

Flow Based Performance Management:

A Business Oriented Approach to IT Operations

Presented by:

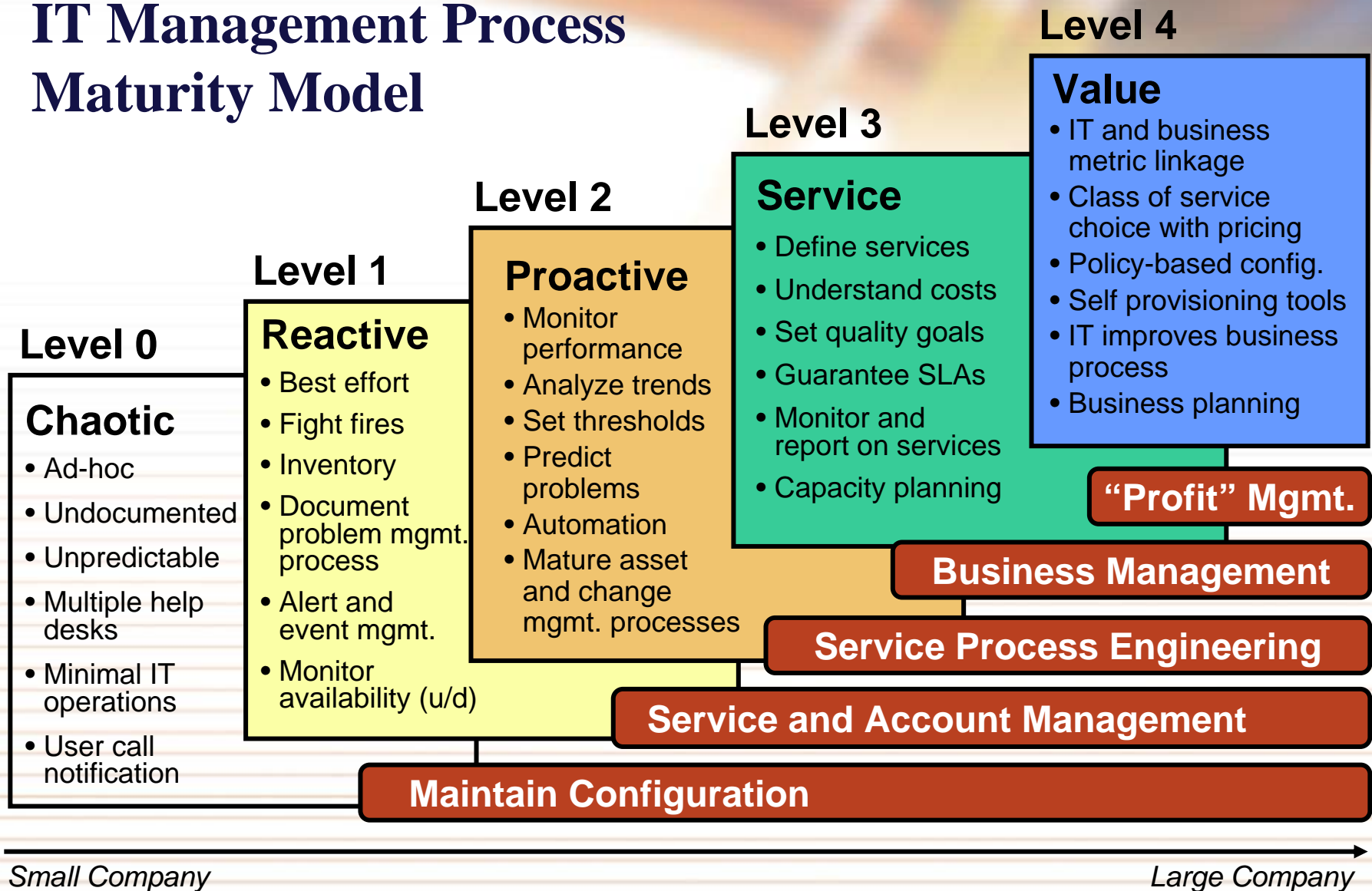
Bruce Kelley

VP/CTO

