



AIOps BrightTalk Series

What's New and Why Upgrade: DX Unified Infrastructure Management Version 20.4

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Agenda



- Why DX UIM
- Journey to DX UIM 20.4
- What's New with Version 20.4
 - Marquee Features
- Installation and Upgrades
- Resources
- What Questions Do You Have?

DX Unified Infrastructure Management

Comprehensive Observability for Hybrid Data Center



Business

Service Level Management

- **Full-stack** observability across app-infra-network including cloud infrastructure and networks
- **Monitor service levels** across private and public cloud



Operations / SRE

Dashboards, Reports

- **Check cost and resource utilization** with out-of-the-box billing and health reports
- **Ease triage** with technology-led dashboards
- **Quicker time-to-value** with template-based monitoring configuration service



Tools Admin, Maintenance Engineer

Admin Console, Infrastructure Manager

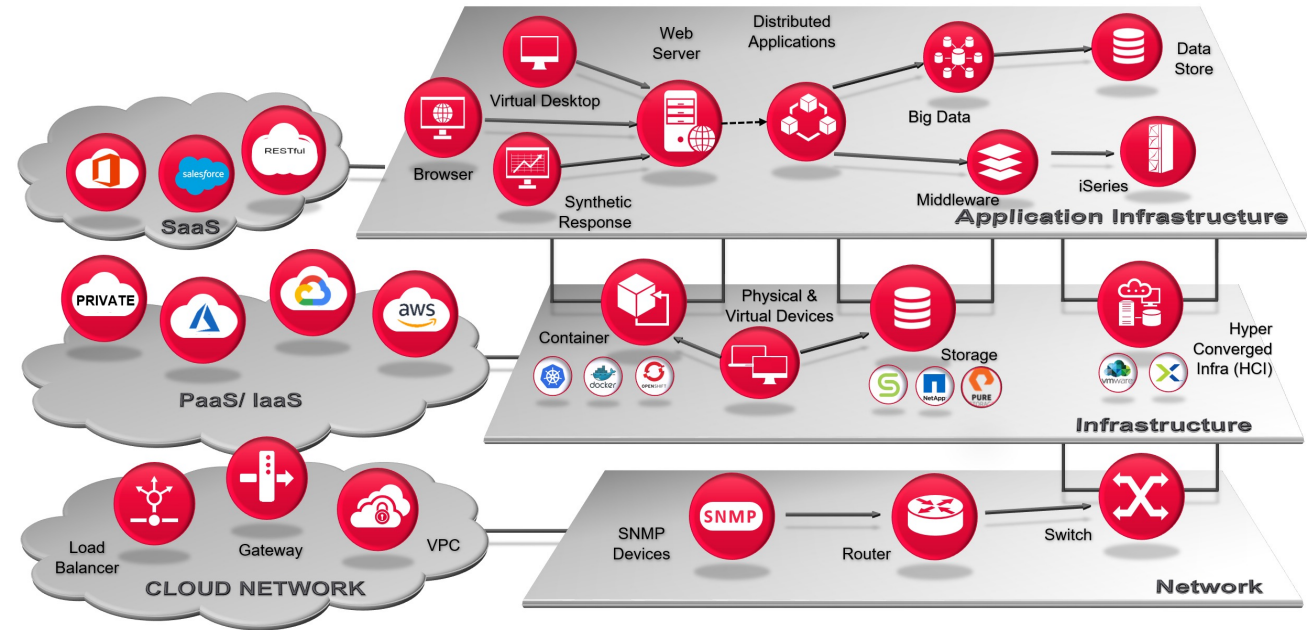
- **Inventory and group** management with CMDB integration and dynamic discovery
- **Deploy across various infrastructures**: on-premises, PaaS and MSP
- **ITOM tool integration** for provisioning and orchestration



L2 / L3 Infrastructure Specialists

Operator Console

- **Incident** management and alarm noise reduction with alarm management
- **Open architecture** with true multi-tenancy and extensibility

