

# Managing your infrastructure and managers

( Or at least trying to )



# Who are we?

## Eileen Fitzgerald

- VP product management, Customer delivery
- GSX
- Admitted Control freak

## Warren Elsmore

- Senior Architect
- Bluewave Technology
- Admin guy
- He has seen the LIGHT ( hes a techie and he likes processes)



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# Agenda

Delivering Domino as a Service

SLA's – what the hell are they and why do I need them anyway

KPI's – same again really

What should we be monitoring

What keeps the manager happy

What keeps the admin guy happy

What keeps the customers happy



# Approach

Two Perspectives

Management

Administration ( Technical )





# Domino as a Service

What is a Service ?

Expectations of a Service

Concept of Service Delivery

Business expectations

ITIL



# SLA's

## Service Level Agreements

- Sets expectations of quality between Customers and Delivery Organisation
- Quantifiable Metrics, QUANTIFIABLE
- Consistent Reporting
- Penalties ?
- Chargeback
- Common Sense



# KPI's

## Key Performance Indicators

NOT SLA's or directly connected to SLA value calculation

However

- Will Impact on SLA's and your ability to meet SLA's
- Will Impact on Services

Should be

- Qualitative and Quantitative
- Indicative of Performance
- Make sense for your organisation



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# KPI's

Remember:

Level of Granularity should be dependent on management reporting level

There are over 500 Stats ( at least ) in Domino, be smart with what you monitor



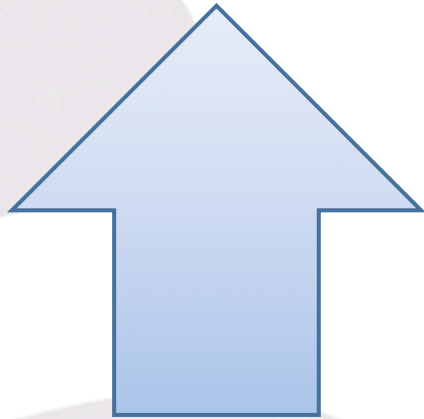


# Levels of Reporting

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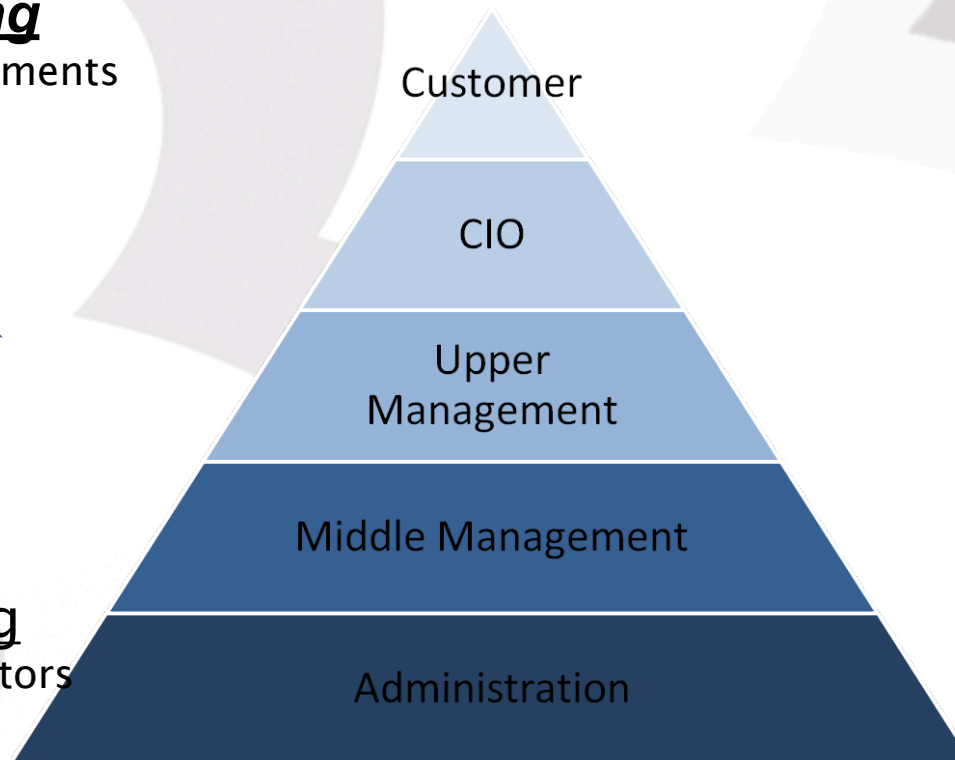
## **Service Reporting**

SLA Service Level Agreements



## **System Reporting**

Key Performance Indicators



# What should you set SLA's on

Availability

Performance

Messaging

Mobile support

Key business functionality

Generic SLA's do not work

How can you identify what is exceptional when you do not know what is normal ?



