

SightLine – Key to Performance Management



Qualität, Service und Performance

SightLine Systems Corporation is an information technology company. Its real-time software and services allow IT System Managers to detect, diagnose, and prevent performance problems in even the most complex and diverse environments. SightLine makes it easy to monitor the response time of critical applications from an end-user perspective, to gauge overall corporate system performance and improve end user satisfaction.

SightLine effectively monitors the performance and availability of multi-platform systems allowing you to pinpoint problems and their exact causes – so you can eliminate them and keep your business working smarter. SightLine provides a powerful and accurate tool to enable capacity planning and budgeting, including “what if?” analysis to:

- Determine the most cost efficient way to increase your transaction capacity to a given level.
- Realize the biggest performance, capacity or productivity gains from a fixed budget.
- Identify processing trends and adjust your systems before they affect user productivity and satisfaction.

SightLine provides automated reporting and presents information in formats valuable both to management for efficient business decisions, and more detailed views for technical and engineering staff. With SightLine, IT fulfils its potential for the entire company. SightLine can make use of any real time data, end-to-end, independent of the platform, network or application from which it originated, including data from external partners both inside and outside your firewall.

SightLine turns any time-stamped data into valuable information, giving you a consolidated view of enterprise-wide infrastructures showing trends and service levels. These are SightLine’s unique advantages:

- Most efficient agents in the market: SightLine’s Power and Interface Agents for Operating Systems and Applications retrieve ALL performance metrics down to process level at a 30 seconds interval using less than 2% CPU.
- SightLine’s unique time series correlation reveals cause and effect relationships between performance and service metrics within and across systems, helping you to identify unknown reason for service degradation.
- SightLine’s Expert Advisor/Vision provides many analysis capabilities, generating that information from the data that you need for your decisions.

Description of Functions and Architecture

Architecture

SightLine is a component-based application designed specifically to manage and optimize real-time performance and service levels of heterogeneous, multi-tier business systems. The software collects and aggregates any real-time information from business systems, independent of platforms, networks, or applications, including external sources.

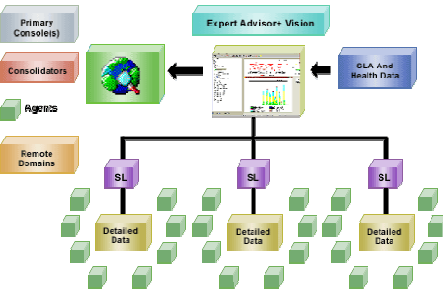
SightLine consists of Agents that deliver performance and service metrics to Expert Advisor/Vision for real-time Alerting, presentation and analysis.

SightLine uses a distributed agent architecture. The implementation is flexible enough to take advantage of any given operational environment, based on size, distribution, or analysis requirements and goals of the user. SightLine also easily integrates information from 3rd party monitoring tools and can communicate with popular management frameworks protecting current IT investments.



Expert Advisor/Vision

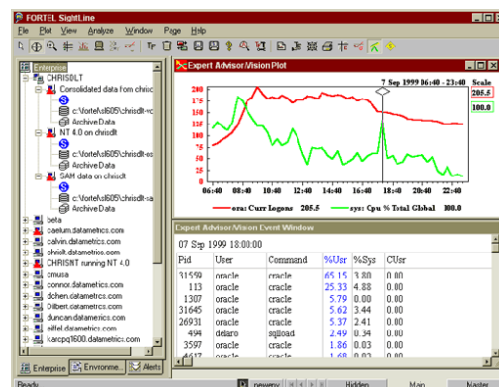
Expert Advisor/Vision is the application that runs on the Primary Console and the Consolidator. It analyses and correlates large amounts of heterogeneous information, both in real-time and historically. EA/V's progressive analysis and correlation capabilities highlight critical, undiscovered relationships among IT components, and identify previously unknown indicators that are impacting your service delivery.



Progressive correlation capabilities provide root cause and impact analysis, recommend and/or take corrective actions and alert to critical service level fluctuations. Progressive discovery can be applied to any set of indicators for more in-depth analysis and trending. Advisor's analysis can be applied to real-time as well as historical information for strategic planning and forecasting.

Expert Advisor's analysis and complex expression capability can be applied to real-time as well as historical information for strategic planning and forecasting. Expert Advisor/Vision runs on a Microsoft Windows NT or Windows 2000 operating system.

SightLine Vision provides diverse views of performance and business service levels, based on the specific needs of the user. Summary views, showing simple service level status, are available for business management. More in-depth views are provided for IT executives, who may desire to monitor individual tier or component status. In-depth views for individual components and services are offered for technical level management. All views are easily customisable and are provided via web-based interfaces and management consoles.



