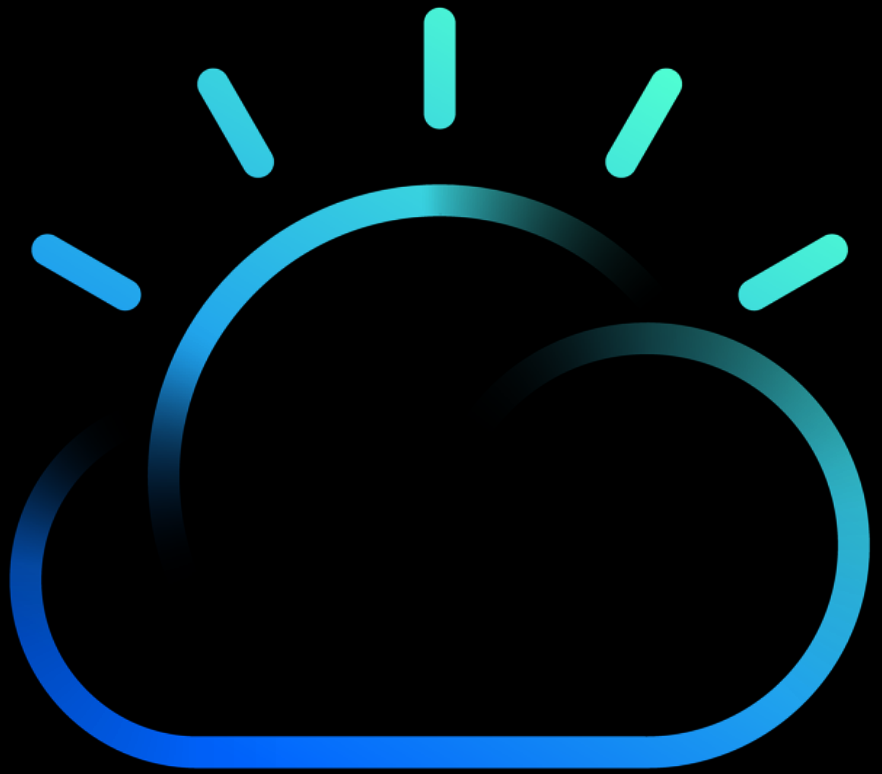
IBM Operations Management

Overview and Directions



Isabell Sippli

Senior Technical Staff Member
IBM Hybrid Operations Management

Twitter: @isabell007
eMail: ischwert@de.ibm.com

IBM

Please note

IBM’s statements regarding its plans, directions, and intent are subject to change or withdrawal without notice and at IBM’s sole discretion.

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Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. The actual throughput or performance that any user will experience will vary depending upon many factors, including considerations such as the amount of multiprogramming in the user’s job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve results similar to those stated here.

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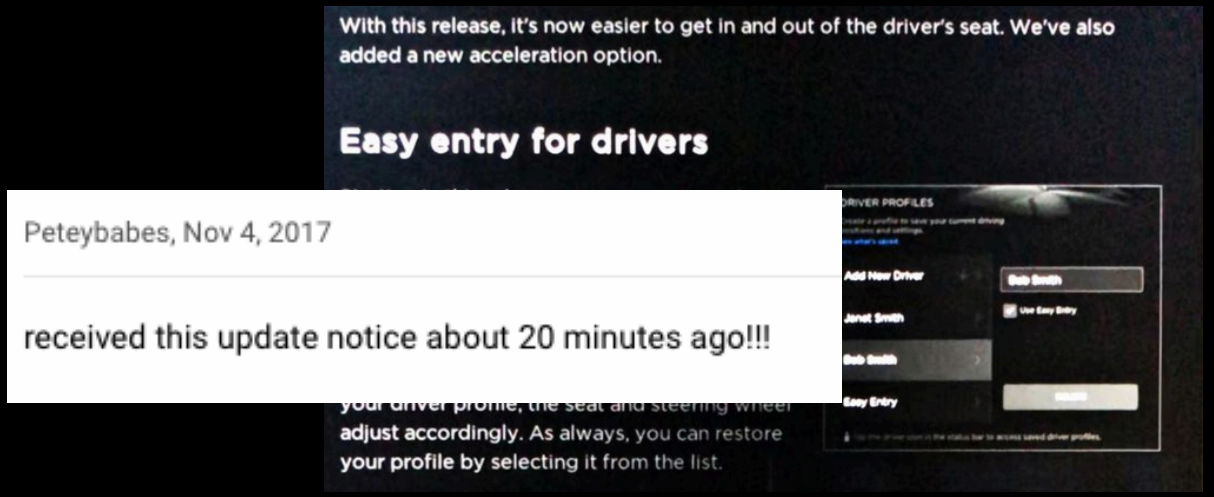
Cloud enables digital transformation

