

Introduction to Systemwalker Service Quality Coordinator V13.3

FUJITSU LIMITED

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I. Market Requirements

Legal Requirements on IT Systems

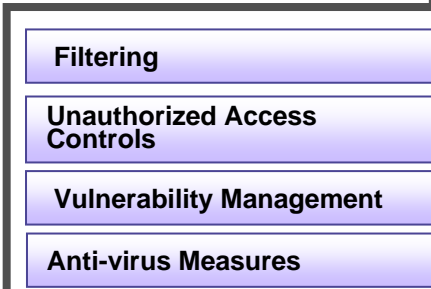
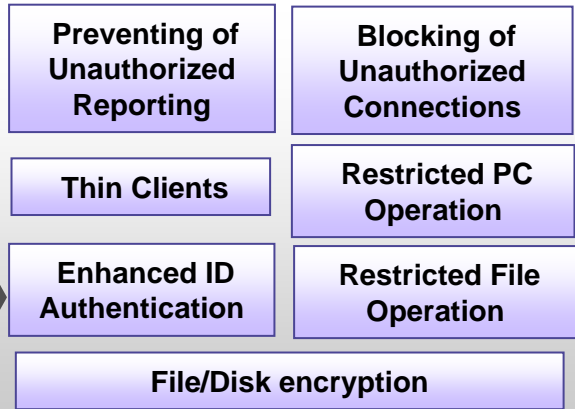
Legal Systems

- Privacy Protection Laws*
- Unfair Competition Laws*
- SOX Act ... etc.*

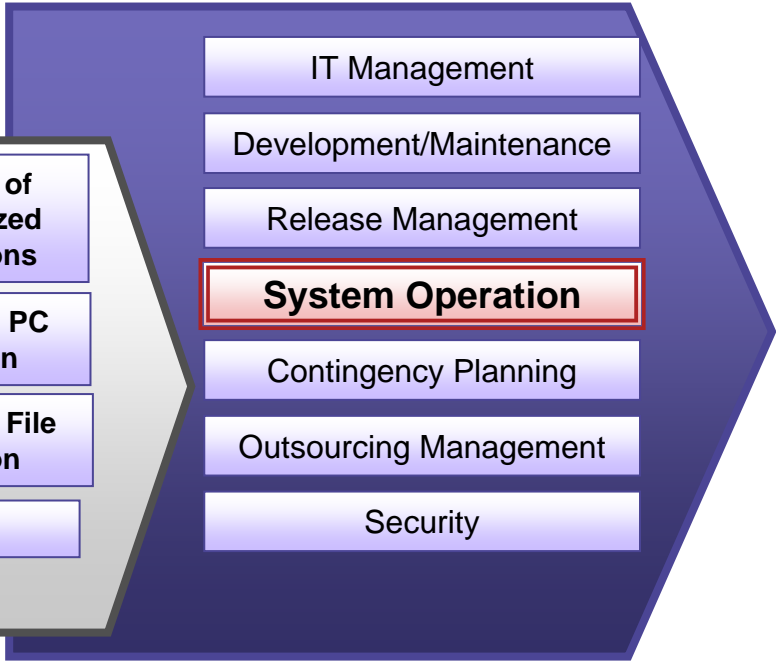
IT Requirements

Information Leakage countermeasures

Unauthorized Access countermeasures



IT Governance



System Development/Change/Maintenance

Fully approved and tested

- Procurement of new systems and software products
- Changes to systems and software products

System Operation/Management

Proper and appropriate system operations management:

- Data backup
- Monitoring of system status and performance
- Failure recovery

Ensured System Security

Protect systems from:

- Unauthorized use
- System tampering
- System destruction

Challenges of Performance Monitoring

1) Difficult to detect predictive performance problems because:

- Requires know-how and skills to edit collected performance data
- Difficult to analyze correlation of multiple servers and IT resources

2) Takes time to isolate and investigate problems because:

- Know-how is required to select which performance information should be collected
- Difficult to have real-time detection of performance problems
- In the event of a problem, immediate investigation cannot be conducted as there is no data available to investigate

3) Difficult to enhance and invest in IT resources to meet future business demands because:

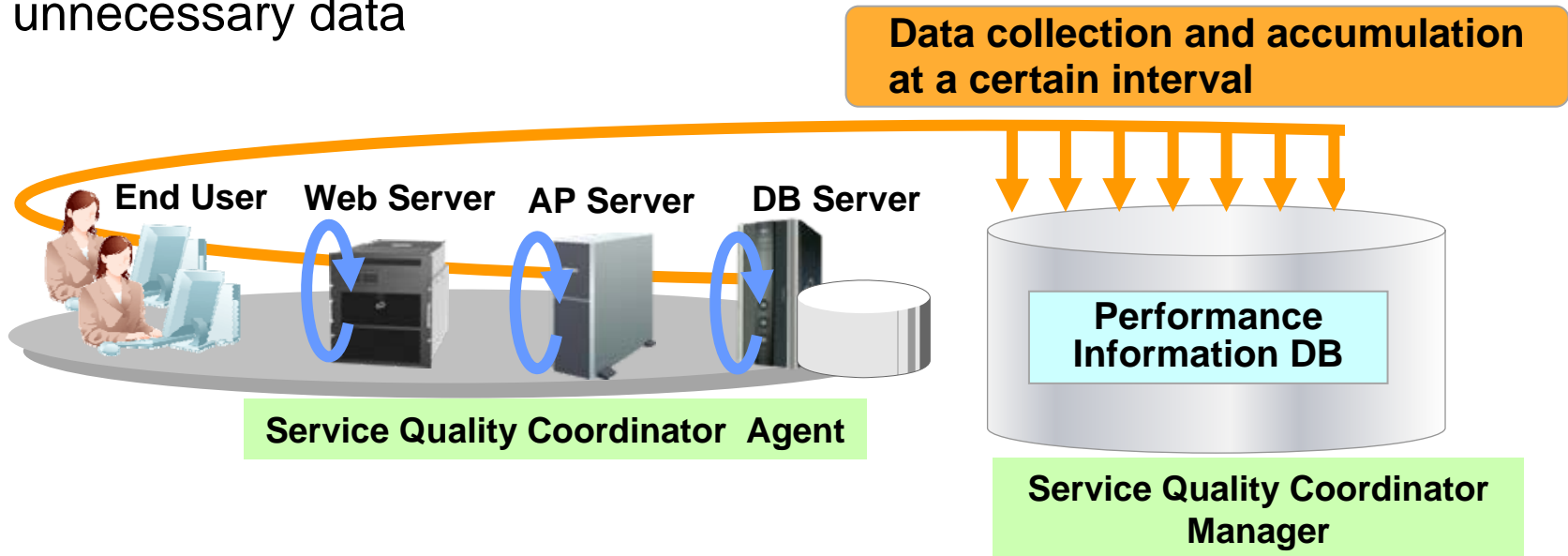
- Know-how is required to select information required for capacity planning.
- Complicated analysis (correlation/prediction of future system performance etc.)

II. Product Overview

- Automatically collects performance data
- Visualizes/reports on current status of IT resources
- Predicts and prevents system problems
- Quickly aids troubleshooting by drill-down operation
- Optimizes IT resource allocation by performance data analysis

Automatically collects performance data

- Automatically selects and collects information required for troubleshooting
- Automatically collects performance data at multiple intervals (daily/hourly/10 minutes/1 minute) for BOTH short and long term (one year) analysis
- Minimizes impact on business by lowering system load for performance data collection
- Minimizes performance data maintenance by automatically deleting unnecessary data



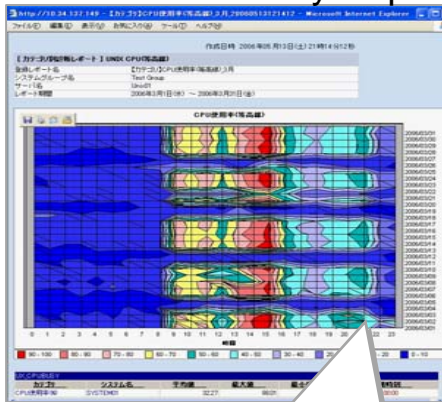
Visualizes/reports on current status of IT resources

Visualizes/reports business services quality trends, such as system availability and response times

- Easily generates daily/monthly performance reports with over 1,200 report types as standard
- Supports stable system operations by visualizing performance deterioration trends, providing:
 - Comparison between current and past IT resource status
 - Monthly performance reports

Report Examples

CPU Status Monthly Report



Shows CPUs are heavily loaded

CPU Performance Report



Easy to compare with previous reports.

