



PREMIER BUSINESS ASSURANCE MONITORING WITH NETCOOL®

**CETELEM Business Case
Delivered at the 2004 EMEA Netcool®
Users Conference
Berlin, April 2004**



Service Assurance and Security
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Agenda

- I - Introduction to Cetelem
- II - Business Objectives
- III - Netcool Solution Selected
- IV - Business Benefits Experienced

Cetelem's mission

■ Cetelem: The group

- Number One for consumer credit in Euro Zone
- A subsidiary of the BNP Paribas
- Already established in 20 countries and with nearly 60% of its associates outside France
- The European specialist of credit cards proposing standard loan, affinity, or co-branded cards

■ Cetelem's mission

- To offer consumer credit and associated financial services to consumers
- To make credit into a modern tool that can be used sensibly to manage household consumption and budgets

■ Cetelem's specialities

- In-store credit: products adjusted to retailer requirements
 - multi-brand (Aurore) and pure brand cards (Carrefour, Ikea)
 - dedicated credit suited to specialist market (furniture or home improvement)
 - financing private vehicles to customers at concessions
- Instant credit:
 - range of products to private individuals through its network of branches, phone and the Internet
- Partnership:
 - close links with major traditional retailers and with Internet commerce
- Expertise:
 - ability to run a network for issuing and receiving cards and managing partnership

Context

- IT management context
 - Supervision segmented by technology
 - The applications are increasingly transversal
 - Trouble shooting time are mostly due to problem RCA
- **Need for an End-to-End supervision of applications' performance** and availability with technical overview in a single point for Business Service Monitoring
 - To increase the reaction time by shunting the incidents
 - To Prevent and to anticipate the customers calls
- Need to implement a « hypervision » platform
 - Handled by the IT exploitation team
 - Intended to **improve the process of management** of the incidents
 - Intended to increase the **quality of the service** rendered to customers and partners
 - Project included in a global **ITIL** process
 - The solution should allow problem detection, centralisation, **consolidation and prioritise** events in order to initiate escalation on 3 support levels:
 - Lev.1: operational supervision team
 - Lev.2: internal experts
 - Lev.3: engineering and studies

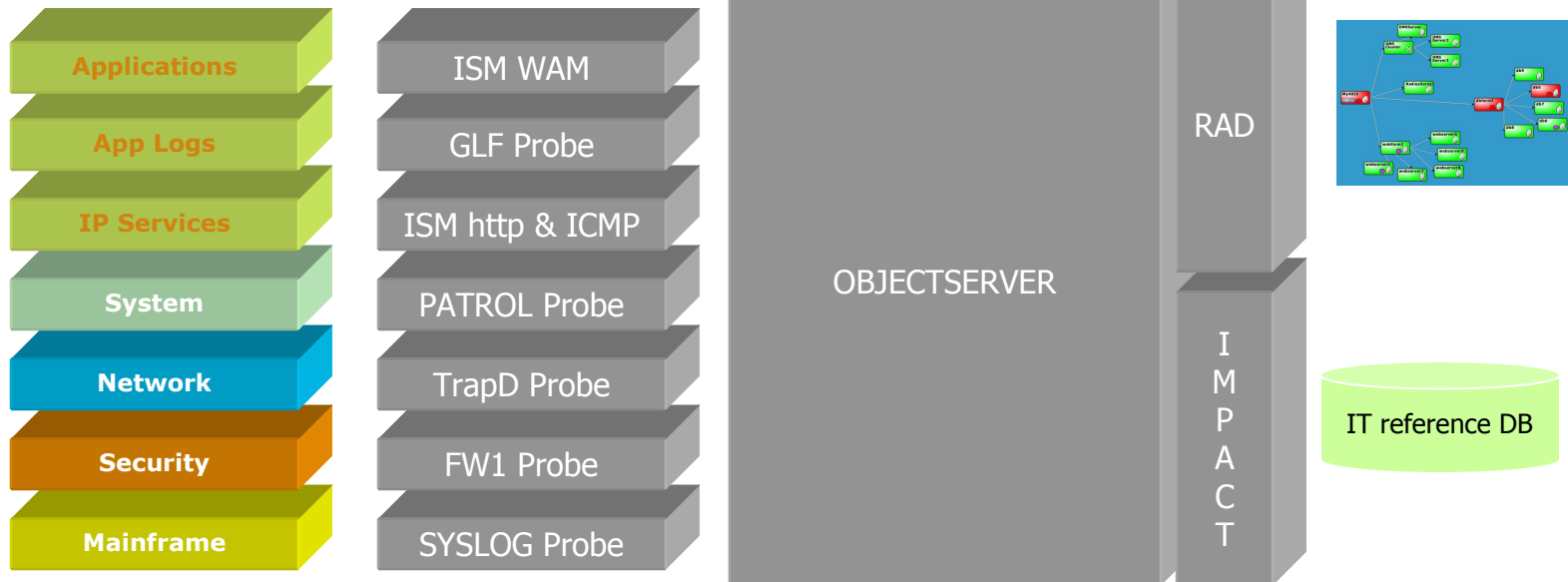
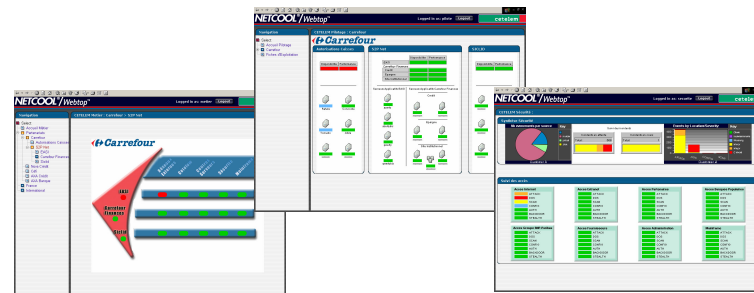
Cetelem's Project - Step #1