# Availability

## Service availability ( SLA)

- Just because its running does not mean its working ...

## Server availability ( KPI)

- e.g Citrix down ?

## Cluster availability

- When you need it is not the time to check its healthy

## Downtime

- Factor in Maintenance into SLA
- Is Availability only relevant to Business Hours ?

Availability is relevant to EVERYTHING !!!!



# Availability and SLA's

## What are your promises ?

- 7\*24 ?
- Maintenance Windows ?
- Business continuity vs disaster recovery
- Recovery time – % Aggregated over Days , weeks Months.  
Whats your reporting ?
- Follow the Sun ?





# Domino KPIs on availability

% Availability ( Uptime or Cluster Availability )

Domino Availability Index

- Pause for rant.. ( again ... )

No of Sessions

% CPU

Free Disk

Server Transactions



# Performance

## Service Performance

- Type of Service dependent – Normally is response times of system

## Server Performance

- What constitutes Performance in your company ?

## Cluster Performance

## Downtime



# Performance and SLA's

What are your promises?

- Application Response times ?
- Update times ? ( Agents )
- DB Open times ?
- Link Open times ?
- Failover times ?



# Domino KPIs on Performance

Clustered Work Queue Depth

No of Sessions opened

NSF buffer

% CPU Time ( Per Task)

% Mem in use

% Physical Disk Activity





# Messaging

## Service Trends

- Organizational dependent

## Server Trends

- Key messaging trends , know your averages and your users

## Cluster Trends

## Downtime



# Messaging and SLA's

What are your promises ?

- Average Delivery Time
- Mail File Size
- Spam levels
- Virus Free

How long could you last without checking your email ?



# Domino KPIs on Messaging

Average Dead Mail

% Successful Delivery

Average Mail Pending

Router Availability

Message Time on Queue

Mail routing tables Update Frequency



# Mobile Support

## Mobile Service definition

- Who vs What ...

## Server – Device Mobile Trends

- Provider Dependent

## Redundancy – Device Management

- Clear SLA's on infrastructure that YOU Control
- Multiple points of potential failure

## Downtime

- Failure is not an option...
- career limiting problems





# Mobile Support and SLA's

Routing success

Routing time

Service Availability

Service Provider Availability  
( Underpinning SLA)



# Domino KPIs and Mobile Support

Server Availability ( Mail routing server and Mobile Server)

Inactive Users / Disconnected users

Hung messages

Average Mail pending



# Key Business Functionality

Service Definition – Bespoke Application ?

Server Location, Management , Business usage

Redundancy ( Clustering etc )

Downtime



# Key Business Functionality and SLA's

## Data updates

- Agents
- Replication

## Response times

- Database
- URL
- Port Response times

## Availability





# Domino KPIs and Key Business Functionality

Average Replications ( Time and Quantity per day )

Document updates

Agent Run times

% successful agent runs

Application specific access times

Activity usage

General server performance



# What keeps Management happy

Simple Quantifiable data

Understanding reports , not having to ask questions or understand technical aspects

Low Cost

Meeting expectations

No Drama

Happy Customers



# What keeps Admins happy

Being left alone

By default, Admins will never be happy.

- We are happy that way

Stable environment

- Planned changes
- Planned outages
- No surprises
- Automation, Automation, Automation



# What keeps customers happy ?

## It.Just.Works

- Reliable, performing applications
- No thinking required

Not talking to service desk

## Not talking to management

- Let them have access to general “uptime” stats without bothering you

Being.left.alone.





# Synopsis

SLA – Definition

KPI – Definition

Key Areas to watch

Remember the Business

Consistency with Reporting

Targeted Reporting



# Remember

Keep it simple

Start as you mean to go on

Defend and Protect your SLA's

Beware of Operational Changes that may impact your SLA

Understand it

Automate it





# Any questions?

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