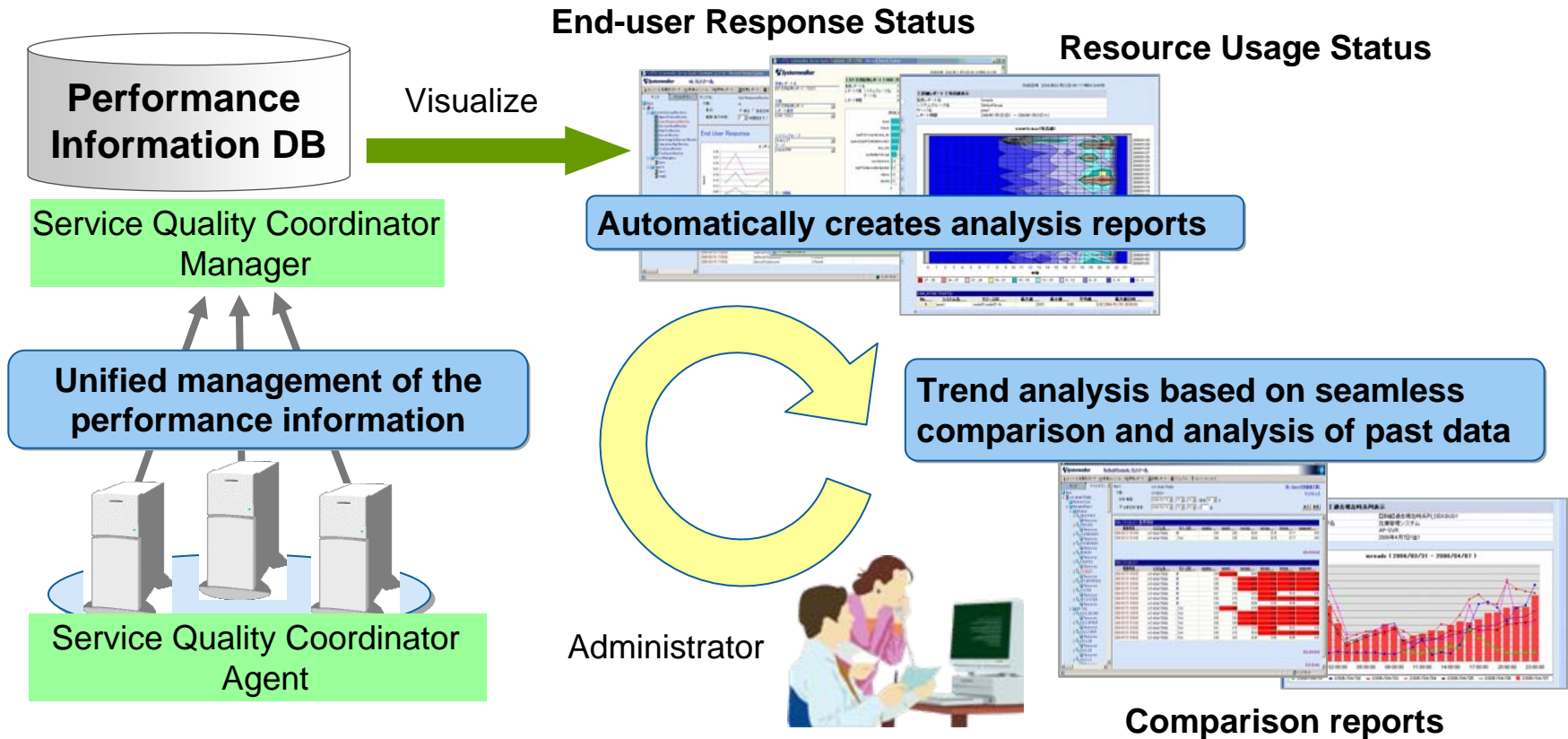
Process Status Report (CPU usage/Memory usage)



Shows which process use CPU resources most

Predicts and prevents system problems

Visualizes collected performance information by report & compares, analyzes and detects information which may predict problems



Quickly aids troubleshooting by drill-down operation

On detection of a service level breach, auto-alarm notification occurs. Drill-down operation simplifies problem root-cause location and enables the most appropriate recovery method

Notification

Threshold monitoring of IT resources in real-time

Threshold violation occurs.

