IBM NOC-Inside - IT Monitoring Capabilities

Network Operation Center–Inside (NOC-I) is a packaged, automated, IT Infrastructure management service from Network Solution Pte Ltd (An IBM Company) for managing end-to-end IT infrastructure. NOC-Inside provides automation for IT Monitoring, IT Helpdesk, IT desktop/server inventory and IP traffic analysis.

NOC-Inside offers comprehensive support for end-to-end and integrated monitoring for networks, servers, applications, databases and middleware. Other than providing multiple out-of-the-box real time and historical reports, it also provides business service views and allows analysis of impact of IT performance on business.
Monitoring - Features & Benefits

- Non-invasive monitoring allows for faster deployment and rollout with minimal effect on monitored element.
- No point tools – unified & integrated monitoring for networks, systems, servers, databases, applications and IT Services in one single view, reducing the complexity of integrating multiple tools.
- Integrated Correlation via IT Services allows prioritization of events that needs to be quickly handled because of their impact on business services.
- Scalable Monitoring solution that grows with your organization – with the ability to monitor small, medium and large IT infrastructures.
- No report customization needed – real time & historical reports/ dashboards are available out of the box, allowing immediate productivity.
- Open Interfaces for extensibility – Automated Actions, Automated Script Engine.
- Easy-to-use and quick-to-implement out-of-the box IT Service Management solution.
- Know your IT Environment by automatically discovering the network and understanding the complex relationships linking them.
- Includes integrated fault & performance management – Notifications and Escalations can be generated upon the non-availability of IT elements or threshold breaches.

Integrated Monitoring Capabilities

Network Monitoring
- Routers, Links, Switches, Devices, Printers
- Rich SNMP Support (v1, v2, v3)
- SNMP Traps processing, Upload MIBs, custom expressions, etc
- Cisco QoS, Cisco IPSLA, Cisco IPSec, Cisco Ping MIB
- Multiple graphical Topology view including Network, Business and Tree views
- Rich Auto Discovery including discovery of L3, L2 topology

Server Monitoring
- Unix – Solaris, HP UX, AIX, Linux, Open VMS
**Application Monitoring**

- Microsoft Exchange, IBM Lotus Domino
- Web Logic, Web Sphere, IBM MQ-Series, .NET applications, Apache Tomcat 5.x, Microsoft IIS
- MS ADS, MS DHCP, MS DNS
- Availability of Windows/Unix - Ports, Processes, Services
- SQL Query, HTTP URL Response time, Windows Event Log
- ASCII Log file Parsing

**Database Monitoring**

- MS SQL Server 2000, 2005
- Oracle 8i, 9i, 10g
- DB2 8.x, 9.x and above
- Sybase 10.x, 11.x and above

**IT Service Management**

- Ability to define and monitor impact of IT infrastructure on business operations
- Allows IT engineers to prioritize and address issues that hurt business most
- Rule based monitoring/alerting of health of services
- Fine grained correlation – prevents false alarms & provides excellent RCA
- Historical and Real time IT Service performance reporting available

**Automated Script Engine**

- Allows support for Synthetic Transaction Monitoring
- Ability to monitor new elements, business processes and KPIs on the fly (run time) without changing binary code
- Ability to execute custom scripts (Windows/Linux/Unix scripts), programs (C++, Java, .NET, VB, etc. any executable/binary) to determine KPI values
- Flexible Polling support
- Support for Alerts and Escalations
- Real time dashboards and Historical Reports
- Integrated with IT Services
Automated Actions

- Ability to execute custom scripts, programs, etc for corrective/preventive actions
- Incident/ Helpdesk ticket generation, etc
- Actions can be taken on Availability or Performance KPI threshold breaches

Multiple Real time Dashboards

- Event Console, IT Services, IT Infrastructure,
- Elements specific, Analysis, Diagnosis,
- SNMP Traps, Top N

Multiple Historical Reports

- IT Services, Infrastructure Availability
- Networks - Availability, MTBF, Performance, Element Specific, Element Fault, Root Causes, SNMP Traps, Cisco QoS
- Systems & Applications - Availability, MTBF, Performance, Root Causes, Correlation
- Events/Alarms - Open Alarms, Historical Alarms & Events
- Discovery Report – For discovered Routers, Links, Subnets, Switches, Devices
- Scheduled Emailing of one or more Reports

System Requirements

- Intel PIV or Xeon based Servers
- Database – MS-SQL 2000/2005 or Oracle 9i/10g
- Operating Systems – Windows 2000/2003 Server or XP, Red Hat Linux 9, RHEL AS 4 (And above), Solaris 5.8 (and above)
- Java Runtime Environment – Sun JRE v1.5 Update 11 or above

About NOC–Inside

NOC–Inside is a packaged, automated, IT Infrastructure management service from Network Solution Pte Ltd (An IBM Company) for managing end-to-end IT infrastructure.

For more information on NOC–Inside, contact your local IBM representative.