To transform, organizations are employing **App Modernization**, **Hybrid**, and **DevOps**

Supporting agility *at scale* requires managing increasing **data growth**, **complexity**, and **dynamic environments**



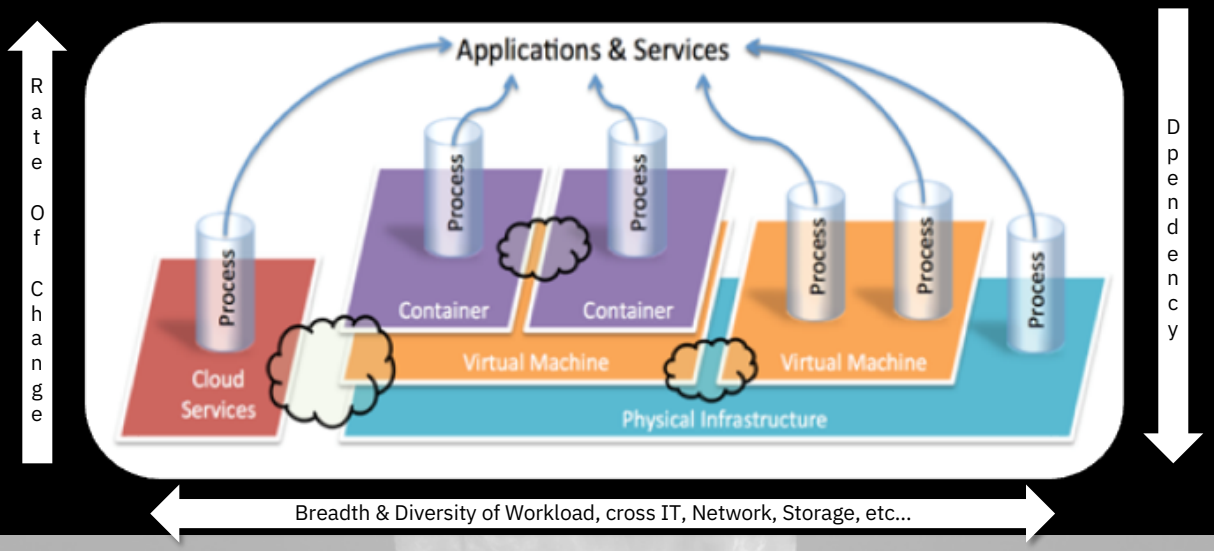
Management reality in today's hybrid multi cloud landscapes

Managing today's applications is difficult because symptoms may not be visible

Mean Time to Repair for application-related problems is often ***3-6 hours***

Issues that go beyond Level 1 support often involve at least ***3-4 people*** taking up an average of ***5-7 total man hours***

Increasingly complex hybrid multi cloud environments



Increasingly Dynamic Applications with flexible architectures

User calls to applications support are the enterprise's "heads up" for an application problem **35% of the time**

58% of survey participants said their enterprise had between **6 and 40 different monitoring tools**

Source: IDC FutureScape: Worldwide Cloud 2016 Predictions - Mastering the Raw Material of Digital Transformation, IDC, Nov. 3, 2015

Gartner Predicts 2016: Cloud Computing to Drive Digital Business 12/8/15 G00292047

IBM Operations Management

AI & Machine Learning

Operations Management

Collaboration & Automation

Dashboards

Events

Metrics

Logs

Event Consolidation

Correlation

Policy

Dynamic Topology

Infrastructure Mgnt

Integration

ChatOps

Notification

Run Books

Applications, Infrastucture (network, storage, servers) and Workloads

Fixe & Mobile

On Premises

Multi Cloud

Hybrid

SDN & NFV

IoT

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Recent evolution of Netcool Operations Insight