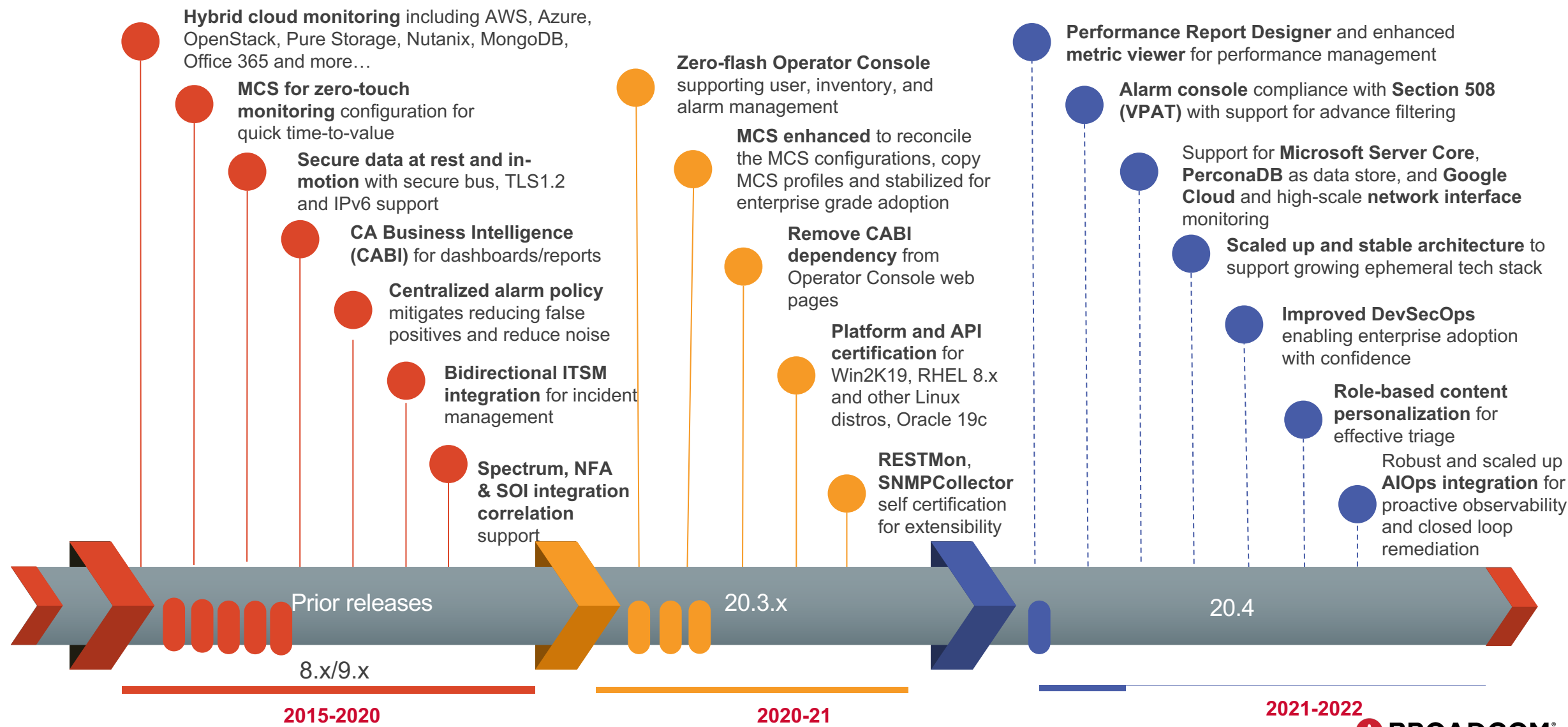




Journey to DX UIM 20.4 Release



DX UIM Journey: Innovation @ IT Infrastructure Management



DX UIM 20.4 for New PLAs, Why Upgrade for Existing Customers



Enterprise Class

Modern, scaled up performance & alarm management along with additional security for high-scale enterprises and MSPs



Modern Support

Additional support for Google Cloud, Microsoft Server Core 2019 and PerconaDB (open source database as option)



Quality

60+ feature enhancement requests, 20+ ideas from User Community and customer-found defect fixes



Path Ahead

Ingests granular data to enable highly accurate analytics with complementary AIOps solutions



What's New with DX UIM 20.4



DX UIM 20.4 New Features for Improved Observability

Alarm Console

- Advance alarm filter with “and” and “or” conditions
- Collapsible alarm summary view
- ACL permission for alarm filters
- Global alarm filters on alarm console

User View Customizations

- Bridge LifeRay parity
- Set default Operator Console screen for user
- Operator Console views provide more granular control to users based on ACL permissions

