REAL-TIME PERFORMANCE MANAGEMENT FOR THE ENTERPRISE
RtPM
SAN FRANCISCO PHILADELPHIA HOUSTON FRANKFURT
OSISOFT USER CONFERENCES 2005
REAL-TIME PERFORMANCE MANAGEMENT FOR THE ENTERPRISE
RtPM

Monitoring the Performance of your IT Network with IT Monitor

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2004 Lesson Learned

- Focus, Focus, Focus
  - Market
  - Product
- Listen to customers
- Deliver a Unique Proposition in a Saturated Market
- Need better team work
- Communication needs to improve

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RtPM

IT Monitor Is …

The only IT Performance management platform that delivers a complete, real-time view across the enterprise

Differentiator

We are the only company that provides all IT data in real-time. The IT Monitor solution gathers data across the enterprise, correlating end-to-end data —from network details to application performance — in a user-configurable, role-based view

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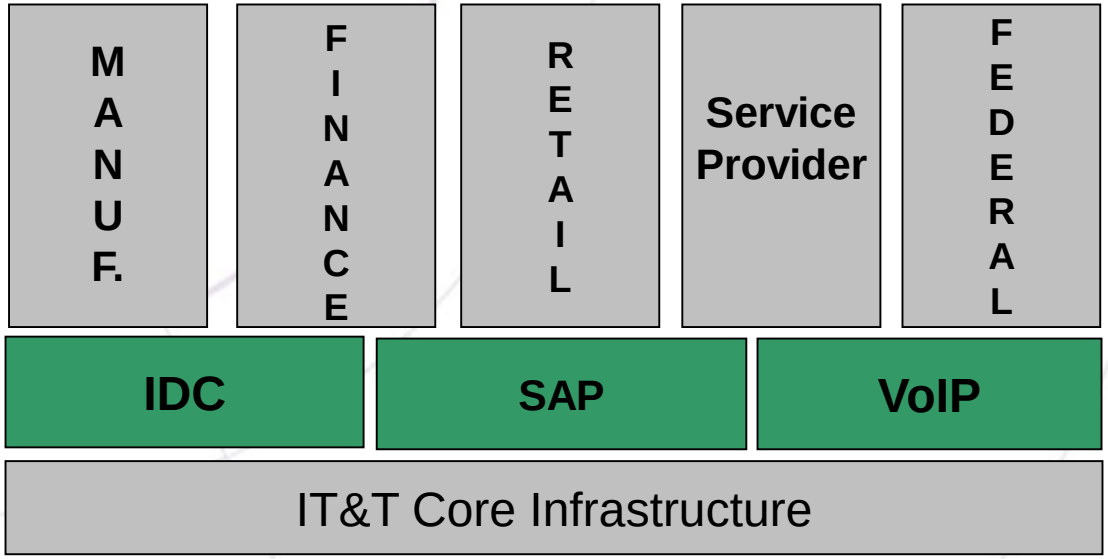
Markets and Products



Vertical Markets and Market Segment Product Components

Reporting
Analysis
Alerting and Notification
Database
Configuration (Install and Change)
Data Collection

