

## RELIABLE AND EFFICIENT OPERATION OF IBM FILENET P8

In many enterprises Lines of Business use the IBM FileNet P8 in mission-critical business processes. Ensuring the reliable and at the same time efficient operation of this ECM business service results in complex challenges for the IT Service Management. The ECM monitoring solution FSM offers an IBM FileNet P8 specific application health monitoring solution, which can be integrated seamlessly into central IT Service Management solutions.

### ► ENTERPRISE CONTENT MANAGEMENT

In many cases the ECM platforms IBM FileNet P8 and IBM Content Manager / CM OnDemand are used in mission-critical business processes. When this platform becomes unavailable, the damage – in employee productivity and lost revenue as well as lost reputation – is very high. Therefore the Lines of Business (LOB) require both high availability and high performance of this business service. High Availability and Disaster Recovery strategies however are not sufficient to deliver the Service Level Agreements, as 80% of application downtime is caused by application or operator errors. Addressing these results in high efforts in IT Operations and Service Desk, often 24\*7, due to the fact that the ECM systems in most organizations are still operated manually. The central IT Service Management Tools are restricted to a basic monitoring of ECM components, but they do not provide any ECM specific functional application health monitoring.

### ► HIGH OPERATIONAL COSTS

The manual operation of ECM systems however compromises the fulfillment of Service Level Agreements for the LOB and results in high operational costs in the IT organization. The only way to solve this dilemma is to automate non-value-adding activities in the administration and monitoring of the ECM systems. Therefore it is mandatory to extend an IT organization's Event Management processes and tools to the FileNet systems in order to monitor and assess their health status at any given time from a functional perspective, not from a component perspective.

### ► MONITORING IBM ECM PLATFORM

The answer for this challenge is „IBM FileNet System Monitor“ (FSM) – a solution which allows customers to manage the ECM components and their underlying infrastructure reliably and efficiently by automating routine work in the daily operation. FSM manages the various FileNet components such as Image Manager, Content Engine and Process Engine, Database and J2EE Application Server, server and storage and their overall operativeness to guarantee the availability of the business service ECM from an end user perspective.

FSM does not only alert for current problems, but also allows identifying upcoming problems. Hence the ECM administrator is able to proactively intervene, before the LOB experience any outage of their mission-critical ECM system. An event

forwarding from FSM to IT Service Management tools allows IT Operations and Service Desk personnel to monitor the ECM systems 24\*7 using their standard management console. An ECM specific Knowledge Base supports in the analysis of problems and events, helping personnel without deep knowledge of ECM. Automation tasks allow starting / stopping of ECM systems or even entire environments without having the support personnel to know the proper sequence and syntax for starting / stopping and without giving them full administrative rights in ECM.

The reporting engine of FSM allows analyzing historical events and statistic and performance data collected by FSM. The reports can be used e.g. to share status information with LOB management, to identify quality improvements (Problem Management) and to properly plan capacities (Capacity Management).



# FSM FOR IBM FileNet P8

## ► THE WHOLE PICTURE

FSM provides out-of-the-box support for the following IBM FileNet P8 applications:

- IBM FileNet P8 Image Manager
- IBM FileNet P8 Content Manager
- IBM FileNet P8 Business Process Manager
- Compliance: Email Manager, Records Manager, Records Crawler, IBM Content Collector (ICC), IBM eDiscovery Manager
- Capture, Print, Fax
- HPII / MR II / BatchIt
- Application Connector for SAP
- Storage: SDS Integral and NLS
- Integration: CFS, IICE

FSM does not only monitor the various components, but also their interoperability, so that the administrator can monitor the entire process chain of its end users. This includes the J2EE Application Servers, databases, web servers, LDAP connection and infrastructure. Additional applications used for the business service ECM, e.g. Input or Output Management, can be added as custom monitoring.

## ► FOCUS SUPPORT RESOURCES

Thanks to FSM the ECM application specialists in 2nd Level Support can focus their attention to the further development and optimization of the ECM platform instead of wasting their time with non-value-adding routine work in the daily administration and monitoring. All the same they – and IT Operations and Service Desk – can be sure that they will be alerted immediately in case of a current or an upcoming error or event.

## ► END USER RESPONSE TIMES

To measure the quality of the ECM business service from an end user perspective CENIT offers an add-on for FSM to monitor the end user response time end-to-end 24x7. This solution – called „ServiceTracer“ for FSM – monitors both the availability and the response time of the ECM applications from an end user perspective in central as well as remote locations. That also includes the network performance for remote locations. Both performance metrics are pro-

vided to FSM, run against thresholds and if these are breached alerts are sent to the FSM Management Console. This enables the ECM administrators to run their ECM business applications proactively from a backend and an end user perspective.

ServiceTracer supports the entire Software Lifecycle Management, i.e. is not only used during the operation of the application. It can also be used prior to its roll-out to support proper quality testing and performance analysis to make sure that the end users really get what they expect. If performance problems occur, it helps to do root-cause analysis. Management reports can be used for Service Level Reporting to identify trends, e.g. to assess upcoming capacity bottlenecks and to support a proper sizing of the ECM environment.

ServiceTracer is very easy to handle and to manage, so that there are only little training efforts. A workflow editor simplifies the creation of new robots to monitor additional applications. This can be done by the ECM administrators themselves, as it does not require expert know-how.

## ► BENEFITS

Monitoring IBM ECM environments with FSM provides the following benefits:

- Comprehensive monitoring of ECM components and their infrastructure in one Single Point of Control
- IBM ECM specific Knowledge Base to support and expedite problem analysis
- Higher availability of ECM based IT services due to error prevention and reduced problem resolution efforts → improved service quality for LOB and fulfillment of Service Level Agreements
- Integration of IT Operations and Service Desk due to event forwarding to IT Service Management Tools → allows central operation of ECM 24\*7
- Automation of non-value-adding routine work in the daily administration and monitoring improves productivity of ECM administrators and reduces operational costs

- Integration of ECM as managed application into an enterprise-wide IT Service Management supports established IT Service Management processes
- With ServiceTracer for FSM the ECM administrators cannot only monitor their ECM platform proactively from a backend perspective, but also from the end users perspective. They always know about their experience, so that they can detect upcoming performance issues at an early stage.

FSM helps to deliver Service Level Agreements based on the IBM ECM platform in a more reliable and efficient way.

## ► FULL SERVICE

CENIT provides unparalleled expertise for proactive monitoring of IBM ECM Systems using FSM and ServiceTracer – software, implementation services, training, coaching, onsite support. For 20+ years CENIT has been providing customer-oriented solutions based on IBM and FileNet offerings.

## ► CONTACT

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