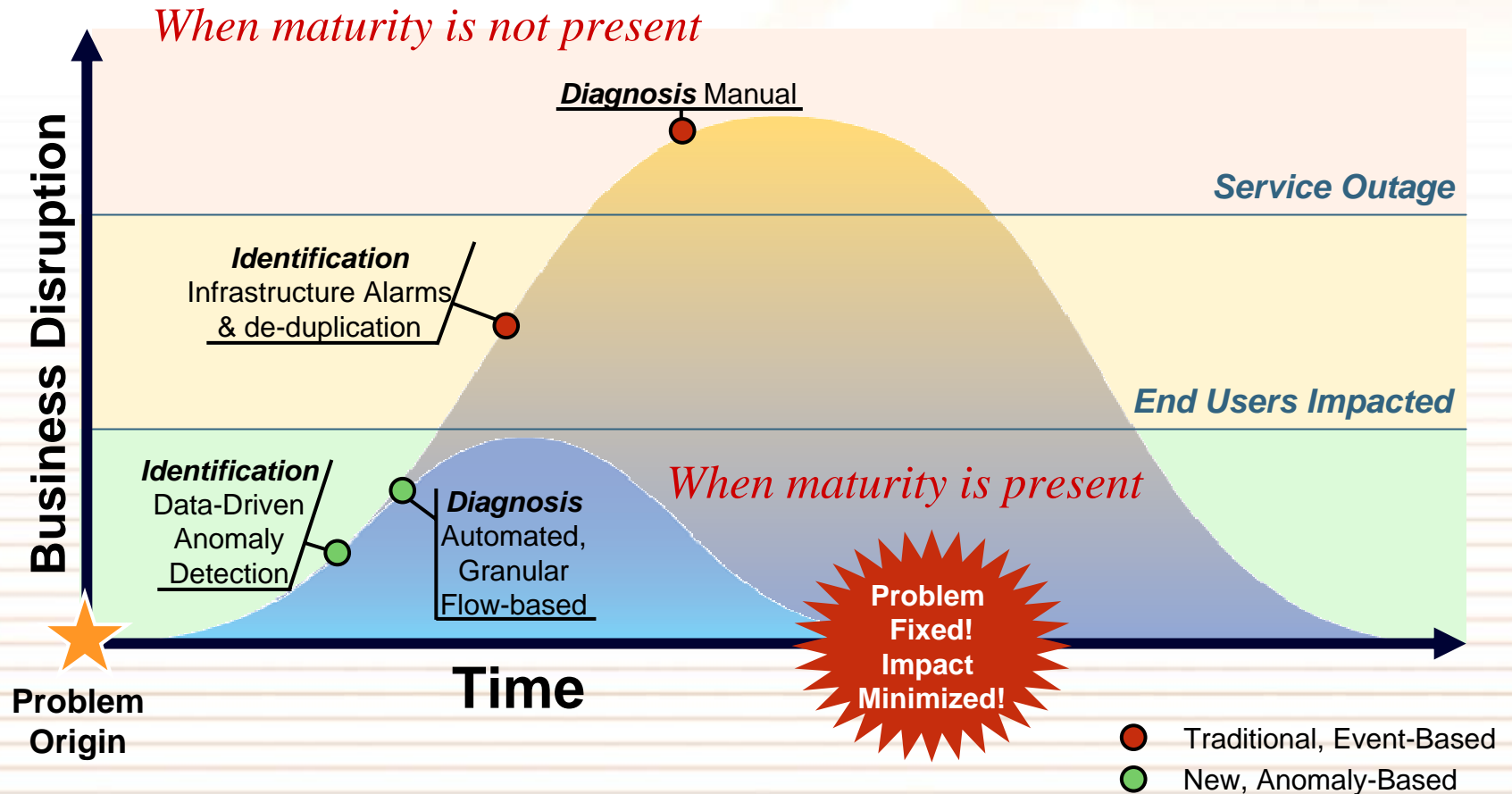
NetScout Systems

kellyb@netscout.com

IT Management Process Maturity Model



Problem Life Cycle



What Will Accelerate Maturity?