OSIsoft IT Monitor Product Platform

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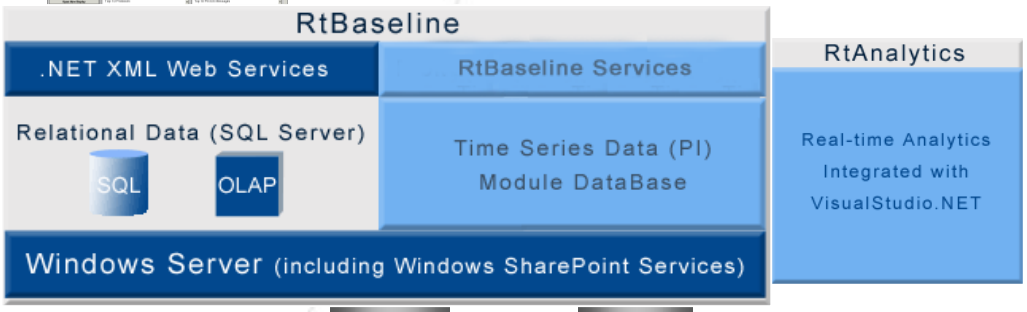
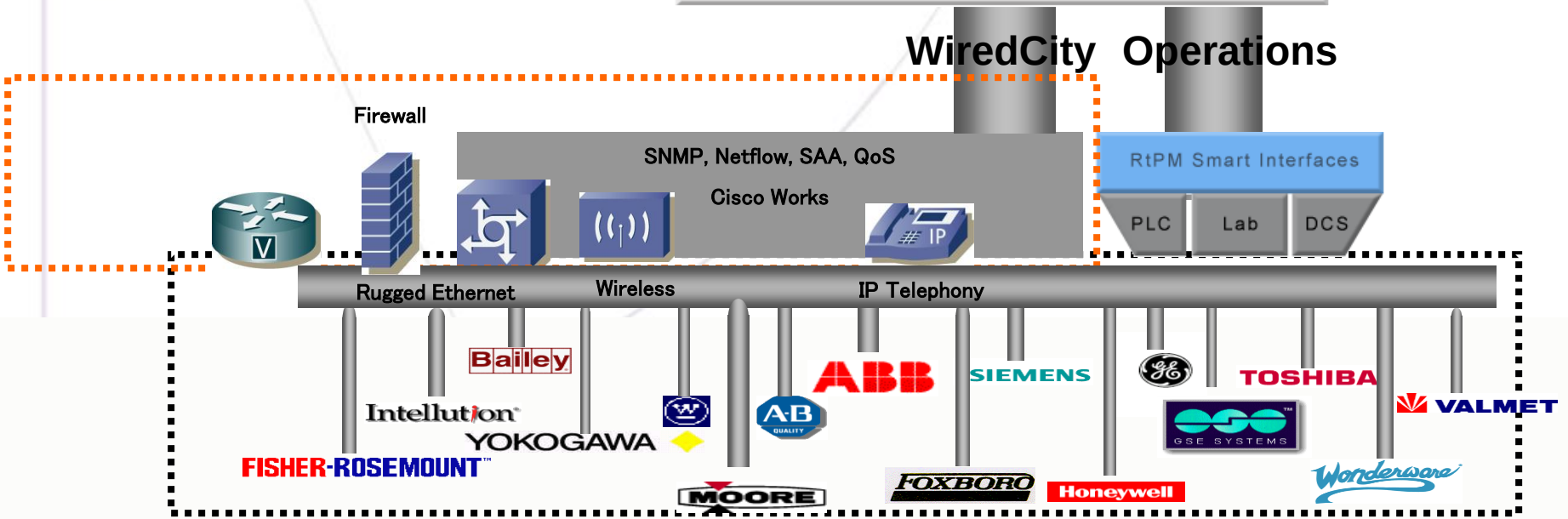
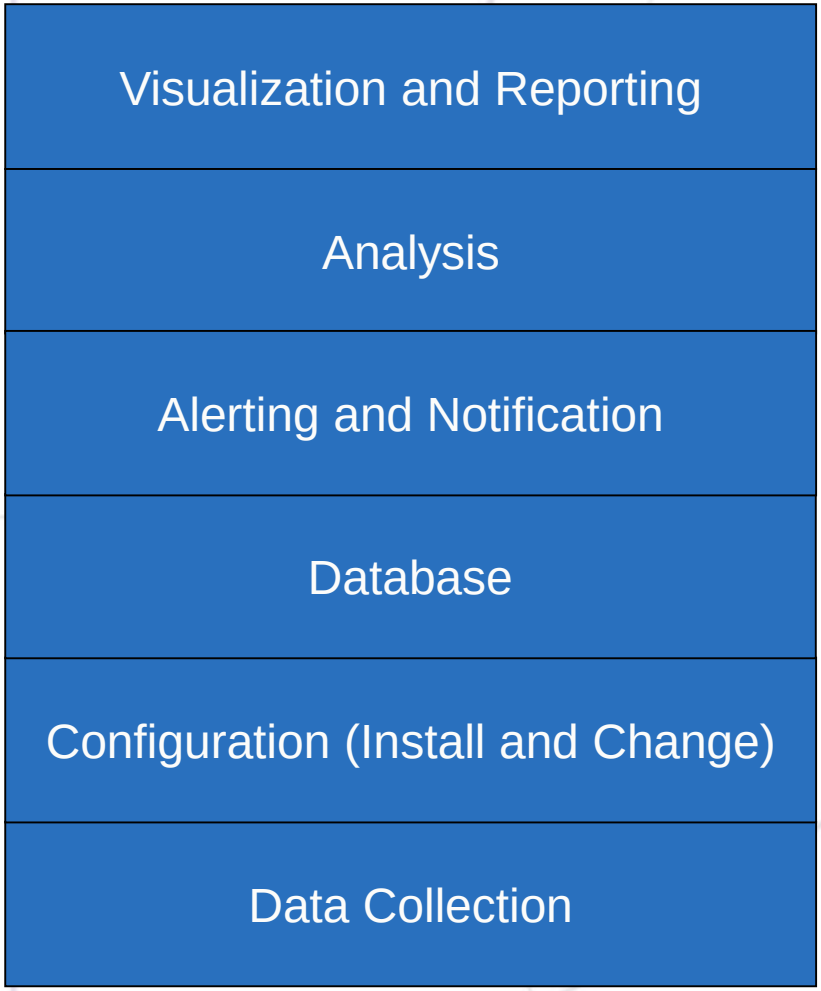
Simplify A Complex Manufacturing Environment