Automated Analysis

Automation is imperative to the delivery of quality, timely IT management services. SightLine's easy to use automated analytic features and built-in correlation engine transform data into intelligence - resulting in reduced downtime and time to repair. SightLine's best-of-breed analytic capabilities minimise staff costs and reduce expertise needed by systems managers. SightLine's analytic tools include:

AutoAlert™ - allows users to define threshold alerts within SightLine, based on dependencies within the critical path. Through AutoAlert, users can easily configure SightLine to provide Early Warning of service level issues based on a combination of events across any number of components. Unlike traditional event filters, Advisor correlates conditions across components, generating alerts based on component dependencies and real time monitored behaviour of the critical information flow. AutoAlert can also take pre-configured actions when triggered by a threshold violation. These threshold violations can be defined to automatically adapt to the normal fluctuations of the enterprise. In this way, false alerts can be minimized and Alert firestorms can be avoided.

AutoThreshold™ – function that examines collected data and recommends the best metric thresholds.

AutoInvestigate™ – provides a snapshot view of the metrics currently demonstrating abnormal behaviours. This enables the quick identification of the top most likely problematic components across the infrastructure; for example, the top busiest network segments. It calculates the mean for every variable, and then compares the mean to the value in every sample. AutoInvestigate produces a report that lists variables in the order of magnitude of the deviation from the mean. In other words, variables with the largest deviation from the mean will appear at the top of the list.

AutoAnalyze™ – uses expressions, or rules, that look for certain condition sets within the critical path that suggest potential service level impacts. For example, a CPU being idle on an application server, while packet arrivals at the web server climb, could indicate a system bottleneck that can impact overall business service delivery. When any defined condition set becomes true, SightLine notes and reports the event. A number of expressions are included in SightLine. These are user-configurable and new ones can be easily created to mirror the critical path and priorities of the business services.

AutoCorrelate™ – compares the behaviour of a user specified target metric to all other metrics across the critical path. AutoCorrelate finds correlated behaviour, regardless of the component types, differences in units or scale of the various metrics. Its key benefit rests in its ability to find the underlying true cause of the behaviour evidenced by some symptom variable, even across heterogeneous infrastructure components. For example, disk activity on an application server could be correlated to traffic patterns in a network router.

AutoWeb™ – creates and serves HTML pages from the pages and plots displayed in SightLine. Custom HTML environments can be substituted for the default environment. This enables users to match the look and feel of existing company Intranet styles, as well as supplement plots with explanations and related links. If requested, AutoWeb will serve up any file stored in SightLine's AutoWeb directory.

AutoReport™ – schedules report generation. Reports contain real-time information and plots, automatically updated by SightLine via OLE links.



Eventscope™ – powerfully displays values of a specified class of events at a selected time in both graph and tabular formats.

TopList – pop-up tabular display that provides in-depth access to critical array class metrics and system information.

DataDictionary – multi-platform on-line knowledge base that supplies metric definitions and reference material at the click of a mouse.

Professional Reporting Made Easy

SightLine delivers the most advanced performance analysis and reporting functionality for systems and applications. Its AutoReport™ tool uses Microsoft Windows Object Linking and Embedding (OLE technology to share information between applications without cutting and pasting from one to another. **AutoReport™** “set and forget it” functionality enables reports to be designed that include SightLine plots, and then have them automatically updated and printed at a predetermined time. SightLine allows data to be displayed in a multitude of ways. Performance variables and user defined data can be dynamically mixed and matched in whatever combination is required to meet unique monitoring requirements.

Web Based Performance Management

As Internet usage proliferates, demand for Internet access functionality will become of paramount importance to management reporting. AutoWeb™ for SightLine, lets users view live system data from any platform that has a web browser, from anywhere in the world. AutoWeb turns SightLine into a Web server, allowing a loaded SightLine environment to be served up for quick load-and-go viewing by any Web browser. When system users experience difficulties, they can access the AutoWeb server to see where they exist, before they call system personnel with a problem. AutoWeb enables customised reports to be configured that can be accessed for daily, weekly or monthly reporting. Also, you can customise your Web pages for Intranet reporting. This is an excellent way to automatically distribute updated management and performance reports worldwide.

Consolidator

SightLine is designed for scalability across large domains of shared enterprise resources. Intermediate Consolidators accumulate and summarize data from diverse domains, then transmit a single data stream to Expert Advisor. This minimizes bandwidth requirements while enabling management of large-scale environments. Expert Advisor can access detailed data for each component when required, to initiate in-depth analysis.

Agents

SightLine agents efficiently collect data from platforms, networks, databases and applications, providing real-time infrastructure service metrics with minimal system overhead. Three types of agents are provided *Power Agents, Summary Agents and Interface Agents*. The *SightLine SDK* enables organizations to create Interface Agents for proprietary applications or management tools. Power Agents collect in-depth detailed resource, service and workload metrics, Summary Agents provide key “health” metrics and Interface Agents gather information from enterprise-specific or third-party sources, such as Oracle. All three types of agents can be used in combination on a single infrastructure component, or across an entire business application infrastructure, based upon the level of monitoring and management desired.