- Step#1 – Proof of Concept to select the right solution
 - Focused on a strategic application in a production context
 - 1st retailer in Europe, re-branded web based consumer credit application
 - Selected 2 competitors who had to take into account the whole IT infrastructure and application
 - POC implemented on 3 weeks by a 3 engineer team

- Netcool/Solution outstanding points
 - **Speed** of implementation and **ease** of use
 - Ability to manage the entire **technical infrastructure**
 - Provide **Business KPIs** (app logs parsing and simulation robots)
 - Modeling of **application processes**
 - Provide **dedicated interfaces** for each Cetelem population
 - Provide associated **reporting**
 - Integrate **existing solutions**
 - Interact with **IT reference frames**
 - **Scalability**

Netcool selected modules

- Netcool/OMNIbus
- Netcool/Impact
- Netcool/Webtop
- Netcool/RAD
- Netcool/RAD
- Netcool/ISM (WAM/HTTP/ICMP)
- Netcool for Security Management (FW and IDS)



Cetelem's Project - Step #2

- Step#2 – Implementation of the production platform
 - Re-use of the POC components
 - Fully implemented in 3 months by a 2-engineer team
- Implementation of a realtime solution capable of:
 - Handling and providing technical indicators on **availability** and **performance** weakness of infrastructure components
 - Providing aggregated events on **security threats**
 - Providing **functional** and **business indicators** on critical applications
 - Being technically **integrated** with **existing managers** and tools already used by operations
 - Using **generic** event management and categorisation rules by interacting with **reference frames**
 - Providing several types of **statistical reports** on application availability and response time for different populations (Business Intelligence)
 - Management committee
 - IT coordination
 - Customer relationship direction

The Netcool Solution

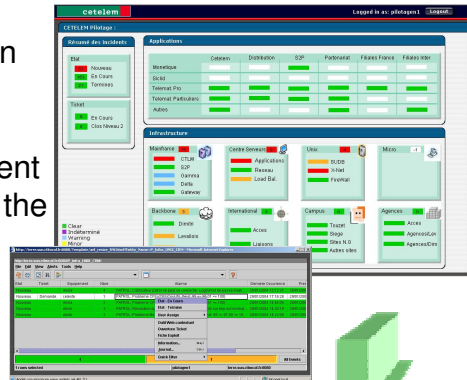
Security, Network, UNIX/NT systems, Mainframe, Critical Applications

Technical View



Level 1

- Technical supervision
- Problem detection
- Impact evaluation
- Problem Management
- Escalation towards the experts

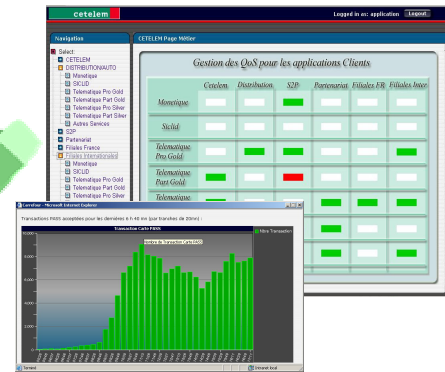


Level 2

- Experts
- Help with the diagnosis
- Detailed technical events
- Impact validation
- Escalation toward lev.3 and problem resolution

