Performance Monitoring Services

FOR IBM TIVOLI PROCESS AUTOMATION ENGINE (TPAE) BASED SYSTEMS

→ Maximo Asset Management
→ Tivoli Service Request Manager
→ Tivoli Asset Management for IT

Do you have a good and clear understanding of how your live system is performing? **Are you able to establish accurate and repeatable performance and availability baselines from various end-user points of presence?** Do you have proactive application, system and infrastructure monitoring to alert you of potential issues and to help you to respond and remediate issues quickly? **Do you understand how changes in the application system configuration and supporting infrastructure can affect your overall system performance and how that translates into a good or bad end-user experience?**

Answering "no" to such questions can pose tremendous risk when it comes to meeting stakeholder expectations around performance and availability of your system. Preproduction testing (e.g., load testing) is essential in validating your system design assumptions and positioning yourself for a successful "initial" deployment.

Once the system is live and in production mode, you need to be able to monitor your system performance and availability. This will ensure that what you had planned for (during preproduction testing) is indicative of your system in a live production environment when real users with real demands and expectations are hitting the system.

When your preproduction baseline changes in a live production setting, you will be ready and able to quickly to address issues and continue to meet service level objectives and agreements around performance and availability.

Organizations that fail to address this risk through a proven mitigation strategy are often left with a system that might functionally deliver, but comes up short on

acceptable performance and availability. Without adequate performance and availability, utilization of the system typically decreases, along with a confidence in the departments that were responsible for the deployment and sustainability of that system. This could lead to costly measures to address those issues, and could result in a restart, or, worse, a failed program.

Gartner research has estimated that 80% of applications put into production have no quality or performance testing, resulting in end-users reporting issues 40% of the time and projects being rolled back by as much as 50%. Carnegie-Mellon research estimates that issues found in production (as opposed to pre-production) are up to 7 times more expensive to address.

TRM has years of proven experience in consulting, planning, and executing Performance Monitoring Services. TRM Systems Engineers have a thorough knowledge of performance monitoring tools, as well as a tremendous amount of TPAE system configuration experience, which is essential in successfully executing Performance Monitoring Services.

Our performance management clients include the U.S. Navy; New York Power Authority; Dominion Power; U.S. Department of Interior; Kellogg, Brown and Root; Colorado Springs Utilities; Albuquerque Bernalillo County Water Utility Authority; Eastern Municipal Water District; U.S. Mint; and Western Area Power Administration.

TRM combines our system performance monitoring expertise (TRM Systems Engineering Consulting Services) with market-leading monitoring software tools.

TRM's approach to Performance Monitoring Services includes these steps:

- We begin by working closely with your team to thoroughly understand the application system configuration and architecture, as well as your expectations around performance and availability service level objectives and agreements.
- With input from the team, we define and develop an application "monitoring profile" to understand and agree on what system resources should be tracked (e.g., user sessions, JVM, CPU, Memory, database connections, object counts, etc.) We also determine what thresholds should be applied to those resources, how alerts should be handled, what type of reporting is required, and from where on your infrastructure "end user experience" should be measured.
- We work with you to help you use these tools to establish performance and availability baselines and to understand how changes in your end-to-end infrastructure can affect those baselines.
- Finally, we work with you to help you understand how you can use the performance and availability data to help you better identify potential issues through trending and correlation, and to help you isolate and trouble-shoot issues within your end-to-end infrastructure.

How the service is delivered

- On Premise – customer purchases the software, supplies the required hardware, and TRM implements.
- TRM Software as a Server (SaaS) – customer agrees to a monthly subscription agreement for a fully managed service. We still may require that the customer provide some hardware for any robotic agents that measure end-user experience and a remote management server.

About TRM

Total Resource Management (TRM) is focused on improving the asset and operational performance of organizations through the effective use of information technologies. TRM is an IBM Premier Business Partner with over fifteen years; experience delivering asset and service management solutions based upon IBM Maximo. TRM supports clients across a wide range of industries, including government, defense, cities, facilities, energy, utilities, transportation and life sciences. TRM is based in Alexandria, Virginia and has business centers across the U.S. For more information, visit www.trmnet.com or call 703-548-4285.

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