

Transform Business Service Delivery with Service Assurance

AM033SN

The Journey from Silo'd Monitoring to an Enterprise Command Center

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Once upon a time Blue Cross Blue Shield of Tennessee (BCBST) had siloed IT teams and processes based on more than more 77 separate monitoring tools. This was a recipe for inefficiency and slow mean-time-to-repair of service-impacting issues. Learn how this organization turned this situation around by rationalizing their tools, freeing their monitoring staff from tools administration so they could function as true subject matter experts, eliminating silo'd processes and establishing an Enterprise Command Center. Discussion will include their step-by-step deployment of CA Infrastructure Management, CA Application Performance Management CA Service Operations Insight.

- Enterprise Monitoring Situation Analysis
- Challenges & Desired State
- Desired State & Philosophy
- Roadmap for Evolution
 - Phase Implementation
 - Future
- Outcomes/Benefits

what is enterprise monitoring?

- Enterprise Monitoring is the unified monitoring of all infrastructure components (i.e. servers, network, databases and facilities) for events that affect performance and availability.
- This monitoring capability is typically provided by a tool set that accepts input from many sources and provides a “single pane of glass” view which is monitored by a dedicated team.

a look at the numbers

- 2,740
 - Number of Monitored Devices In BCBST Environment (Servers / Routers / Switches / Cameras / Power / Cooling)
- 17
 - Amount of Data that Flows Across our Network Every Day in Petabytes
- 70,000
 - Number of Events that we monitor every Day
- 300,000
 - Number of Transaction we monitor every Day

Blue Cross Blue Shield Tennessee 2008

- Fragmented-all monitoring was being done in silos
 - Varying degree of expertise and tool capability
 - Lots of time wasted proving “Not Me”
- Little transparency- emails to SMEs
- No standard metrics
- Lack of coordination between teams

Blue Cross Blue Shield Tennessee desired state

- A dedicated 24x7 Enterprise Command Center is established that, from a central control panel, monitors:
 - Support the collection and process of events in the IT infrastructure, including hardware, software, server, virtual machine (VM), operating system, network, storage, security, database, application and mainframe
 - Notify the appropriate IT operations personnel of critical events
 - Provide remedial steps and, where possible, initiate corrective actions
 - Attempts to resolve issues with lowest cost resource before additional resources are engaged

enterprise monitoring philosophy

- Business Impact Focused
- Increase the Intelligence of Alerting and Notifications
 - More input from our internal customers
 - Leverage Product's integration
- Develop Solutions that Deliver Value are maintainable
- The Four Legged Stool
 - Executive Support
 - People
 - Organizational changes / structure / skills
 - Process -Roles and Responsibilities
 - Technology
 - Executive Fortitude- It's a journey

phase 1

- Network and Systems Management
 - 80% Rule- Basic Blocking and tackling
- Dip toe in APM- one application
- Event Correlation/Reducing Noise/and becoming Proactive
- Benefits
 - Removed redundant tools – SAVINGS
 - Common goals and direction
 - Accountability with fact based metrics
 - SME's could spend time build and design

phase 2

- Deep Systems Management
 - OS Agents
 - Virtualization
- Network Consumption Monitoring
- Domain Isolation
- Alerts from Third party apps
- Refinement of Thresholds
- Refine ECC and Engagement Model
- Benefits
 - Creditability amongst IT Teams- i.e. proven results.
 - Consolidated remaining tools
 - Increasing Enterprise Monitoring visibility
 - Environment double in size while alarms dropped in half

phase 3 and beyond

- Application Performance Monitoring
 - Across the enterprise with APM
 - Deep Dive and End User Experience
 - Synthetic Transactions
 - 2am Use Case
- Monitoring Test Environment
 - Catch problems BEFORE they hit production
 - Higher quality products / fewer production incidents
- Evolve from Event to Service Impact
 - Not every event is equal.....

enterprise monitoring architecture

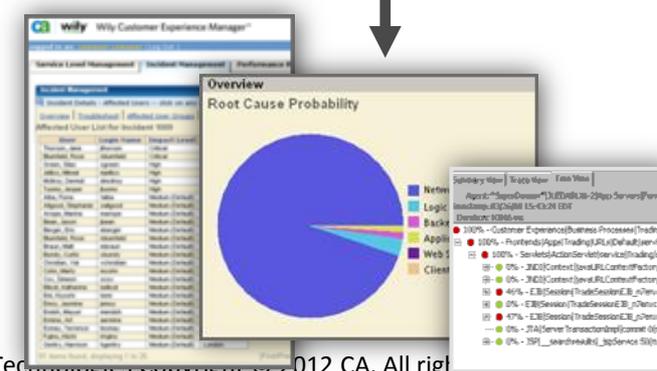
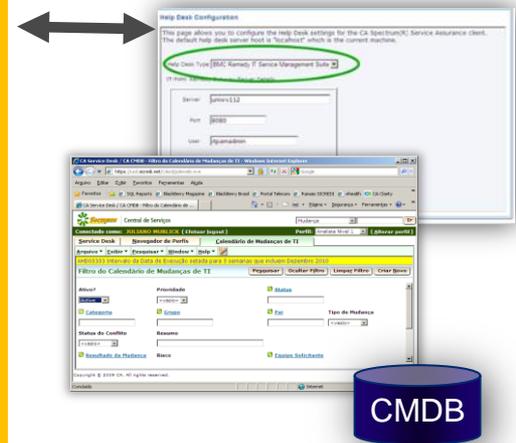
CA Infrastructure Management

