IBM Operations Management

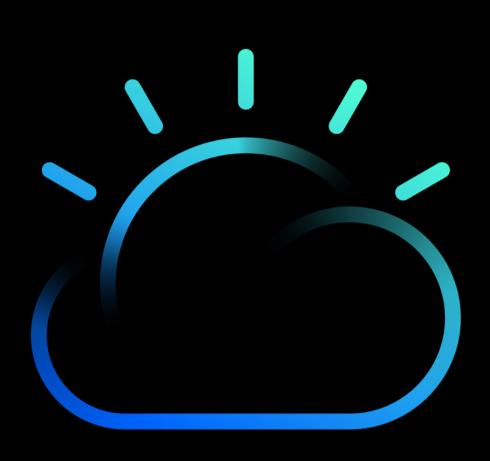
Overview and Directions

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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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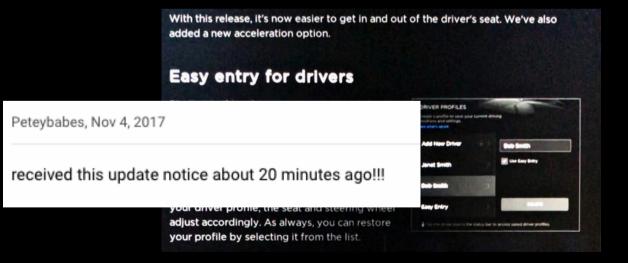
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Cloud enables digital transformation

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

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





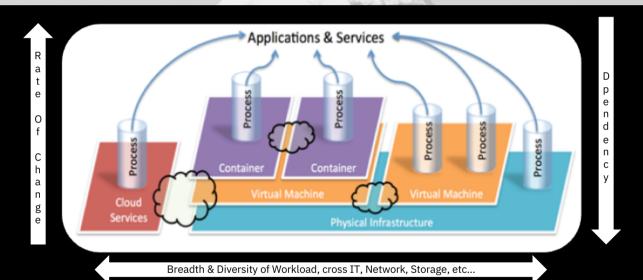
Management reality in today's hybrid multi cloud landscapes

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

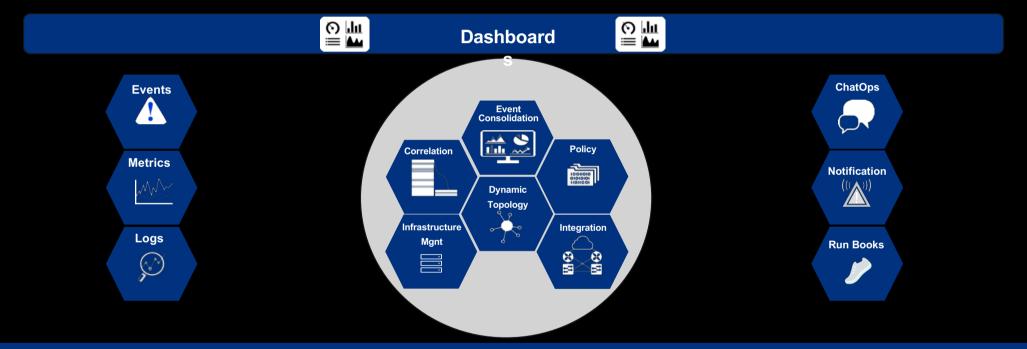
58% of survey participants said their enterprise had between 6 and 40 different monitoring tools

IBM Operations Management

Al & Machine Learning

Operations Management

Collaboration & Automation





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















Cloud Hybrid SDN & NFV

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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	Oct 2017, 1.4.1.1	May 2018, 1.4.1.2	Sept 2018, 1.5
NEW Component with Agile Service Manager	Agile Service Manager Right click action, custom icons, Custom link styling ew top	Operations Management Improved Event Analytics Time to Value and User Experience Improved security and password updates via API	
Network Performance Insight enhanced insight into network quality of service	visualization and Broader coverage of topology sources (Vmware, Docker, ALM, TADDM, REST	alization and Broader coverage calls pology sources (Vmware, WebUI performance improvements	
iquanty of convice	Network Performance Insight	Kafka Probe and Gateway	Latest
NEW Service Desk Ticket Analytics	Improved insight into Enterprise Network performance degradation	New layout service for improved rendering	
Extended Search Analytics context to span all your	Out of the box content Cisco and Juniper, including KPIs,	types	
Operations data			
		Improved time to value for Network Flow Analysis, and enhanced integrations	
		GDPR	

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

X 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

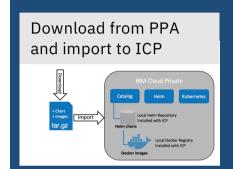
New Manage to Cloud licensing

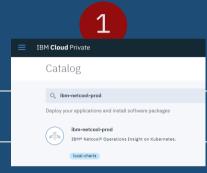
Netcool Operations Insight on IBM Cloud Private



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





Select Netcool Operations
Insight ICP catalog



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

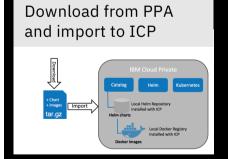


Log in and use the solution!