Agile release strategy of continuous improvement which means new value delivered more frequently

June 2017 1.4.1

NEW Component with Agile Service Manager

Network Performance Insight enhanced insight into network quality of service

NEW Service Desk Ticket Analytics

Extended Search Analytics context to span all your Operations data

Oct 2017, 1.4.1.1

Agile Service Manager
Right click action, custom icons, Custom link styling ew top visualization and Broader coverage of topology sources (Vmware, Docker, ALM, TADDM, REST

Network Performance Insight
Improved insight into Enterprise Network performance degradation

Out of the box content Cisco and Juniper, including KPIs, performance dashboards

May 2018, 1.4.1.2

Operations Management
Improved Event Analytics Time to Value and User Experience
Improved security and password updates via API calls
WebUI performance improvements

Kafka Probe and Gateway

New layout service for improved rendering and topology visualization. Admin UI to simplify customization of icons & resource types

Observers for Kube, Cisco, DNS, Openstack

Improved time to value for Network Flow Analysis, and enhanced integrations

GDPR

Sept 2018, 1.5

Latest version

Ongoing integration coverage updates across the entire business infrastructure from the Internet of Things to the Cloud

Introducing Netcool Operations Insight 1.5

eGA
Sept 28 2018

Netcool Operations Insight **Cloud Enabled**

***Significantly reduced time to value** and total cost of ownership*

Netcool Operations **Cognitive Analytics**

***2 to 4x** Improvement in Grouping and Cognitive Capabilities for increased incident reduction*

Netcool Operations **Dynamic Topology**

Improved user experience and context for faster probable cause identification

Netcool Operations **Infra Management**

***5x** improvement in scale to meet the needs of Large Enterprise*

Netcool Operations **Hybrid Management**

Continued expansion of out of the box integrations

Netcool Operations **Hybrid Management**

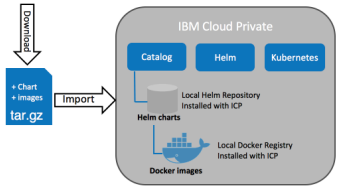
***New** Manage to Cloud licensing*

Netcool Operations Insight on IBM Cloud Private

What is it?	A containerized version of Netcool Operations Insight covering Operations Management and Agile Service Management
Who is it for?	~~Small to Medium clients~~ with less complex IT/Network environments who need an integrated solution with high degree of out of the box capabilities deployed with simple deployment architecture
Why not large?	Large clients operate in more complex environments with multi tiered distributed deployment architecture as the norm. This is currently not supported **but don't worry its coming**
I'm large, do I need to wait?	For multi tiered production environments yes, but if your are not familiar with ICP, docker and kubernetes then why wait, set up a dev/test environment and up your skills, test rules, config, automations and policy changes to modernize your dev processes.
How do buy it?	Like you purchase Netcool Operations Insight today, same PID, same parts same price
How do I get it?	Its part of the Netcool Operations Insight PID so download via Passport the same way as you do today

Deployment & Upgrade flows - Netcool Operations Insight 1.5 on IBM Cloud Private

Download from PPA and import to ICP



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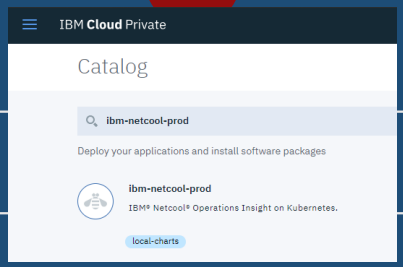
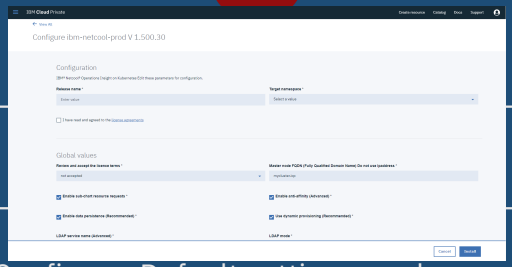


