



# IT SERVICE ANALYTICS

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# WHAT IS - SYSTEM CENTER OPERATIONS MANAGER

## **MONITORING & DATACOLLECTION**

- Advanced monitoring and data collection on multiple layers
- Collects health, performance and information of objects
- Large selection of Management Packs for discover and monitoring
- Stores large amounts of data in a data warehouse for 400 days
- Focus on delivering alarms and display the current health of your IT-landscape

## **REPORTING & FOLLOW UP**

- Historical data through predefined reports or templates
- Access current performance and health through the web or console

# CHALLENGES – SYSTEM CENTER OPERATIONS MANAGER

## **REPORTING & FOLLOW UP**

- Complex and time-consuming to work with
- Only historical data available
- Major limitations in existing reports
- Large amounts of independent reports to achieve desired results
- Manual analysis to detect patterns and anomalies
- Hard to get an overall perspective
- Limited possibilities to move between different reports

# EXAMPLE – SYSTEM CENTER OPERATIONS MANAGER

The screenshot displays the Microsoft System Center 2012 R2 Operations Manager interface. The main window is titled "Operating System Performance - Approved\_SCOM\_Dev - Operations Manager". It features a navigation pane on the left with categories like Monitoring, Authoring, Reporting, Administration, and My Workspace. The central area shows a line graph for "Operating System Performance" with a Y-axis ranging from 0 to 6000 and an X-axis showing dates from 2/22/2016 4:00 PM to 2/22/2016 8:00 PM.

Overlaid on the main window is a "Most Common Alerts Across Selected Objects" bar chart and a corresponding table. The chart shows five bars representing different alert types with their respective activity percentages. The table below provides the following data:

Alert Name	Alert Count	Activity %
1 IIS 8 Web Site is unavailable	419	32.16 %
2 Web Application Unavailable: (2)	168	12.89 %
3 File group is running out of space	103	7.90 %
4 (2)	100	7.67 %
5 Log files are running out of space	83	6.37 %

Below the alert table, there are several monitoring dashboards for different services:

- Microsoft Exchange Server 2013 Monitoring:** Shows a table with columns for Alert Name, Monitor / Rule Name, Alert Count, Activity %, Avg. Time to Resolve (minutes), and Total Time to Resolve (minutes). One alert is listed: "Web Application Unavailable: (2)" with 100 alerts and 7.67% activity.
- Microsoft SQL Server 2012 (Monitoring):** Shows a table with columns for Alert Name, Monitor / Rule Name, Alert Count, Activity %, Avg. Time to Resolve (minutes), and Total Time to Resolve (minutes). Two alerts are listed: "File group is running out of space" (103 alerts, 7.90% activity) and "Log files are running out of space" (83 alerts, 6.37% activity).
- Web Application Availability Monitoring Library:** Shows a table with columns for Alert Name, Monitor / Rule Name, Alert Count, Activity %, Avg. Time to Resolve (minutes), and Total Time to Resolve (minutes). One alert is listed: "Web Application Unavailable: (2)" with 142 alerts and 10.90% activity.
- Microsoft Windows Server 2012 Internet Information Services 8:** Shows a table with columns for Alert Name, Monitor / Rule Name, Alert Count, Activity %, Avg. Time to Resolve (minutes), and Total Time to Resolve (minutes). One alert is listed: "IIS 8 Web Site is unavailable" with 419 alerts and 32.16% activity.

On the right side of the screenshot, there is a "Performance By System" dashboard for "OTAPP01.approved.lab". It includes a report time of 2/23/2016 1:33 PM, a report duration from 2/14/2016 1:32 PM to 2/23/2016 1:32 PM, and data aggregation set to Daily. The dashboard shows a bar chart for "Average Total Percent Processor Time" and a table with the following statistics:

Statistic	Value
Average	21.63
Maximum	60.07
Minimum	10.19
# Samples	1328

Below this, there is another "Average Total Percent Processor Time" chart and a table with the following statistics:

Statistic	Value
Average	3794.76
Maximum	31224.07
Minimum	1174.8
# Samples	2204

# POSSIBILITES – ANALYTICAL DECISION MAKING

## CAPACITY PLANNING

- Forecasting
- Optimization
- Financial planning

## FOLLOW UP

- Customers
- Suppliers
- Key performance indicators

## TROUBLESHOOTING

- Trends & Patterns
- Predictions
- Anomalies & deviations



# KEY CHARACTERISTICS

## **SERVICE & PROCESS ORIENTATED**

- Your IT delivery in focus
- Encourage data exploration & insight

## **CONTINUAL SERVICE IMPROVEMENT**

- Measurements and comparisons
- Key Performance Indicators

## **SELF-SERVICE**

- Information when and where you want it
- Filtered and secured

## **AUTOMATED**

- Reduce the time and labor for manual analysis
- Forecasting, patterns and deviations detections