- Mainframe
- UNIX
- NT
- Security

Executive View



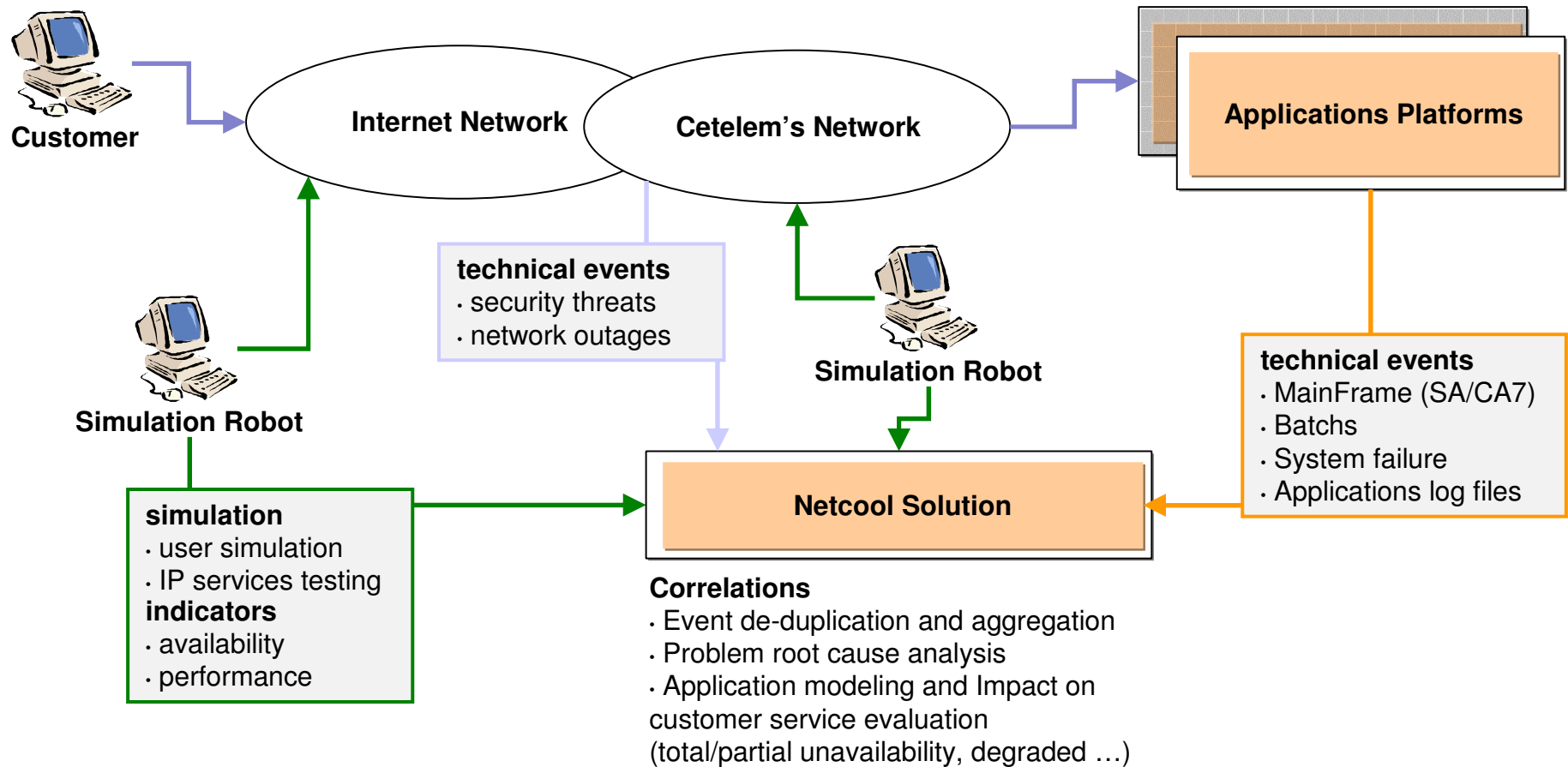
- Management
- IT Coordination
- CRM team

Coordination of IT teams
Data-processing direction

What is the quality of the service provided to the customer?