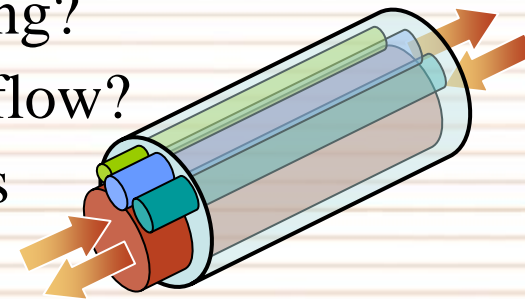
- Increased collaboration
 - Common foundation of information based on flows
- Real time and historical integration
 - What's happening now? Is this normal behavior?
 - What is the pattern? How can I be more proactive?
- Actionable information
 - Response time is bad, but why?
 - Voice quality is poor, but where and why?
- Business flows: Integrating the client centric, network centric, and server centric views

Flows Track End To End Performance

- A flow is a conversation (*who is talking to whom*)



- Provide visibility end to end
 - What type of traffic is flowing? How is it performing?
 - Where is the traffic going? When is it occurring?
- Flows have metrics
 - How much bandwidth is a flow consuming?
 - What is the responsiveness of a specific flow?
 - Metrics at network and application layers

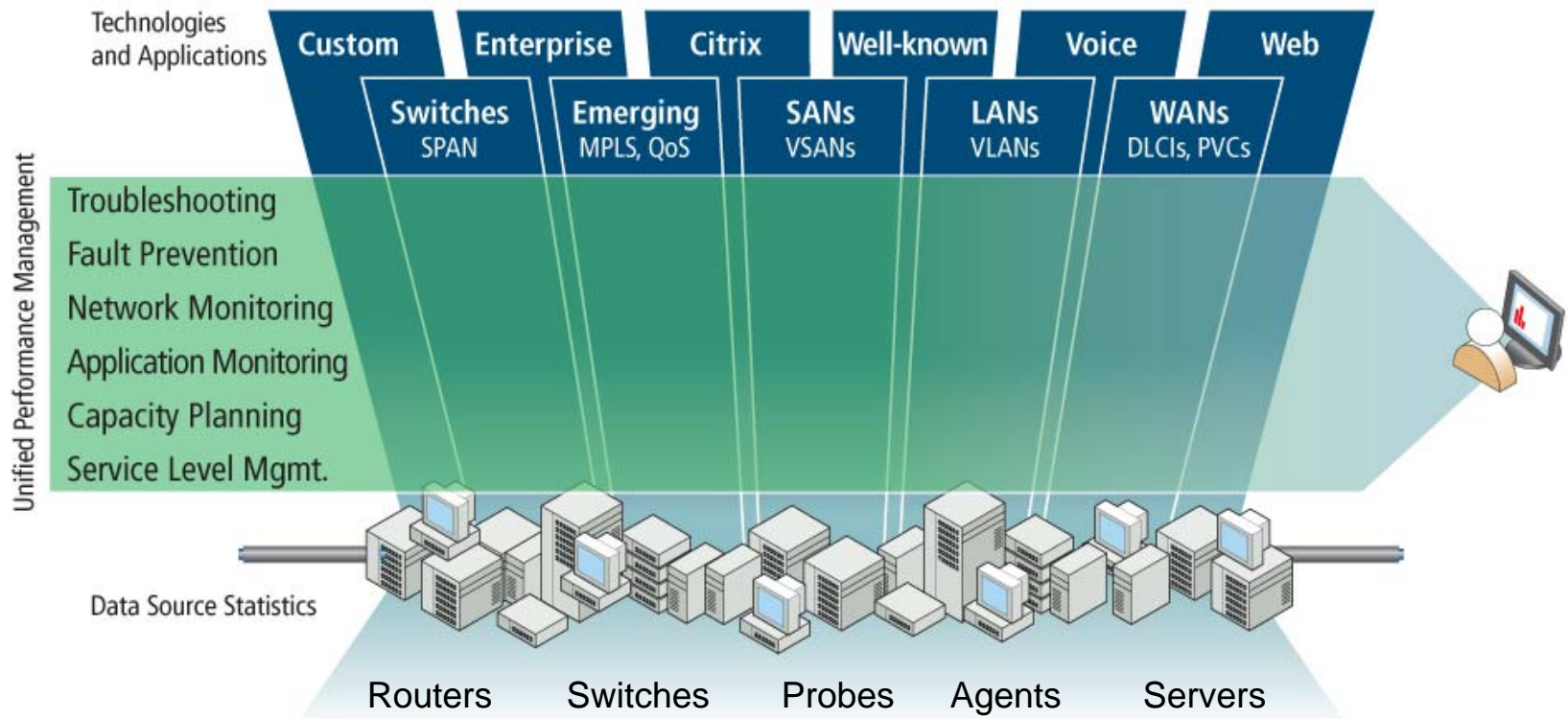


Flows of information are the basis of business

Flows:

Where do you get them?