1) Notify threshold violation occurrence

Recovery

Necessary troubleshooting information for previous week is stored

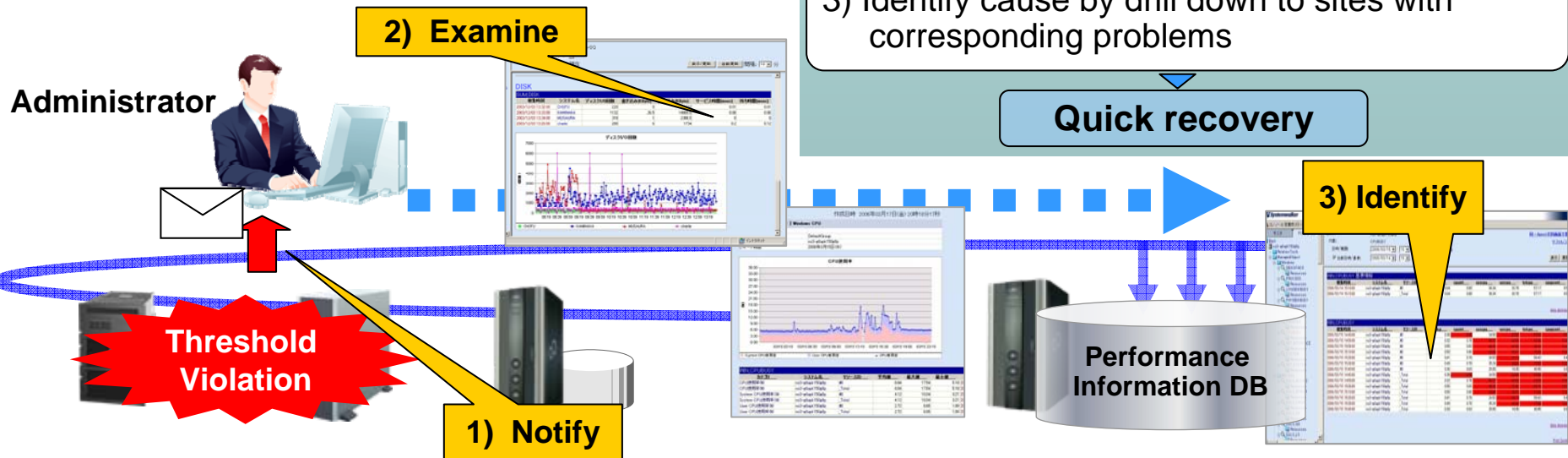
Examination can start immediately

2) Analyze and filter reports for problem cause

3) Identify cause by drill down to sites with corresponding problems