Example of Internet Application Supervision

Internet Public application / e-Commerce



Some Interface Examples

Level #1 – Operational Supervision Center

The screenshot displays the IBM Service Management Level #1 Operational Supervision Center interface. It features several key components:

- Service Level Agreement (SLA) Dashboard:** Shows a pie chart for 'Service Level Agreement' with 84.21% Good, 0.00% Marginal, and 15.79% Failed. A 'Measurements Breakdown' table shows 95 total measurements, with a first measurement at 00:08:56 and a last at 15:48:44. A bar chart below shows the percentage of good measurements over 23 time periods.
- Alerts Table:** A table listing recent alerts with columns for 'Etat', 'Ticket', 'Equipement', 'Nbre', 'Alarme', and 'Dernier'. It shows 4 rows of new alerts related to 'HTTPS : CLIENTS' on 'secure.cetelem.c'.
- System Health Widgets:** Includes 'Unix' (4 warnings), 'Micro' (-1), 'Agences' (0), and 'Access 3270' (Warning). A legend defines the severity levels: Warning (blue), Minor (yellow), Major (orange), and Critical (red).
- Navigation and Tools:** A sidebar on the left offers 'Acces Application' and 'Acces Serveur ISM' via 'Validez'.
- System Information:** The top right shows the user is logged in as 'pilotagen1' with a 'Logout' button. The bottom right shows system components like 'Applications', 'Web', 'Proxy', 'Load Balancing', 'Authentication', and 'Mail/DNS'.

Some Interface Examples

Level #1 – Operational Supervision Centre

The screenshot displays a multi-paneled interface for operational supervision. It includes several key components:

- Top Panel:** Shows the user is logged in as 'pilotagen1' with a 'Logout' button.
- Left Panel (Distribution - Professionnels):** A table listing service providers with their status (Gold) and performance metrics.

Service	Disponibilité	Performance	Technique
Extranet Conforama	Green bar	Green bar	White bar
Extranet IKEA	Green bar	Green bar	White bar
Internet Commerce	Green bar	Green bar	White bar
Extranet Cofica DUO	Green bar	Green bar	White bar
Duocontact Internet	Green bar	Green bar	White bar
Logiccontact	Green bar	Green bar	White bar
- Right Panel (Distribution Summary):** A grid showing performance across different categories: Distribution, S2P, Partenariat, Filiales France, and Filiales Inter. Each cell contains a green bar representing the status.
- Bottom Left Panel (Carrefour - Microsoft Internet Explorer):** A bar chart titled 'Transaction Carte PASS' showing the number of transactions over time. The y-axis ranges from 0 to 10,000. The x-axis shows dates from 06/26 to 17/11. The chart shows a significant increase in transactions starting around 10/09, peaking at approximately 9,000 transactions around 11/10.
- Bottom Right Panel (System Health):** A dashboard showing the status of various system components:
 - Unix:** 4 (with a red indicator)
 - Micro:** -1
 - Campus:** 0
 - Agences:** 0
 A legend indicates that orange represents SUDB, red represents X-Net, and green represents FireWall.

Some Interface Examples

Level #2 – Security Expert view

NETCOOL® Webtop™

CETELEM Sécurité :

Pilotage securite

Non traites: 79, 258, 9

Equipment	Count	Message
Idler	781	IDS-DRAGON: Alerte probe de 194.250.170.150 vers 0.0.0.0 (UDP-S
Idler	378	IDS-DRAGON: Alerte probe de 194.250.170.150 vers 172.20.4.12 (S
Idler	2	IDS-DRAGON: Alerte probe de 194.250.170.150 vers 172.20.4.12 (S
Idler	9	IDS-DRAGON: Alerte probe de 213.1
Idler	8	IDS-DRAGON: Alerte probe de 194.2
Idler	9	IDS-DRAGON: Alerte probe de 213.1
Idler	37	IDS-DRAGON: Alerte probe de 194.3
Idler	2	IDS-DRAGON: Alerte probe de 194.3
Idler	2	IDS-DRAGON: Alerte probe de 194.2
Idler	3	IDS-DRAGON: Alerte probe de 194.2
Idler	3	IDS-DRAGON: Alerte probe de 194.2
Idler	4	IDS-DRAGON: Alerte probe de 193.1
Idler	4	IDS-DRAGON: Alerte probe de 193.1
Idler	4	IDS-DRAGON: Alerte probe de 193.1

ATTACK, VIRUS, AUTH, DOS, SCAN, INCIDENT, CONFIG

Forensics: Signature List - Microsoft Internet Explorer

Name: CVE-1999-0145
Description: Sendmail WIZ command enabled, allowing root access.

References

- CERT:CA-1990-11
- CERT:CA-1993-14

CVE-1999-0145 - Microsoft Internet Explorer

Common Vulnerabilities and Exposures
The Key to Information Sharing

CVE-1999-0145
CVE Version: 20030402

This is an entry on the [CVE list](#), which standardizes names for security problems. It was reviewed and accepted by the [CVE Editorial Board](#) before it was added to CVE.

