ingo Metzler
HP Ratingen



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The slide features a dark blue background. In the top left corner, there is a small HP logo with the word 'invent' below it. The main title '24x7 SAP Remote Monitoring' is positioned in the upper right. Below the title, the names 'Marc Engelbert, Ingo Metzler' and 'HP Ratingen' are listed. In the bottom left, there is a large white plus sign followed by the lowercase letters 'hp'. The bottom right corner contains a small copyright notice.

Possible Business Scenarios for SAP Monitoring and Incident Management




- Lack of resources during Out of Office Hours
- Need for focus on own SAP Projects
- Cost reduction for standard tasks
- Quality Improvement by standardized Monitoring Tools

Business Case of my Customer



- Customer IT department wants to guarantee his internal clients an SAP uptime 24x7
- SAP Administrators are available only during daytime
- SAP monitoring not in place in Out of Office Hours
- HP takes over the remote monitoring of SAP Systems during Out of Office Hours


Monitoring Alternatives



<p>SAP Monitor R3Status</p> <ul style="list-style-type: none">•Checks whether logon to R3 System is possible	<p>SMSPI</p> <ul style="list-style-type: none">•Use of ISEE Infrastructure•Software for many OS
<p>OV ITO SAP SPI</p> <ul style="list-style-type: none">•Open View Solution•Licenses required	<p>Monitoring with CCMS</p> <p>Dedicated SAP Server with Access to customer System</p>

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What is SMSPI



- SW Enhancement to ISEE
- SW that monitors logfiles
- Additional SW that checks SAP related logfiles and incidents
- Conversion of SAP event log
- Monitoring of Oracle Alert.log file
- Monitoring of processes

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Incidents



- Failure of Database Server
- Failure of Application Server
- Hang on Updates
- Short Dumps
- Tablespace Overflows / Maxextends in Oracle
- Deadlocks in Oracle
- RFC Queues
- Archiver Stuck

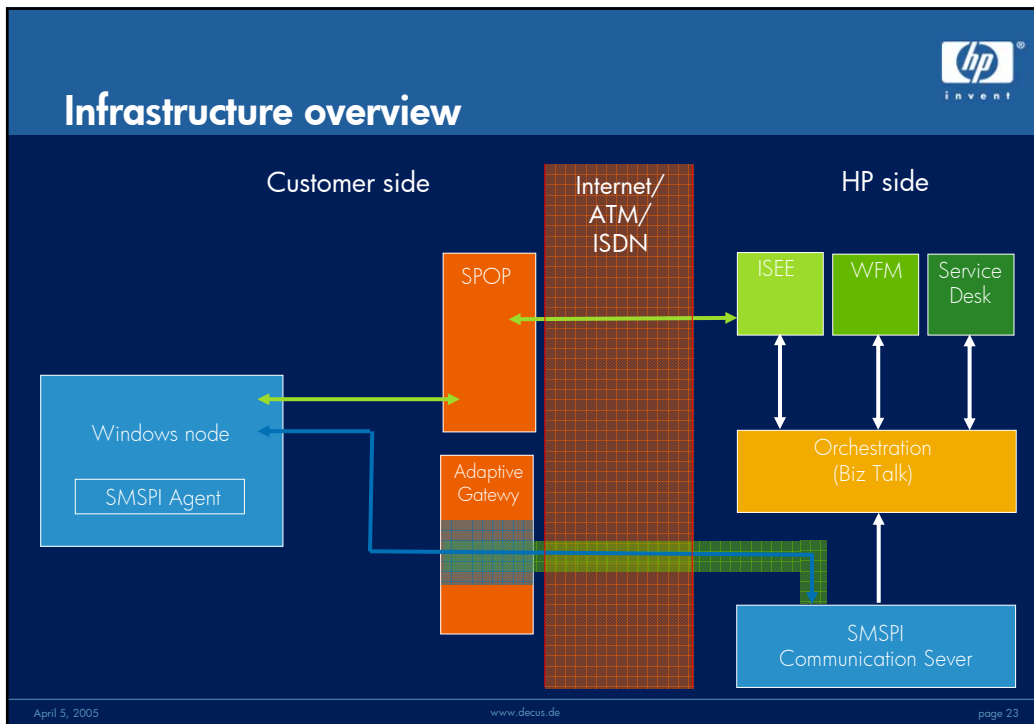
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How we monitor



- Existence of Processes
- SAP log file (binary -> ascii)
- Oracle alert.log
- SQL-scripts e.g. for RFC Queues
- ISEE Device unreachable.

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Customer Environment

SID	SAP-Release	Datenbank	Anzahl Server	Betriebs-System
L22	4.6C	Oracle 9i	9 x ProLiant	MS Win 2003
E22	4.6C	Oracle 9i	3 x ProLiant	MS Win 2003
T72	4.6C	Oracle 8.1.7.4.12	1 x ProLiant	MS Win 2000 AS
T75	4.6C.	Oracle 8.1.7.4.12	1 x ProLiant	MS Win 2000AS
H21	4.7	Oracle 9i	1 x ProLiant	MS Win 2003

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Benefits



- 24x7 Monitoring
- Incident Management if required
- Cost reduction (Factor 3 compared to own solution)
- Process flow integrated into HP Support processes
- SAP responsibility remains with customer, no outsourcing required
- flexible Outtasting model, customer decides what is done by HP

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