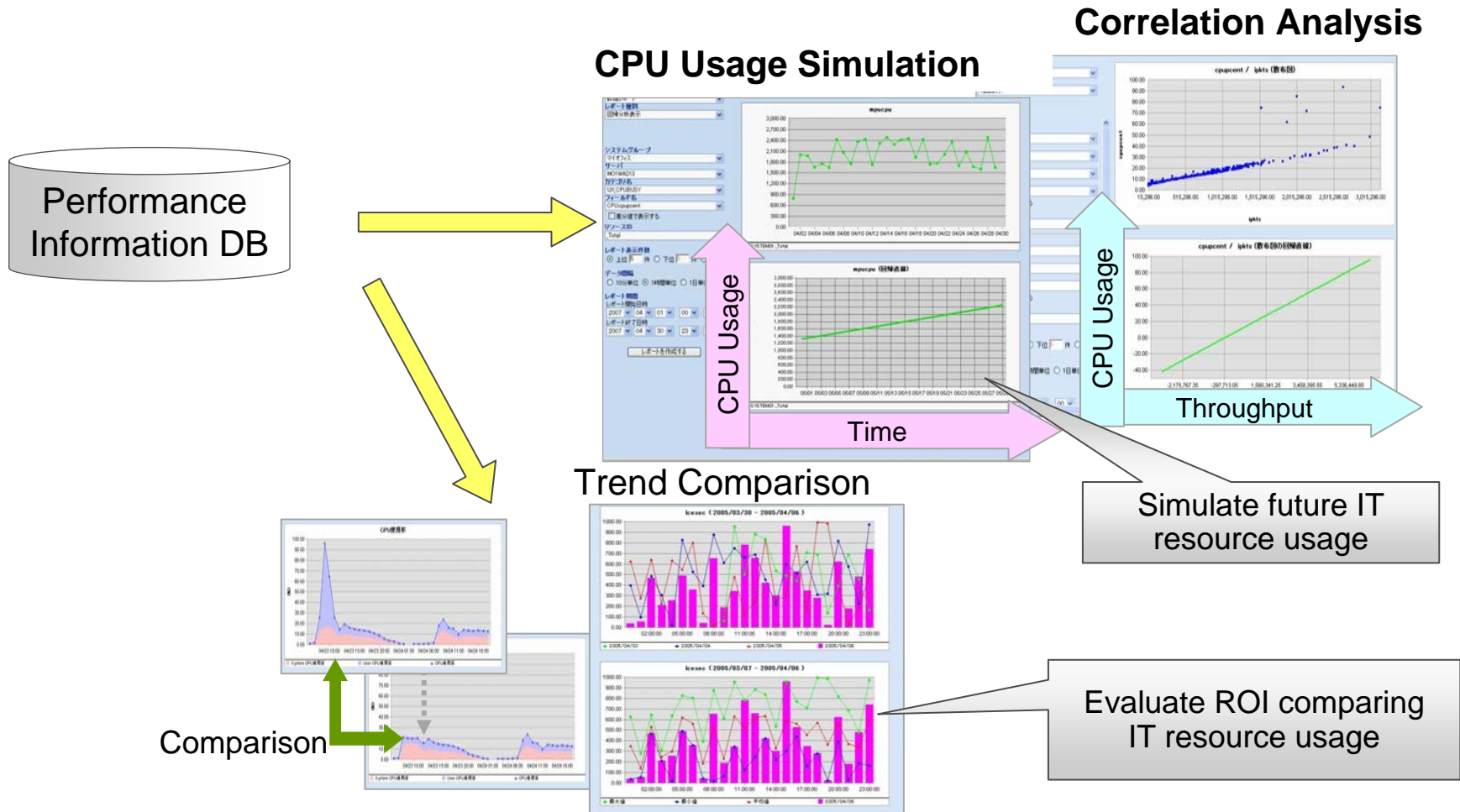
Quick recovery

Administrator



Optimizes IT resource allocation by performance data analysis

IT resource allocation can be optimized by analyzing the correlation between quality of service and resources, and simulating future operational status