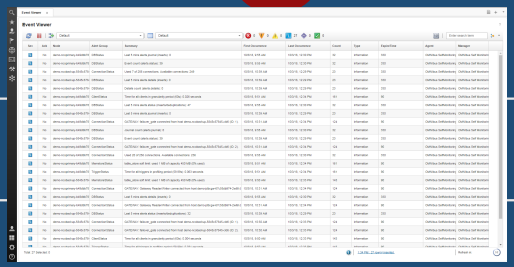
Select Netcool Operations Insight ICP catalog

2



Configure: Default settings produce a fully integrated, ready to use NOI system

3

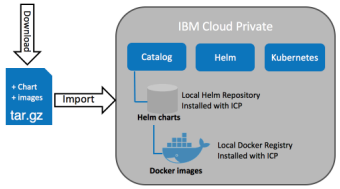


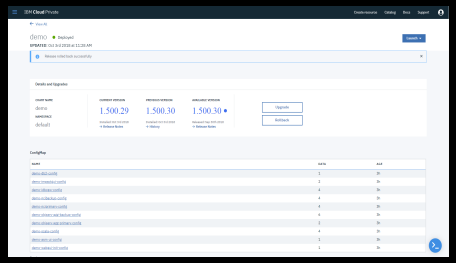
Log in and use the solution!

10-15 minutes!
Overall Duration *
2-5 minutes

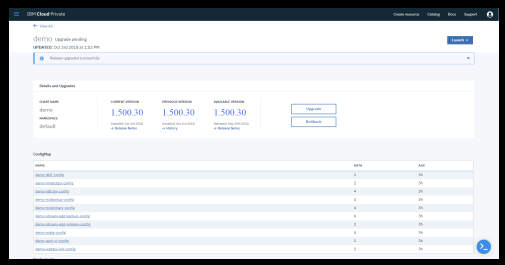
Deployment

Download from PPA and import to ICP

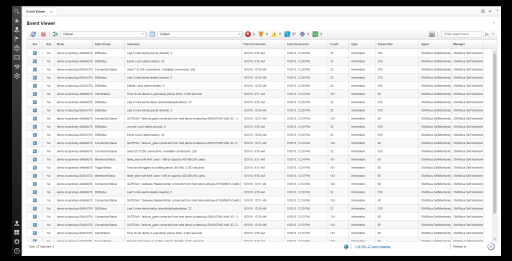




Select your Netcool Operations Insight release



Click “Upgrade” (or “Rollback”) and select desired version



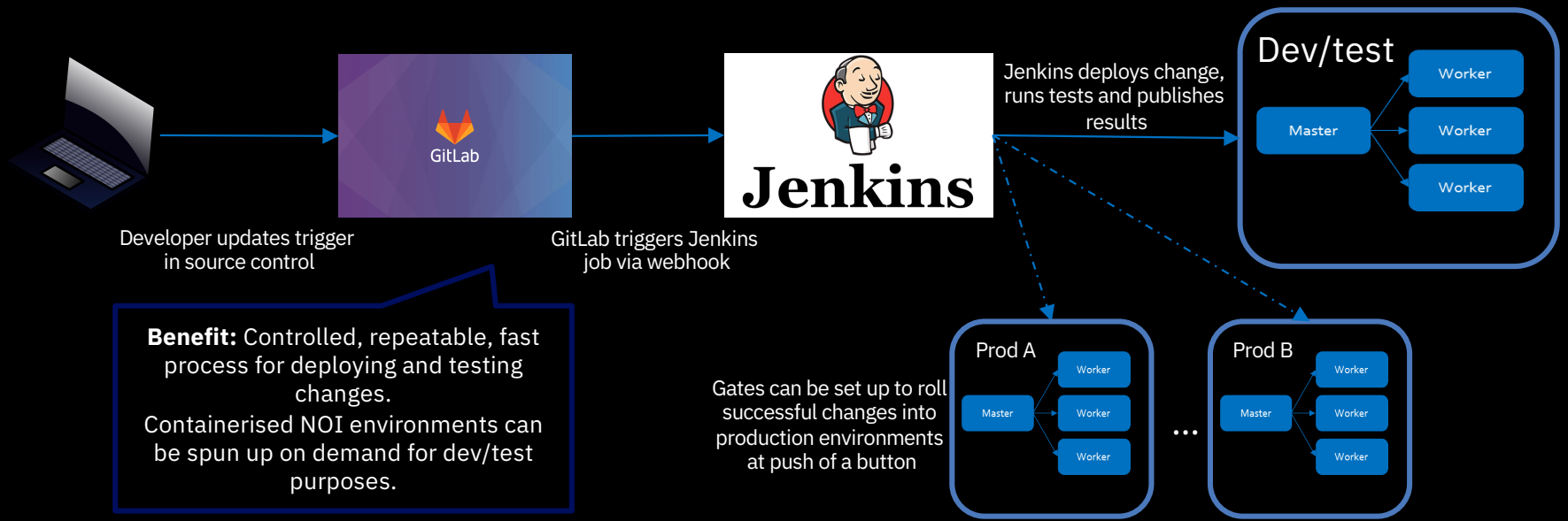
Log in and use desired version of solution!