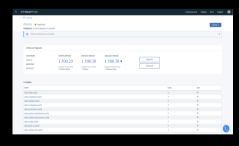
10-15 minutes! Overall Duration *

2-5 minutes

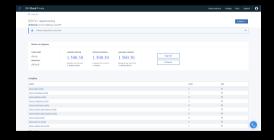
Deployment



Upgrade



Select your Netcool Operations Insight release



Click "Upgrade" (or "Rollback") and select desired version

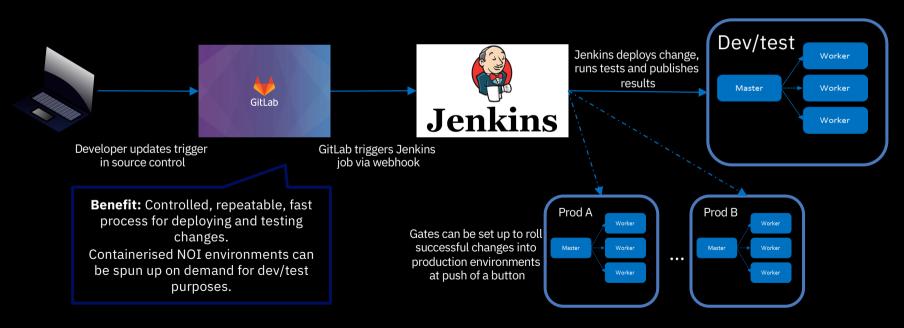
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Log in and use desired version of solution!

* depending on underlying cluster spec and speed

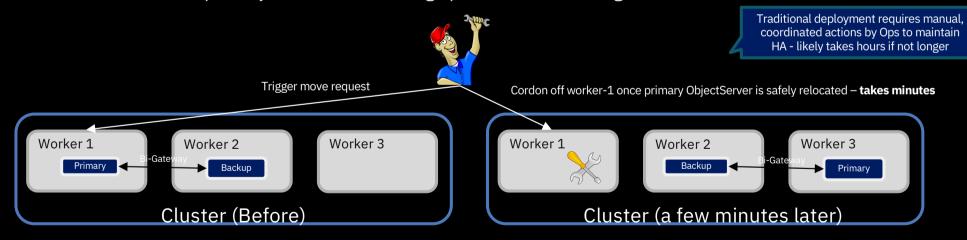
Next: Manage customizations (DevOps)

- 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

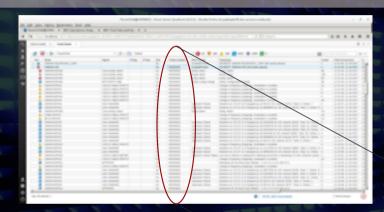


Benefit: Minimize operational toil and time without HA during maintenance

Demo: NOIon 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

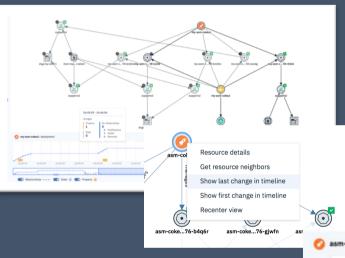
The benefit

- 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





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!

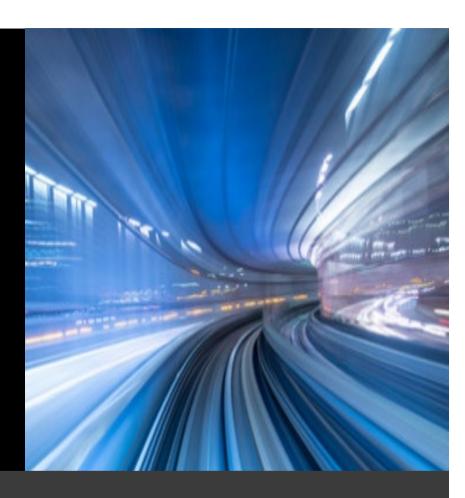
Demo: Agile Service Manager

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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

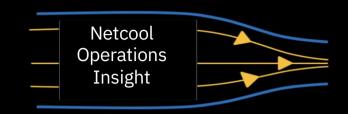


Leveraging cloud technologies for rapid and agile delivery

IBM Cloud / © 2018 IBM Corporation

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 (<u>kimoconnor@ie.ibm.com</u>) for an introductory session

Thank you!

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