- Intelligent Network for Manufacturing
- Bridging Process Control and Ethernet networks





Product Platform



Reporting

- ProcessBook, Datalink, Sharepoint

Analysis

- Totalizers, Performance Equations, ACE, SQC, Event Framing

RtAlerts

- Alarm Subsystem, ACE

Database

- PI

Configuration

- Detailed in this document

Data Collection

- Interfaces, 3rd Party

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IT Monitor Development

Released 2004:

- **Syslog Interface**
- **SNMP Traps Interface**
- **ERP Performance Interface (for SAP)**
- **SNMP Interface (incl. support for SNMP v3)**
- **Windows Event Log Interface**
- **SNMP Tag Builder**
- **Perfmon Tag Builder**

Previously Released:

- **TCP Response**
- **Ping**
- **Netflow/Packet Capture**
- **Perfmon**
- **SNMP**

Development:

- Netflow Tag Builder
- Syslog Tag Builder
- SNMP Traps Tag Builder
- WMI Interface
- Telnet Interface
- Trace Route Interface
- IT Monitor Management Console

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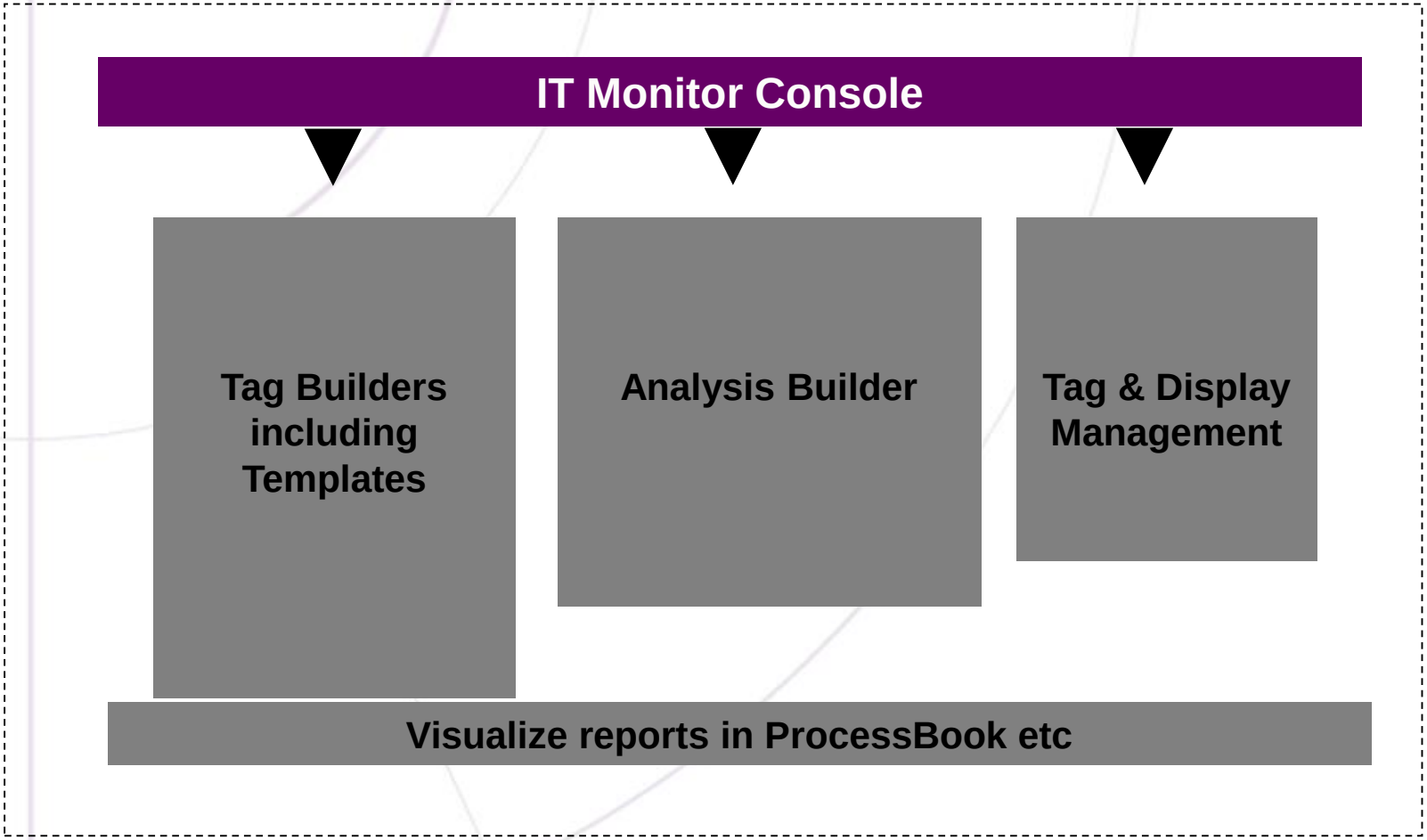
New ITM Management System



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Resolving Client Pain Points

Problem	IT Monitor Console
None of the tools let you know whether a device is already monitored	“tag decompiler” sorts tags by device and shows broken tags
The process is not cohesive (Excel, SMT etc)	provides a single console for all management
Creating screens is extremely frustrating to reconfigure every trend/multistate etc.	has an automatic screen creator plugin and module relative displays
Change management	“tag decompiler” addresses change management – shows broken tags.
Editing Alarm thresholds	console has an Alarm Viewer

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ITM Console Features Development

- ***Overall View***
- Utility is an SMT3 Plug-In
- Centralizes IT Monitor management including existing tag builders;
- Automates IT Monitor management functions;
- New Features:
  - Device level inspection (tag grouping) by devices such as a router;
  - Context Assignment;
    - Denoting a group of tags as an “Exchange Server”, say
    - Module Construction
  - Display Building Automation based on a set of templates;
  - Reverse engineering of Perfmon/SNMP templates;
  - Hook into the Module Database control for ProcessBook display browsing.

