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 (he’s a techie and he likes processes)
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
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

**Service Reporting**
SLA Service Level Agreements

**System Reporting**
Key Performance Indicators

- Customer
- CIO
- Upper Management
- Middle Management
- Administration
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.
- What’s 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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