Upgrade

* depending on underlying cluster spec and speed

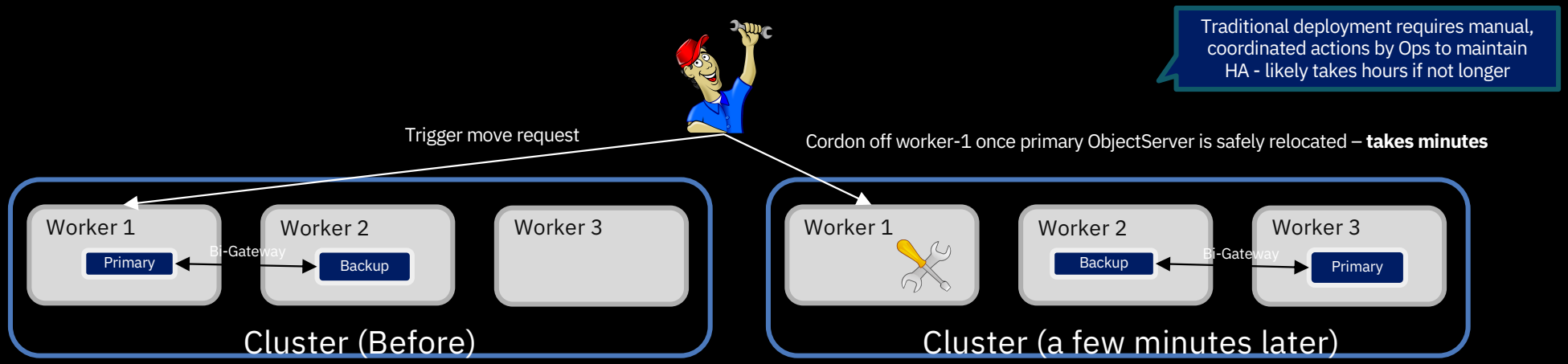
Next: Manage customizations (DevOps)

- Improve integration with DevOps pipeline tooling
  - Building utility container(s) around existing CLI/APIs to simplify pipeline injection
  - Simplify management of stack and enable customers to focus on business logic/value
- Demo: Developer wants to modify a trigger, deploy it and test the changes



Next: Improved operational management

- **Scenario:** A server that primary ObjectServer is running on needs unplanned maintenance. Operations indicate that a lengthy maintenance window may be required.
  - Traditional deployment means relying on backup ObjectServer until maintenance complete
    - single point of failure for duration of primary being out of commission
  - Containerized solution enables quickly moving primary ObjectServer to new worker node
    - minimizes primary downtime, reducing operational risk during maintenance

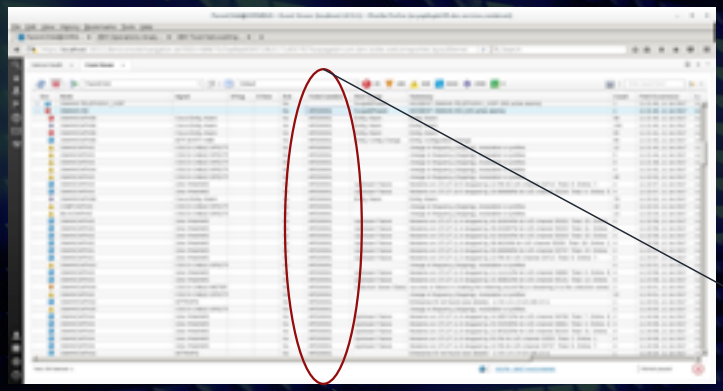


Benefit: Minimize operational toil and time without HA during maintenance

Demo: NOI on ICP – Evacuate Server

Large North American Communications Services Provider

Providing over 6 million clients with digital TV, Voice and internet services



If the avg cost to address 1 ticket ranges from $1 - $5 then this client is saving $1.6M - $8.2M/year