Dashboards & Reports

- Seamless dashboard navigation from Operator Console
- Dashboard list widget as replacement for list reports
- Custom timeframe filtering across all reports and default screens

Inventory & Group Mgt

- Export DX UIM groups/devices along attributes including (MCS profiles and alarm policies)
- Increased number of device selection in (static) group configuration
- Additional attributes and customizable table columns

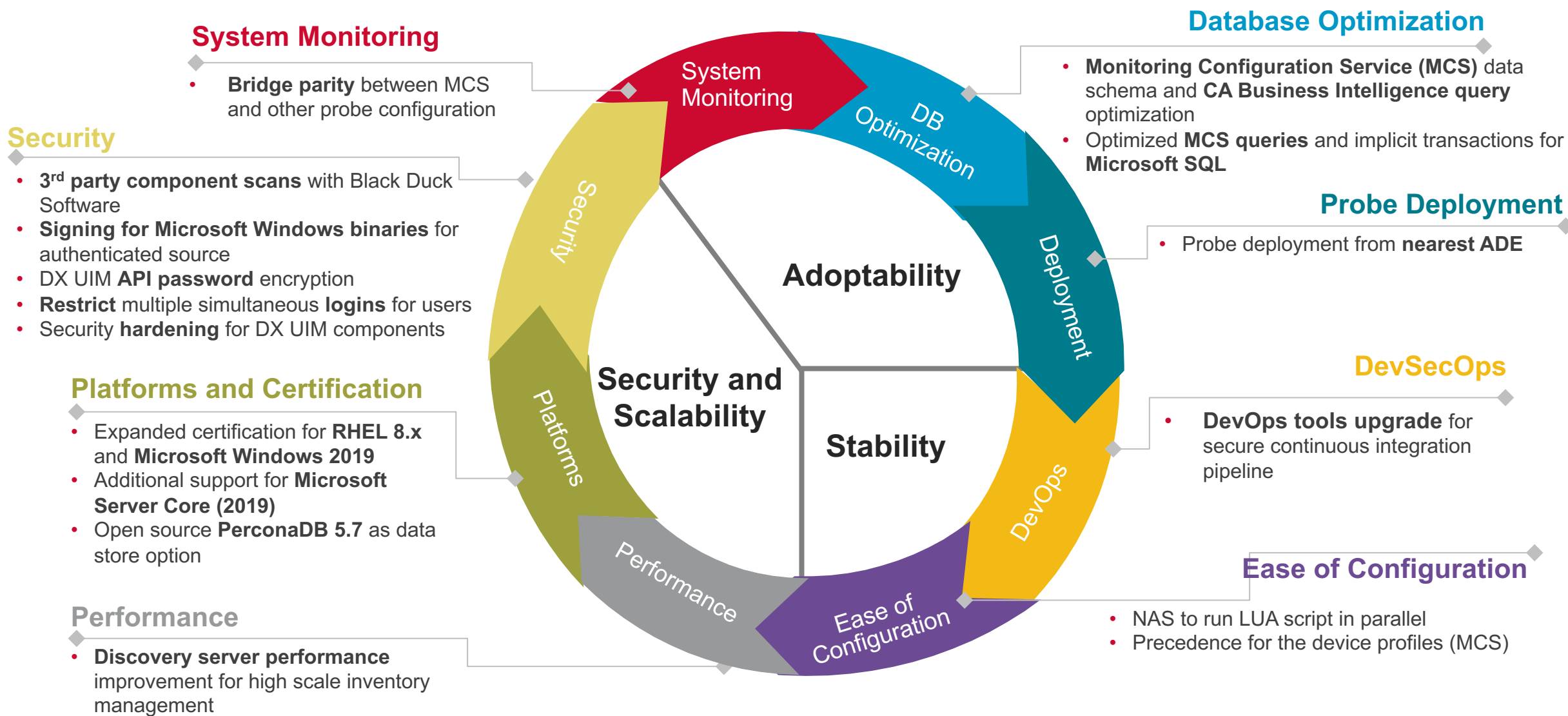
Performance Metrics

- Performance Report Designer (re-introduced)
- Enhanced Metric Viewer to support metric graphs with high scale targets (At A Glance)
- Metric Viewer: custom aggregate, copy metric views with enhanced device count