CA Service Operations Insight

HP Service Desk & CMDB

CA Application Performance Management

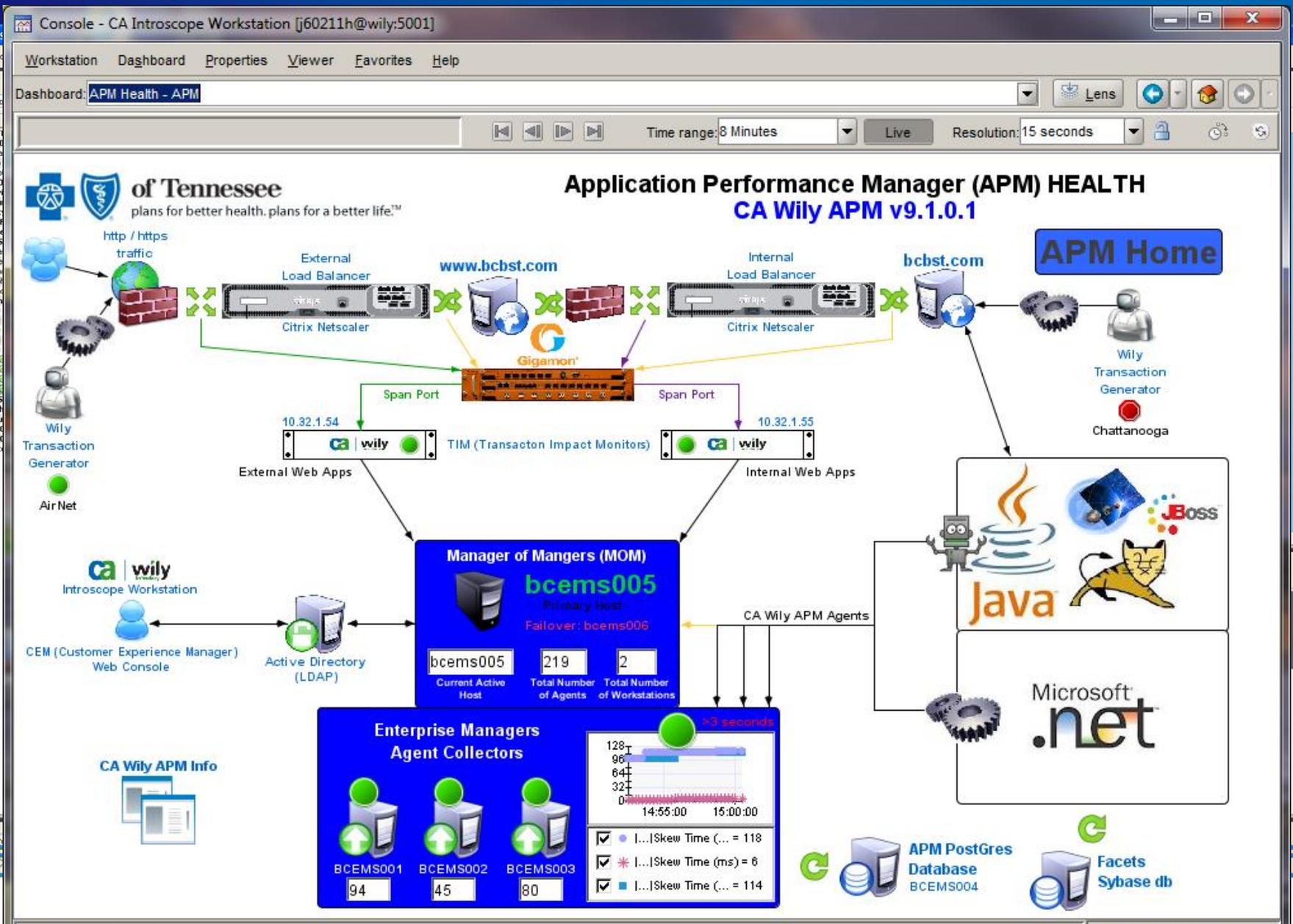
- Other Data Sources:
- Microsoft SCOM
 - I3 (database)
 - SiteScan (environmentals)



overall benefits achieved

- Since implementing Enterprise Monitoring in October of 2009-2011 Analysis:
 - **Service availability has increased by an average 124 hours per month** and user productivity is boosted proportionately as issues are identified and services restored prior to the start of the business day
 - **Soft cost savings of \$4.8 Million** in lost productivity and shifting of initial Incident response to ECC personnel
 - **Reassignment of 3 resources** to meet other critical needs

