



An ECM Functional Expansion

Reduce Downtime and Costs While Improving Management Productivity

IBM Information Management software

IBM FileNet System Monitor

Overview

IBM FileNet System Monitor allows organizations to effectively manage IBM FileNet P8 components and infrastructure while automating routine work and reducing cost in IT operations.

IBM FileNet P8 is used by more than 4,000 leading organizations worldwide in mission-critical applications such as claims processing, loan origination and customer service. Application availability is mandatory to meet the service level agreements required by an enterprise's line-of-business organizations. According to analysts, the cost of computer downtime and data loss by industry per hour is substantial (see exhibit "Cost of Computer Downtime"). Only 20 percent of downtime is due to hardware or environmental conditions while about 80 percent of downtime is caused by applications and/or operator errors.

Cost of computer downtime and data loss for businesses by industry per hour:

Energy	\$2.8M
Telecommunications	\$2.0M
Manufacturing	\$1.6M
Financial Institutions	\$1.4M
Information Technology	\$1.3M
Insurance	\$1.2M
Retail	\$.11M
Pharmaceuticals	\$1.0M
Banking	\$996,000

Source: IT Performance Engineering & Measurement Strategies: Quantifying Performance Loss, METAGroup, October 2000

IBM FileNet System Monitor (FSM) is a proven solution utilized by leading global organizations for integrating P8 into existing Enterprise Systems Management (ESM) environments from IBM Tivoli, HP OpenView, CA Unicenter, and BMC Patrol. With System Monitor the monitoring of P8 applications and components is automated, enabling operators to manage P8 24x7. FSM's fault prevention helps to reduce downtime while automation mechanisms improve management productivity in the operation of P8 environment and systems.

Benefits of IBM FileNet System Monitor Unsurpassed Proactive Monitoring of IBM FileNet P8 Suites and Product Family

FileNet System Monitor is the first solution that provides out-of-the-box system monitoring capabilities for the whole IBM FileNet product family including Capture, Image Services, Content Services and eProcess, along with and IBM FileNet P8 Suites including Business Process Manager, Content Manager, Email Manager and Records Manager. By increasing system uptime and meeting service level agreements, FSM helps to lower the total cost of ownership. FSM provides automated fault detection, fault prevention, and

alert administrators and operating. With FSM proper actions can be taken immediately to reduce downtime for the enterprise. Problem diagnosis and resolution time can be cut and costs of operations are reduced. In addition, manual administration tasks typically performed by FileNet administrators can be automated to increase productivity.

Proactive Monitoring and Real-Time Notification of 1,100 System Parameters

System Monitor enables organizations to proactively monitor the health of their FileNet systems ranging from development and test to production. More than 1,100 parameters can be monitored to identify critical conditions, enabling immediate notification or fault prevention through early detection. Support administrators are relieved, as these mandatory system health checks are conducted by the monitoring tool, providing notification only when an action of administrators is required. The parameter thresholds are based on best practices and customer requirements.

System Monitor is integrated on top of FileNet APIs, components, and logfiles to ensure the monitoring provides a much broader range of event information than can be gathered with standard monitoring tools (e.g. by IBM Tivoli or other ESM vendors).

Intelligent Logfile Management

In addition to the proactive monitoring of parameters, System Monitor provides an intelligent logfile management for over 20 FileNet and third-party logfiles (e.g. Windows NT Eventlog or Oracle Alertlog).

The logfiles can be analyzed automatically for critical event information, including filtering and duplicate detection as well as escalation and de-escalation of severities. The format definitions for the logfile entries are based on best practices and customer requirements. Administrators no longer have to parse logfiles manually in order to check the health status of the application or system.

Automation of Over 75 Administration Tasks To Increase Productivity

Automation tasks provided by System Monitor allows administrators to perform routine daily work administration and health checks quickly and easily. Tasks include configuration of the monitoring and the FileNet systems as well as statistical analysis of health and performance. Customers no longer need to create and maintain homegrown scripts.

Maximize Customer Investment in Existing Enterprise Systems Management (ESM) Tools

System Monitor can be used standalone or integrated into existing customer ESM tools including CA Unicenter, HP OpenView, and BMC Patrol using a predefined SNMP MIB to forward events to the central event console, which is important for data center operators and help desk support. System Monitor comes with a Web-based operator console for setting thresholds and viewing alerts. If immediate action is required alerts can also be sent by email (e.g. forwarding critical or fatal events to wireless devices).

System Monitor for IBM Tivoli uses the customer's existing IBM Tivoli infrastructure based on IBM Tivoli Monitoring and IBM Tivoli Enterprise Console. System operators and support staff can run FileNet systems with their familiar Tivoli Desktop to minimize training efforts and avoid multi-shift presence in FileNet second level support. IBM Tivoli administrators maintain System Monitor for IBM Tivoli like any other IBM Tivoli application manager (e.g. IBM Tivoli Monitoring for Messaging and Collaboration). With FSM, the investment into IBM Tivoli can be fully leveraged and P8 as an event source is fully integrated.

Management Reports

FSM comes with out-of-the-box standard reports for management reporting and trend analysis. All of the critical event information can be incorporated into third-party reporting tools for custom reports and data analysis.

Knowledge Base

FSM comes with a knowledge base for sharing best practices and lessons learned. Customers can specify what an administrator should do when a critical or fatal error occurs. Errors can also be easily forwarded to key individuals and managers via email.

Ability to Monitor non-FileNet Systems

FSM is designed to monitor any non-FileNet application or system. Customers can configure FSM to monitor homegrown applications and packaged third-party applications.

General Features

- Proactive monitoring of Panagon products – Capture, Image Services, Content Services, eProcess, Web Services and P8 Suites: Business Process Manager, Content Manager, Email Manager, Image Manager, Records Manager
- Proactive monitoring of FileNet Add-On products including Application Connector for SAP, Content Federation Services for Image Services, HPII, Image Services Resource Adapter, Process Analyzer, Records Crawler, and Storage Connectors – EMC Centera (CSAR), IBM DR550 (ISAR), NetApp Snaplock (SSAR), MSAR, OSAR
- Over 1,100 performance and system parameters monitored in real-time
- Remote administration of Panagon and P8 Suites through standards-based integration into IBM Tivoli Monitoring, HP OpenView, BMC Patrol, CA Unicenter, Microsoft Operations Manager and other system management tools
- Real-time alerts via Blackberry, cell phone, email, pager SMS, or operator console
- Real-time logfile monitoring of over 20 logfiles for fault detection and fault prevention
- Pre-defined corrective actions for 1,500 Image Services error messages
- Ability to create customer specific corrective actions
- Automation of over 75 configuration and administration tasks
- Knowledge Base for sharing best practices
- Management reports

Works With

- IBM FileNet Application Connector for SAP
- IBM FileNet Business Process Manager
- IBM FileNet Capture, Fax, and Print
- IBM FileNet Content Federation Services for Image Services
- IBM FileNet Content Manager
- IBM FileNet Content Services
- IBM FileNet eProcess Services
- IBM FileNet Email Manager
- IBM FileNet HPII
- IBM FileNet Image Manager
- IBM FileNet Process Analyzer
- IBM FileNet Records Crawler
- IBM FileNet Records Manager
- IBM FileNet Storage Connectors – CSAR, ISAR, SSAR, MSAR, OSAR
- IBM FileNet Web Services
- Third-party Packaged Applications
- Custom Applications

Works with Enterprise System Management Tools

- BMC Patrol
- CA Unicenter
- HP OpenView
- IBM Tivoli
- Micromuse NetCool
- NetIQ AppManager
- Other SNMP Managers



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