# BUSINESS BENEFITS – ANALYTICAL DECISION MAKING

## **CONTROL**

- Follow up on delivery and KPI:s
- Dialogue tool towards customers and suppliers
- 360 view of your IT service delivery

## **EFFICIENCY**

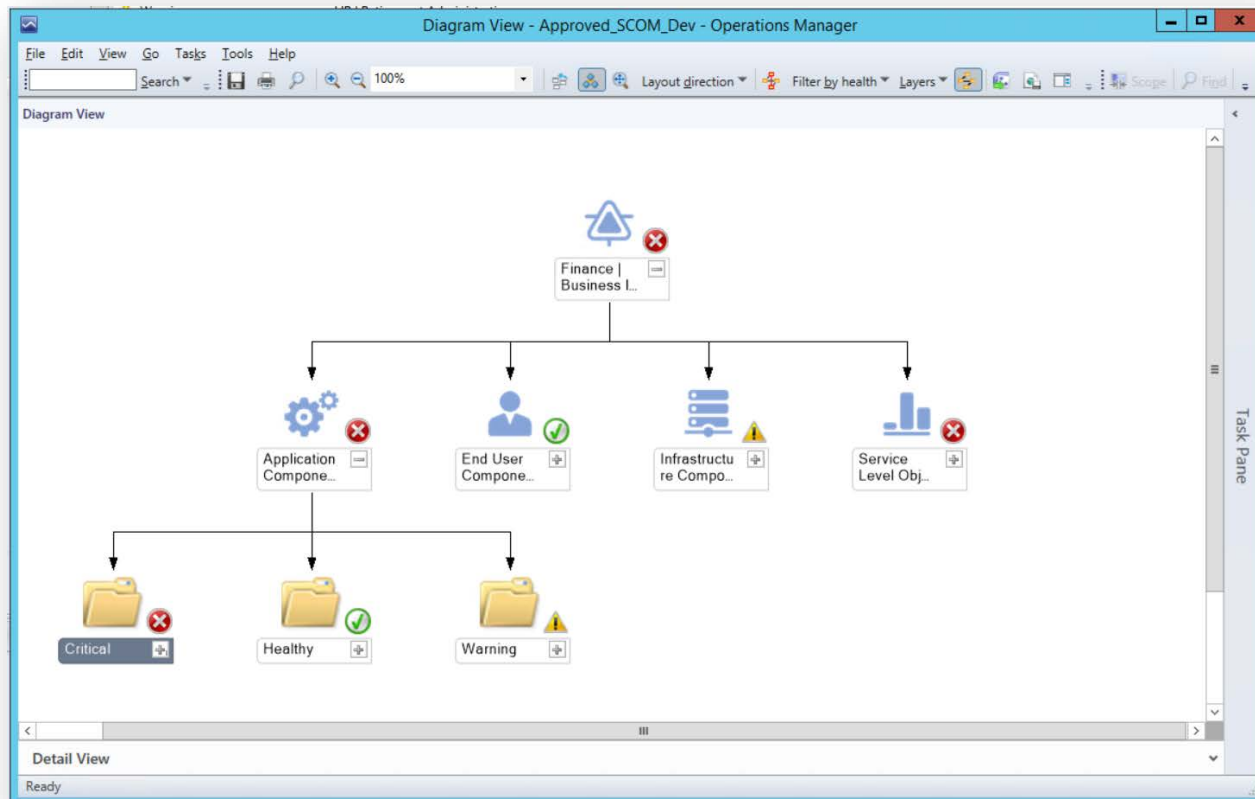
- Self-service and automated analysis
- Save time working proactive rather than reactive
- Reduce the need for unnecessary investments

## **QUALITY**

- Predict and prevent service interruptions
- Act as an trusted advisor to the business
- More accurate and enables fast decision making