What do you do with them?



Reduce Tool Clutter

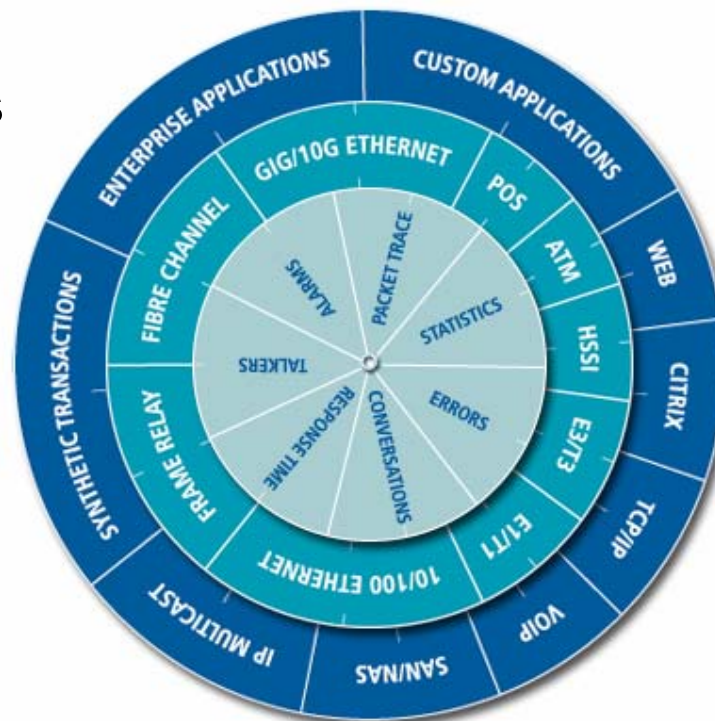
Flows Increase Collaboration

The need for a common data model

Performance Metrics

Network Topology

Application-aware



Regardless of Application or Network Infrastructure

The Power of Flows

Unified data from multiple sources utilized by fully integrated performance management disciplines