Challenge

Improve Operations efficiency to more effectively respond to the large number of alarms generated from their IT and Network environment

Need

- A flexible, scalable analytics driven IT operations management solution that would greatly reduce the number of actionable events and incidents

The solution

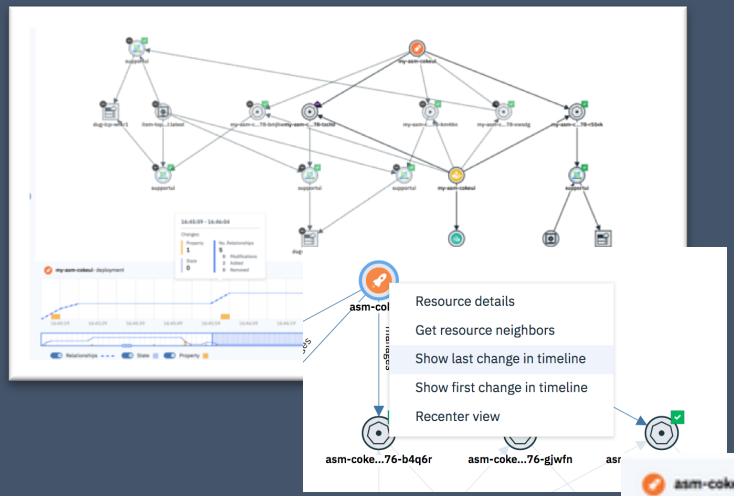
Upgraded Netcool Omnibus to Netcool Operations Insight adding machine learning and Cognitive capabilities

The benefit

- Significant reduction in Event noise
- Actual daily **ticket reduction** from 6,000 down to 1,500 (**75%)**
- Reduced MTTR due increased context in incident generated

Netcool Operations Insight – Dynamic Topology Management with Agile Service Manager

Netcool Operations **Dynamic Topology**

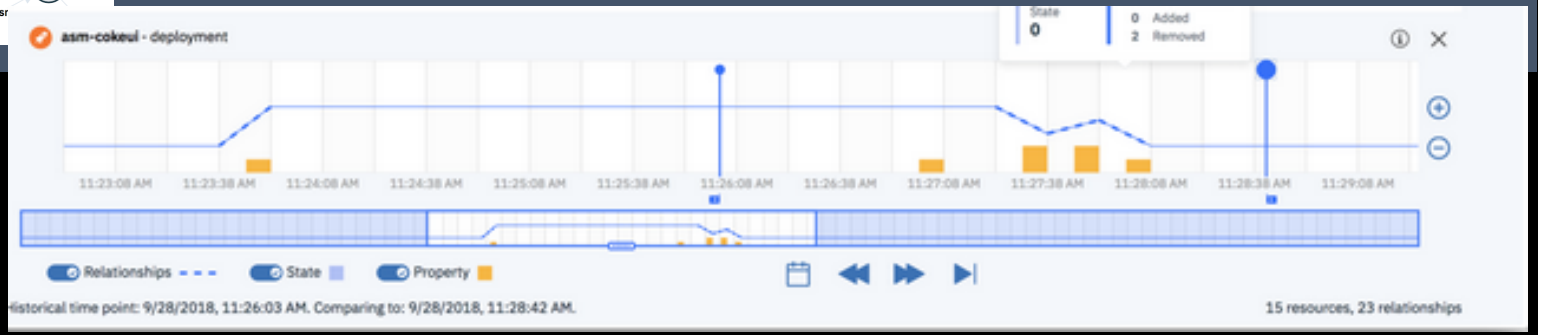


New and improved user experience

New analytics driven timeline for easier and faster historical analysis - when did something happen?' and 'what happened?'

Improved scale to fit the largest enterprises and communication service providers

Runs on and can manage to IBM Cloud Private



Click here to more information on whats new!