Enterprise command center view



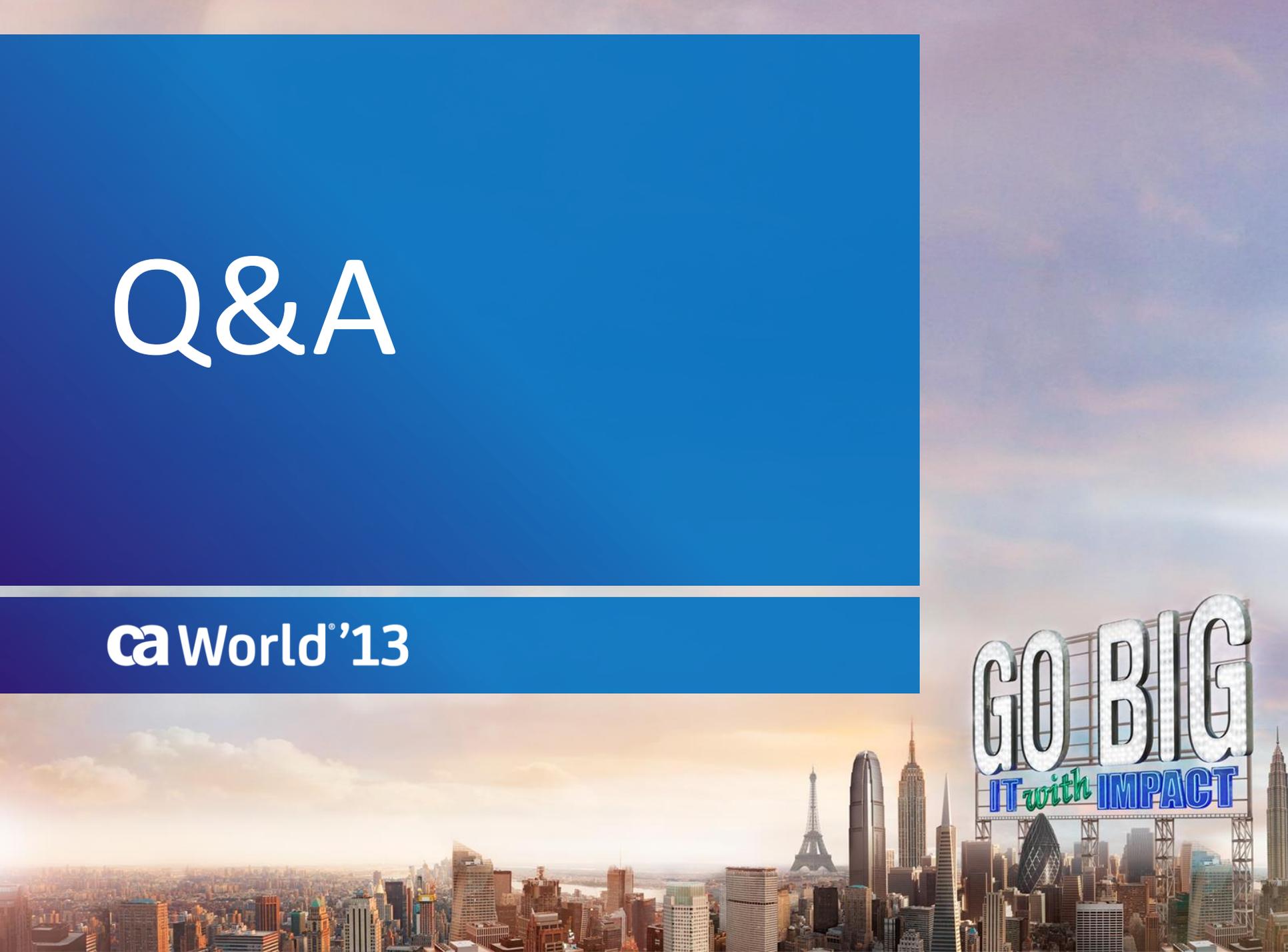
summary

a few words to review

- Must have an Enterprise Monitoring philosophy
- This is journey
 - Don't boil the ocean
 - Grow and set new objectives
- Executive Support

Q&A

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