Capacity Planning

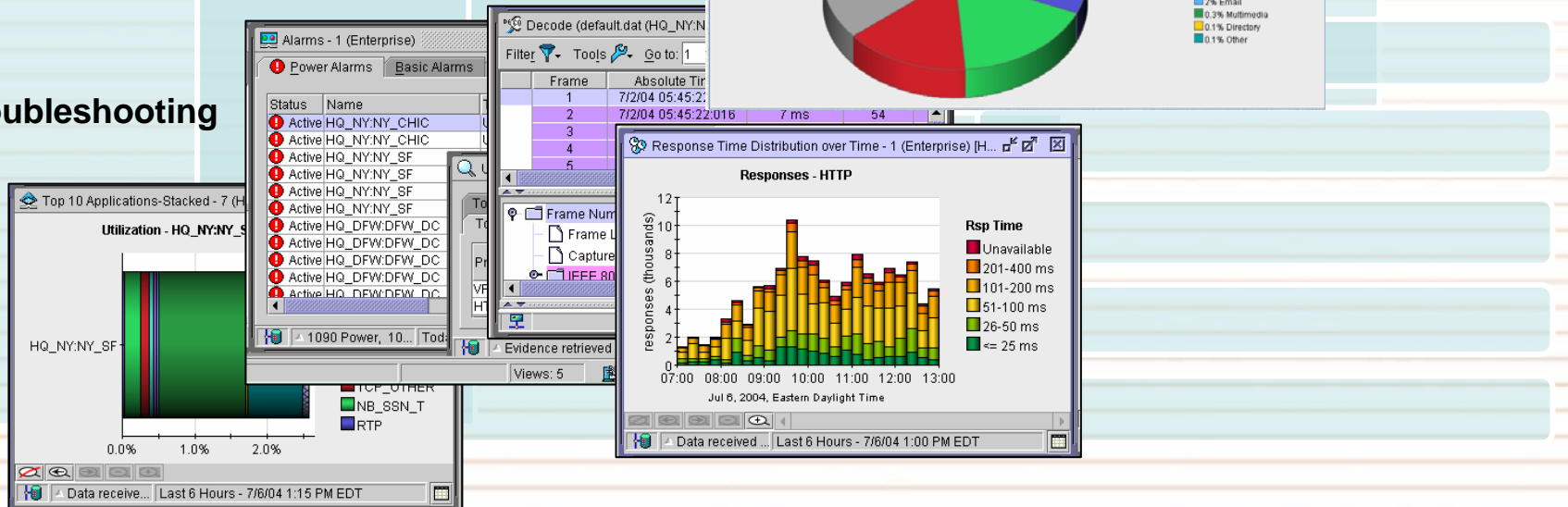
Application Monitoring

Network Monitoring

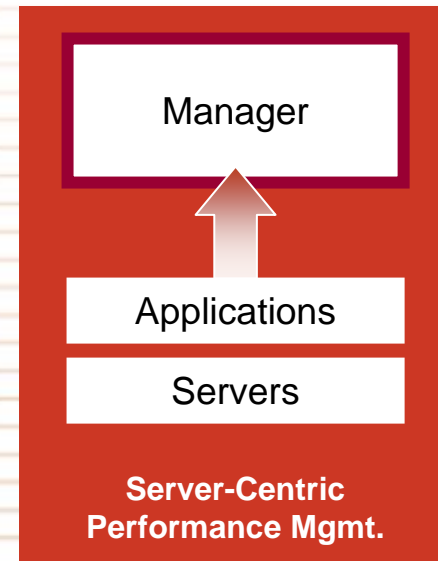
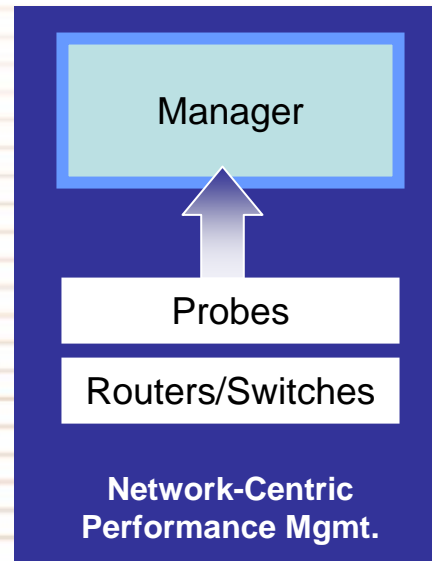
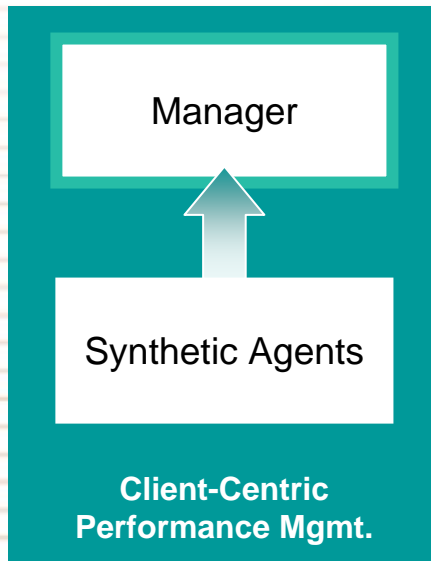
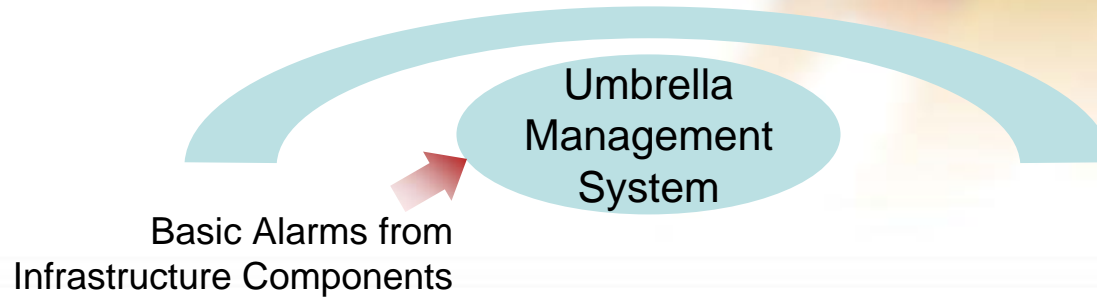
Fault Prevention