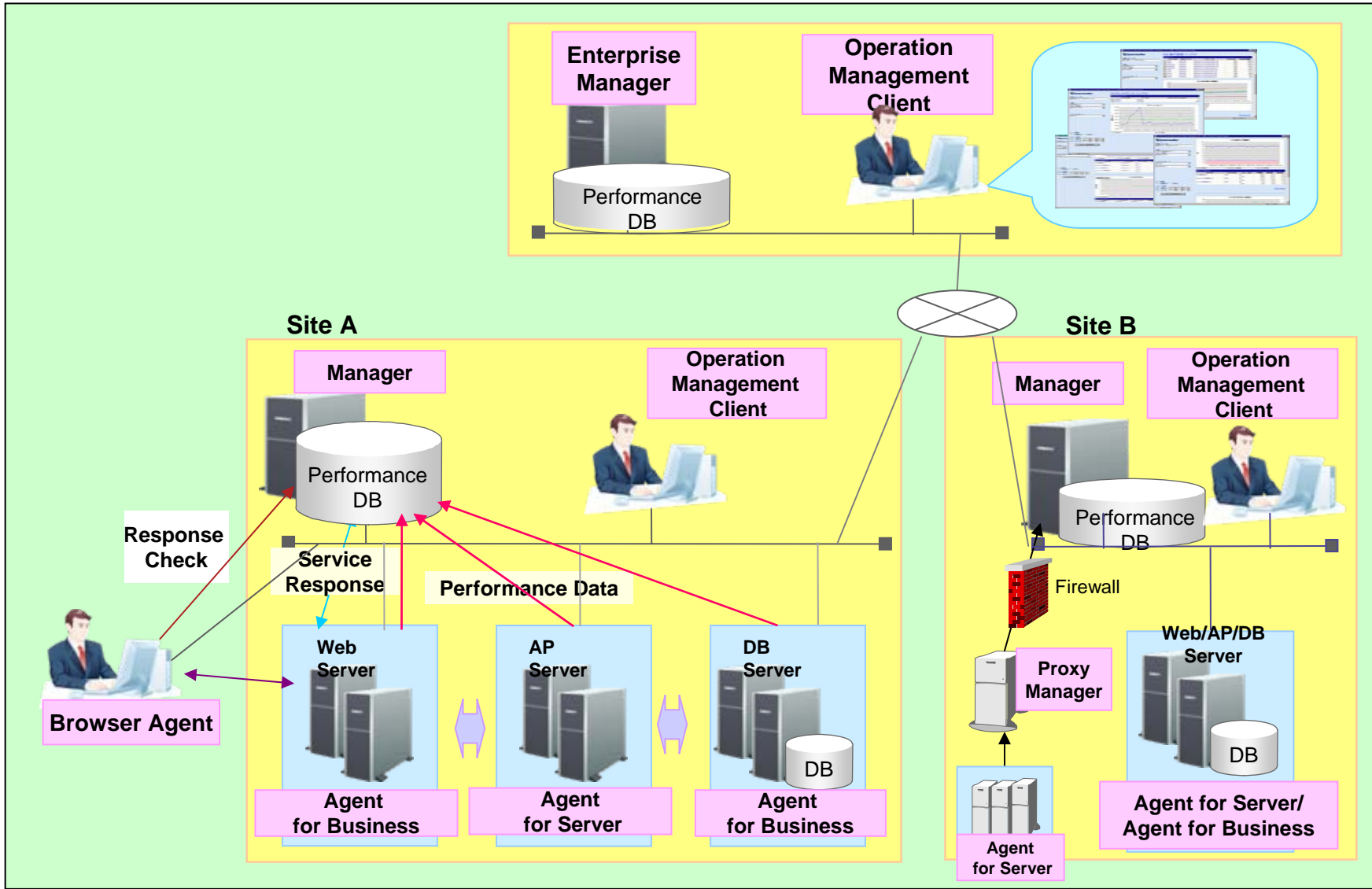


III. System configuration

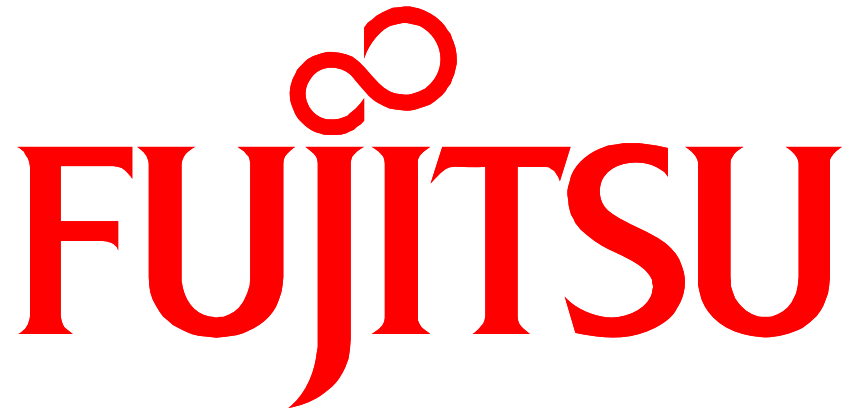
Installation Components

Installation type	Function
Enterprise Manager	Centrally manages the Managers located in each section. It can manage large-scale systems by constructing Managers in two tiers and performing load distribution.
Manager	Manages the information collected by Agents and Proxy Managers. Manager can also act as servers to receive information collected by Browser Agents and to monitor the operational status of services (HTTP/S, DNS, SMTP, or any port).
Proxy Manager	Provides relay functions between Managers and Agents. Proxy Managers also substitute the role of managers that receive information collected by Browser Agents and monitor the operational status of services (HTTP/S, DNS, SMTP, or any port).
Operation Management Client	Connects to a Manager or Enterprise Manager to provide console functions for management and control. As well as providing operations from a machine where an operation management client is installed, operation management can also occur via a Web browser connected to an operation management client from another machine.
Agent for Server	Manages resource information within servers.
Agent for Business	Manages resources for the following business systems, in addition to the Agent for Server functions: <ul style="list-style-type: none"> - Web servers - Application servers - Database servers
Browser Agent	Collects information about end users accessing Web servers to measure actual response to each end user.

System Configuration



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