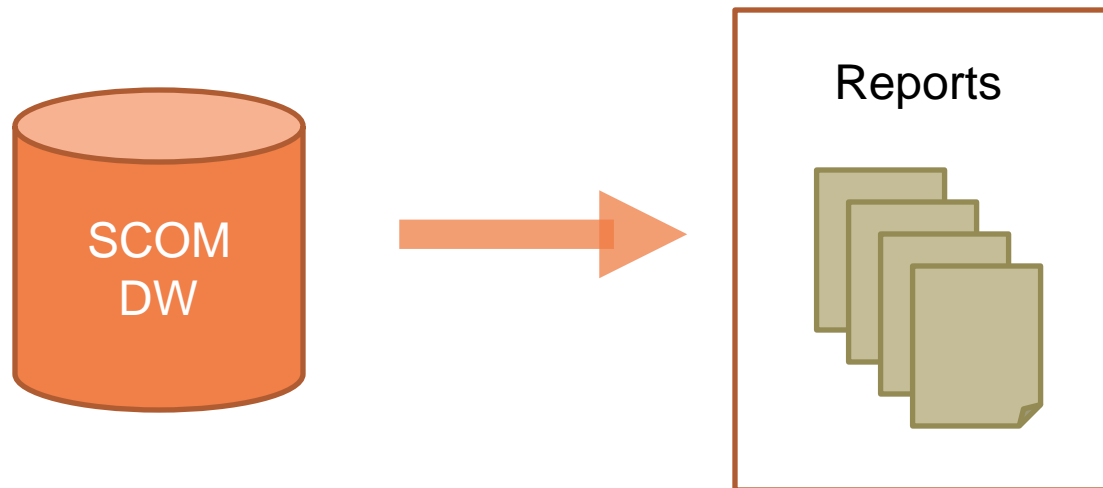


# SERVICE MODELLING



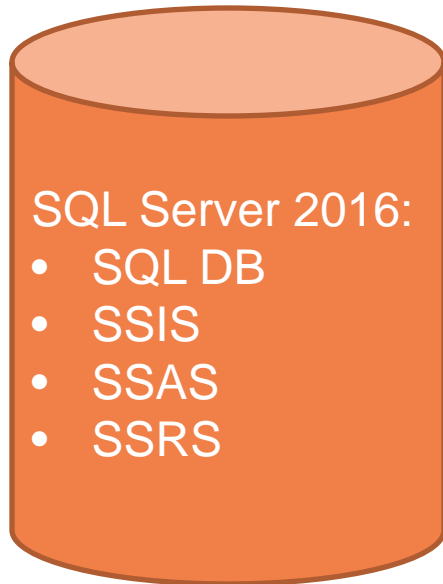


# ORIGINAL SCOM REPORTING SOLUTION



- 300 – 400GB
- Slow reports
- Limited data set
- Hard to make new reports
- Even harder to do ad-hoc analysis

# WHAT IS NEEDED



Usually enough with just one server  
SQL Standard Edition

Typical BI solution scalability norms applicable

# DEMO – IT SERVICE ANALYTICS

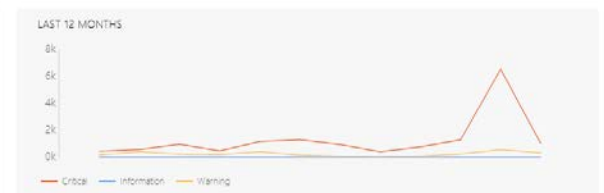
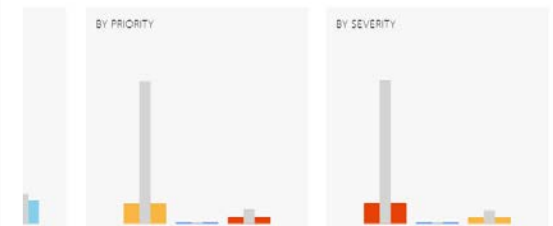
## WEB BASED INTERFACE USING SQL SERVER REPORTING SERVICES

### Service Overview

Go to: [Services](#) [Events](#) [Capacity](#) [Overview](#)

Service delivery over last 30 days

Goal	Service	Availability	Failures	Downtime	Downtime Cost	Incidents	Capacity Risks	Event Risks
IT   Storage - File		7.19% ↓	12 ↑	40,093 h ↑	0	1 ↑	2	0
IT   Database - SQL		8.05% ↑	40 ↑	39,721 h ↓	0	24 ↓	104	1
Sales   E-Commerce		10.49% ↑	47 ↓	38,667 h ↓	39 ↓	90 ↓	3	8
Finance   Business Intelligence		13.26% ↑	19 ↓	37,472 h ↓	75 ↓	79 ↓	4	7
IT   Operatingsystem - Windows		14.83% ↓	14 ↓	36,794 h ↑	0	145 ↓	15	1
HR   Time Reporting		25.09% ↓	15 ↓	32,360 h ↑	0	21 ↑	2	1
IT   Monitoring - Network and Appliance		25.10% ↓	15 ↓	32,356 h ↑	0	3 ↑	2	1
Finance   Accounting		29.91% ↑	17 ↓	30,279 h ↓	0	12 ↓	1	0
Sales   Customer Relations		47.12% ↓	16 ↓	22,846 h ↑	0	33 ↓	1	0
IT   Monitoring - Datacenter and Application		47.14% ↓	11	22,835 h ↑	0	33 ↓	0	2
Communication   External Webpage		69.36% ↑	46	13,236 h ↓	0	90 ↓	3	1



# DEMO – IT SERVICE ANALYTICS

## AD-HOC ANALYSIS USING MICROSOFT EXCEL



# GETTING STARTED

**NO LICENSE FEE**

**INITIAL SETUP AND EDUCATION**

**€2500 (EUR)**

THANKS FOR LISTENING

FOR MORE INFORMATION AND HOW TO GET STARTED, VISIT:

**[www.itserviceanalytics.com](http://www.itserviceanalytics.com)**