Multi/Hybrid Cloud | **Digital Business Components** | **Traditional Infrastructure** | **Cloud based networks** | **Software Defined Networks** | **Traditional Infrastructure** | **Other Data**

Demo: Agile Service Manager

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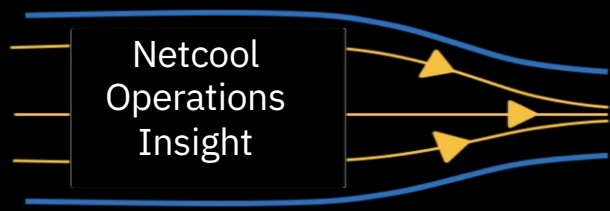
Operations - Investment areas

- Broader operations oversight to support Operations transformation
  - Multi cloud and Hybrid Management
- Modernization and Simplification
  - UI and UX Evolution and Transformation
- Analytics and Automation
  - Faster incident discovery, remediation and avoidance

Leveraging cloud technologies for rapid and agile delivery

Ready to work with us?

SPONSOR USER PROGRAM - OVERVIEW

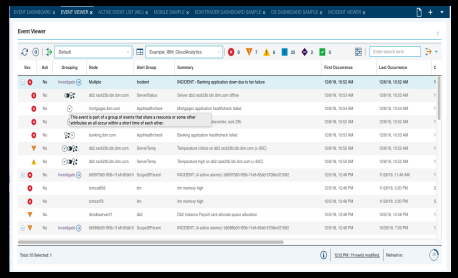


Our ask:
60 minutes, every 2 weeks

What do you get:

- **Presenters:** Representatives from NOI's Development, User Design, Architecture & Offering Management teams.

- See future facing code long before it's accessible to any other user
  key influencer on its design.
  review updates we'd made based on previous feedback
  provide input from the client in relation to your key requirements
  get insights into future roadmaps



Sounds exciting & want to sign up to our Event Analytics Sponsor User Program?

Email Kim O'Connor (kimoconnor@ie.ibm.com) for an introductory session

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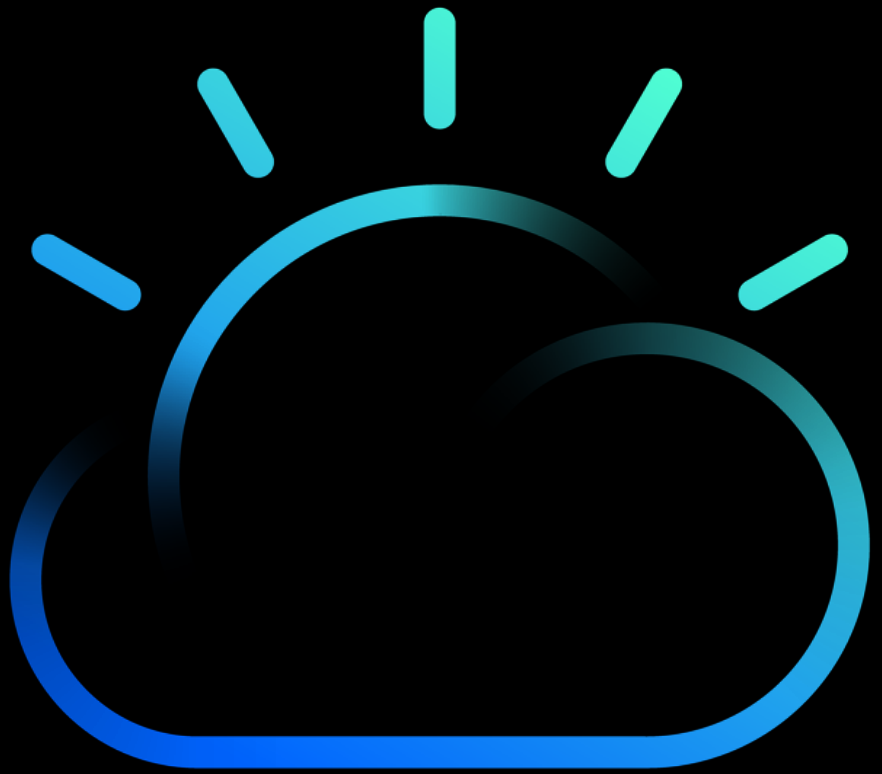
Thank you!



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