The Power, Summary and Interface Agents work together in a simple, but efficient architecture. The individual agent collectors are polled on a real-time basis and the information relayed to a database manager within the agent, responsible for reliable storage and recovery of the data. This data is then transported to SightLine Expert Advisor/Vision, using a standard TCP/IP connection, where the information is permanently stored, managed, and analysed. Once the information is replicated by the Expert Advisor, there is no need to go back to the Agent when analysis and visualisation of historical or real-time data is required. SightLine agents are configurable in many ways, quickly tuning SightLine to match the business requirements. Logical workloads can be defined to group overall processing loads into manageable, functionally related metrics. Workloads enable the tracking of specific users, groups of users and applications, and their impacts on other workloads or overall resource utilisation.

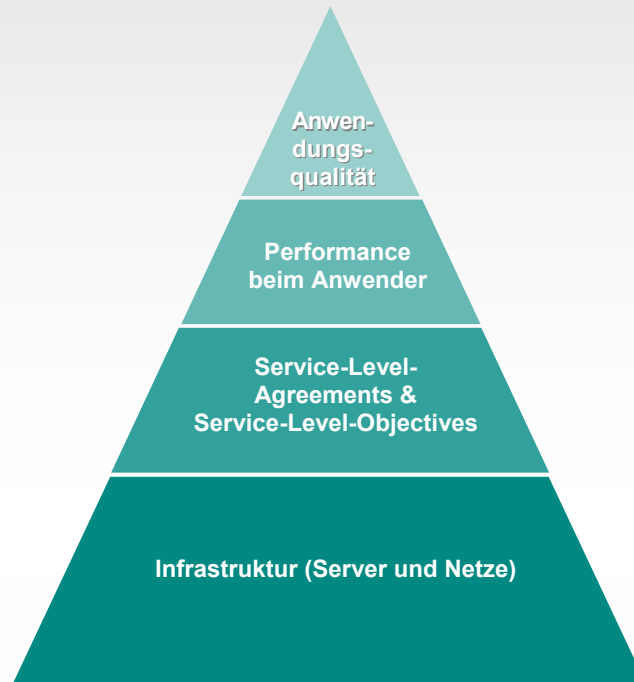
Power Agents – Power Agents collect detailed information from infrastructure components on both service level metrics and consumption metrics. This information is processed and transmitted in real-time or at set time intervals to Advisor via TCP/IP connections. Collected information is also stored for historical analysis and trending. Power Agents are available for a wide array of operating environments and are most useful when in-depth real-time and historical analysis of resource consumption metrics is required. Power Agents maintain a “heartbeat” with Advisor to make sure there is a real-time connection. If the heartbeat fails, agents continue to collect locally, protecting data availability. Agents also alert that the connection has failed. Once the connection is re-established, data is synchronised with Advisor.

Summary Agents – Summary Agents collect summary level metrics and are invaluable in providing real-time snapshots of overall component health. Summary Agents enable the real-time measurement and reporting of overall business service metrics (e.g., web page delivery time), individual component metrics (e.g., CPU % idle) or service metrics (e.g., DNS service look-up time). They collect and transmit metrics via Java applets in a connectionless environment, providing a continuous view into the current health of a service or component. Summary Agents also have the capability to use SNMP to collect network metric information from a specified set of managed objects, and can use the remote management interface to collect data from systems such as Windows 2000. In such instances, Summary Agents effectively have “no footprint” on the system they monitor. Summary Agents can monitor multiple systems simultaneously.

Interface Agents – Interface Agents are designed to collect information from third-party or enterprise specific applications and management tools. This third-party information is aggregated and analysed along with other SightLine collected data, leveraging current monitoring investments. Interface Agents aggregate data to conform to the Power Agent API. A variety of Interface Agents are available for leading monitoring products.

SightLine SDK – The SightLine SDK enables customers to quickly create Interface Agents for management products or enterprise-specific applications. Data from any new agent is aggregated and correlated with other SightLine information, regardless of the original source. The installation and deployment of agents is simple and straight-forward. Once deployed, a typical configuration utilises one or two percent of the total CPU utilisation. Once the agent begins monitoring the managed object, it can be automatically discovered by the SightLine Expert Advisor/Vision, after which the information is instantly available for analysis and visualisation.

**Performance Service für
geschäftskritische Anwendungen**



Die Intelligent Solutions GmbH mit Sitz in Bad Homburg ist ein Softwarehaus und IT-Dienstleister mit innovativen Produkten und Verfahren für die Optimierung von Geschäftsprozessen und IT-Infrastrukturen. Namhafte Unternehmen aus allen Branchen setzen seit Jahren unsere Lösungen für Performance-, Service Level- und Kapazitätsmanagement, End-to-End Application Monitoring sowie für Testautomation und Lasttests ein.

Ein Team von IT-Experten implementiert und wartet exklusiv die SightLine® Produktfamilie in Deutschland, Österreich und der Schweiz. ITIL-zertifizierte Consultants unterstützen bei der Analyse von Performance- oder Kapazitätsproblemen und bei der Durchführung von Performance-, Service Level- und Lasttests. Die Intelligent Solutions GmbH automatisiert IT-Services und führt schlüsselfertige Lösungen ein. Dabei bauen wir auf die Erfahrung aus mehr als 20 Jahren erfolgreicher Projektarbeit im Bereich Performance- und Service-Management.

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