Troubleshooting

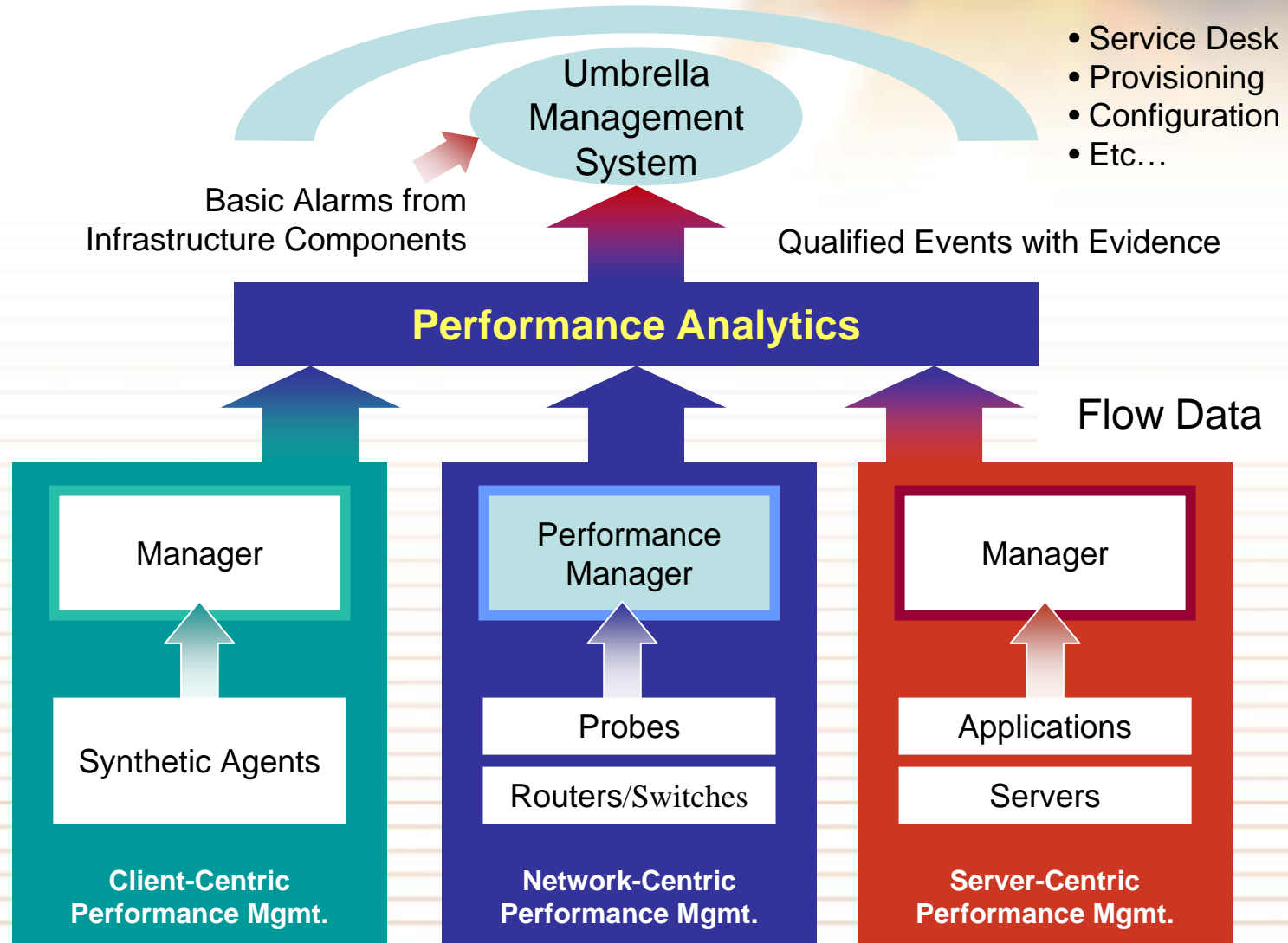
Service Level Management



Network Management Approaches Today



Next Generation Integrated Operations Center



Thank You!

Bruce Kelley
kelleyb@netscout.com