Name: CVE-1999-0145
Description: Sendmail WIZ command enabled, allowing root access.

References

- CERT:CA-1990-11
- CERT:CA-1993-14

Description of SMTP:WIZ

Very old versions of Sendmail had the WIZ command enabled, allowing root access.

CVE References

[CVE-1999-0145](#)

BugTraq References

[2897](#)

Some Interface Examples

Level #3 – Executive Functional view

The screenshot displays the IBM Service Management interface for 'cetelem'. The top navigation bar shows 'Logged in as: application' and a 'Logout' button. The main content area is divided into several sections:

- Global Status (Etat global):** A dashboard with a 'Disponibilité' (Availability) indicator showing a green bar.
- Technical Domain Status (Etat par domaine technique):** A grid of indicators for 'Réseaux Externes', 'Réseaux Cetelem', 'Centres Serveurs', 'Sécurité', and 'Mainframe', each with a corresponding colored bar.
- Applications Clients:** A table with columns for 'Partenariat', 'Filiales FR', and 'Filiales Inter', containing various status indicators.
- Service Level Agreement (SLA) Report:** A detailed report for 'WSH service at 194.250.170.107:9099 measured from location ophelia'. It includes a pie chart for 'Service Level Agreement' (98.96% Good, 1.04% Marginal, 0.00% Failed) and a bar chart for 'Measurements Breakdown' showing performance over 24 hours.
- Outils (Tools):** A sidebar with links for 'Acces Serveur ISM' and 'Validez'.

The bottom status bar indicates 'Terminé' and 'Intranet local'.

Business Benefits

- Global overview of the IT infrastructure & Business Service monitoring
 - Critical applications' availability & performance
 - System performance
 - Mainframe and Security alerts
 - Network outages
 - IP services KPI's
- Integrate with existing solutions for TCO reduction
 - BMC PATROL
 - NetView OS390 / Netview 6000
 - Cisco Works
 - FW1 NG manager
 - System Automation
 - Open Source and dedicated applications

Business Benefits

- A new solution for a new organisation
 - Mainframe operators became level#1 operational supervision center for the global IT structure (network, system & mainframe)
 - Both Level#1 and Level#2 use the same solution to reduce training and support costs
 - Mean-time-to-repair reduction on critical applications
 - Enable effective business and operational decisions

- Future proof solution in ITIL process
 - the current platform could be supplemented for :
 - Advanced monitoring of VoIP services (NfVoIP)
 - Advanced Risk management (NfSM)
 - Asset management (NfAM)
 - Trouble Ticketing and CRM System interaction (Gateways)
 - Datawarehouse and Reporting (RDBMS Gateways)



Otros ejemplos



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Importante Banco de Inversión

Maintaining high availability and performance of the trading applications is extremely critical. A minute of application downtime would cause the company a loss of \$300K.

The support staff need to be notified and resolve the problem rapidly – before it affects the trader.



Business Goals: Front-to-back view of critical business functions

- Global event management
- Increase the ability to report on key infrastructure metrics
- Total cost, overall health (up/down), capacity, performance
- Decrease Mean-Time-To-Discover (MTTD) & Mean-Time-To-Repair (MTTR)
- Leverage functionality of installed tools and management systems
- Faster notification of business stream owners when a status-affecting event occurs

Netcool Solutions : Centralised view of mission-critical apps

- Centralized view of mission-critical apps and infrastructure of 6 regional centers Americas / Europe / Asia. Network Servers, Database, Applications & Messaging
- Solves scale problem: +600 Applications, 8000 servers, 8500 Databases, +2000 Layer 2/3 routers and switches, 1000's of users served
- 24 x 7 availability, Fully fault tolerant
- Reduced 50 millions raw alarms to 12,000 a day (3000:1 event reduction)
- Isolation of problem within 1 minute
- Provide an alert within 10 sec for critical failures
- Automated assignment/ notification for critical events

Results: 20% efficiency savings through automation

- Increased application availability (est. losses of \$300k per/minute downtime)
- Improved ability to support all M&A activities & quickly integrate acquired assets
- Proactive correlation of system events with service owners
- 20% efficiency savings through automation

Importante Banco de Inversión

Netcool usage on Trading floor

Either Graphical or direct to Alerts

Launch screens de-coupled from controller

Enables multiple views open on support screen

'floating' controller
Minimal usage of valuable screen space

Immediate split between App. & Infra. alerts

