



# Data Center Summit

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Thomson

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# Future - Real-time CMDB

- **Current CMDB**
  - Used for ticketing, assets...
- **Intelligence in tools**
  - Allow for the visibility of business applications as a living breathing correlated model.
  - Automatic discovery of new applications and assistance in categorizing them. Would help eliminate the need for experts involved in configuration.
- **Self Tuning**
  - Updates to monitoring and intelligence are discovered versus manually defined and thresholded or baselined.
  - Apply the CMDB datasets to real-time systems by use of systems such as Smarts, Openview, Tivoli, etc.
  - Correlation of alarms and applications occurs automatically based on what the products identify.
- **Now on to our present challenges...**

# Size and Complexity

- **Total environment**
  - Global presence
  - 20,000 total servers
  - 7,000 switches and routers (over 10,000 including customer side routers)
  - Large leased line infrastructure
- **Product delivery**
  - Thick (Thomson One)
  - Thin (IE)
  - Smart (.NET)
- **High number of acquisitions**
  - Thomson Financial was created by over 50 purchases
  - Integration has been difficult, adding complexity to all products

# Management Tools in Use

## Configuration Management Database

None

Asset Management  
Centennial/Custom DB

Application Configuration Management  
None

Service Desk  
Infradesk

Dependency Mapping  
ADM

## Consolidated Event and Performance Management

Netcool

Server Management  
OVO, i3

Network Management  
Vitalnet, NNM, Ciscoorks

Passive Application Management  
Coradiant

Active Application Management  
OVIS, Gomez

Storage Management  
Command Central, SanScreen

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# Gaps In Toolset

- **Server Management**
  - Running extensive pilot with Opsware SAS.
  - Bladelogic is server only, but superb in that area.
- **Credential Management**
  - Many domains, standalone servers.
- **Dependency Mapping**
  - Opsware VAM
  - EMC ADM
  - When to use which?
- **Database Monitoring**
- **Alarm correlation**

# Recent Wins

- Opsware NAS – Network configuration management
  - Prevented issues with DST
  - Reporting and Auditing
  - Consolidation and provisioning
- Splunk
  - Take all of the change syslogs and make them minable and useful in troubleshooting an outage.
    - Firewall
    - Network
    - Storage
    - Load balancers
    - Next steps is Server

# Environmental Issues

- Application analysis
  - Going into applications blind
  - Development, networking, and support had different docs
  - Often conflicting information could not be confirmed
- Custom protocols
  - Proprietary delivery protocols were hard to track
  - Multicast to deliver real-time data
- Authentication
  - Very hard to get the rights and authorization to install agents
  - Time sensitive needs and change management

# Active vs Passive

- **Active Agent**

- Accuracy of data on agent is a concern
- Agents are costly to deploy and maintain
- Require change approval for deployment of changes from the business segments
- Time to implement is longer

- **Active Agentless**

- Can cause issues with software
- Not possible for us due to the vast number of credentials and protocols

- **Passive**

- Only choice for us, easy to implement due to our large network
- Not as much data in passive
- NAT is more of an issue

# How we use ADM

- **Project basis**
  - 1 month implementation
  - Requires tuning of configuration for monitor ports
  - 1 month analysis
  - 2-6 months during project and monitoring of tuning
- **Simplification projects**
  - Still testing and building a repeatable process
  - Shutting down and migrating legacy infrastructure
  - Having issues with old and odd setups as far as the network goes

# How we want to use Depedancy Mapping

- **CMDB**
  - Building a smarter CMDB
    - Dependant on us sorting out authentication standards
  - Strengthening our asset discovery
- **Opsware integration**
  - As we look to roll out server management products, dependency mapping plays a larger role



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