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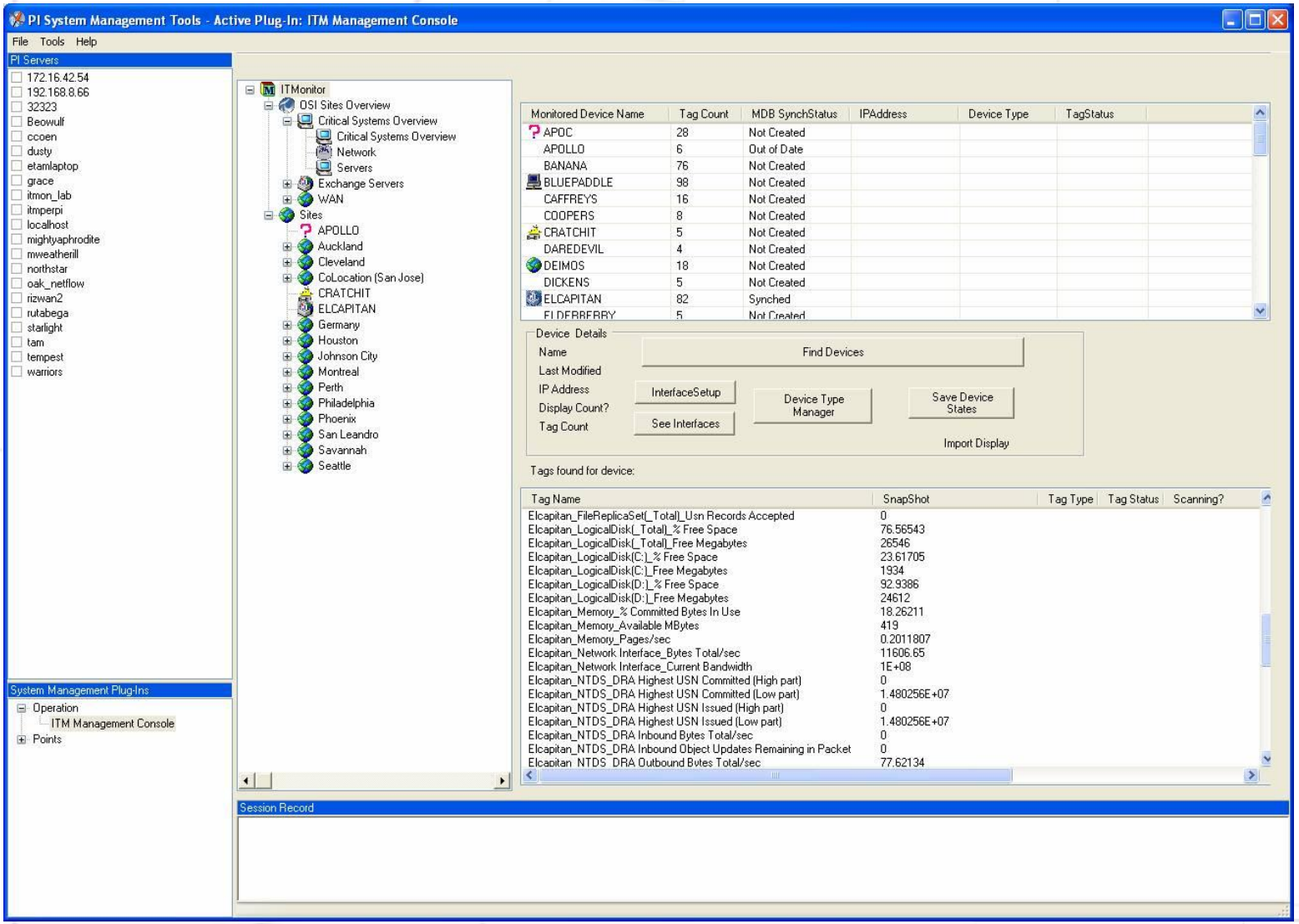
IT Monitor Console



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Templates

- Techsupport Download Center

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