SLM & Tech Stack

- SLA history option to see previous months report
- Upgrade Operator Console to React version 17.0.x

Ease of Upgradability, Performance and Quality





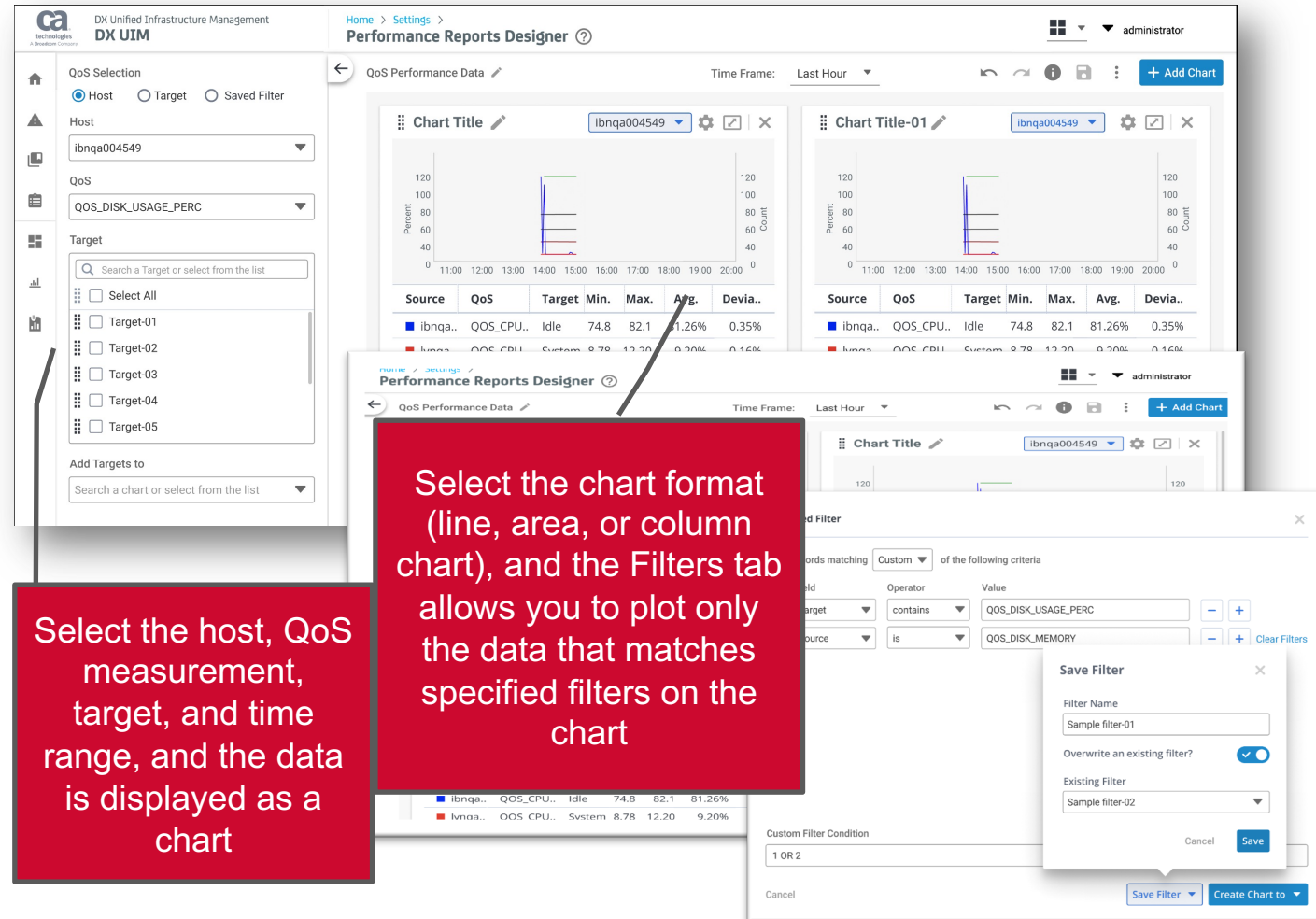
DX UIM 20.4: Marquee Features



Performance Report Designer

Visual Representation of Quality of Service (Performance) Data

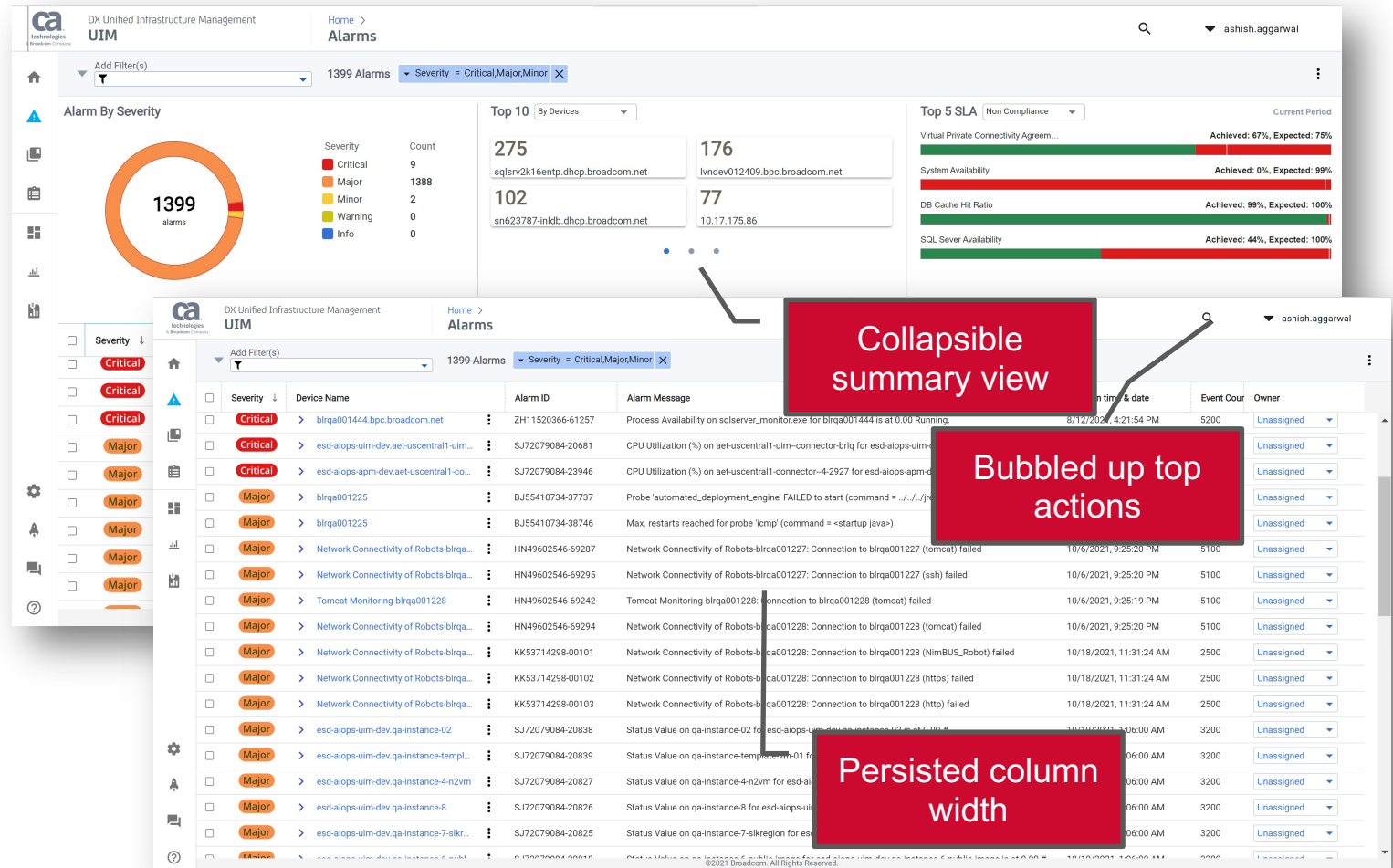
- ✓ **Quicker full stack triage** consistently across device(s)
- ✓ Display **multiple measurements** on a single chart, view multiple charts at a time
- ✓ **Drag charts** between rows or can drag a data series from one chart to another
- ✓ **Change the source** (host or target) of the data
- ✓ **Save** a set of charts as a report to print or to view later
- ✓ **Export and import** features to share charts with other users or across releases
- ✓ **Scheduled sharing** for performance (QoS) reports



Section 508/VPAT 2.0 Compliance for the Alarm Console

UX Hygiene and Accessibility Improvements

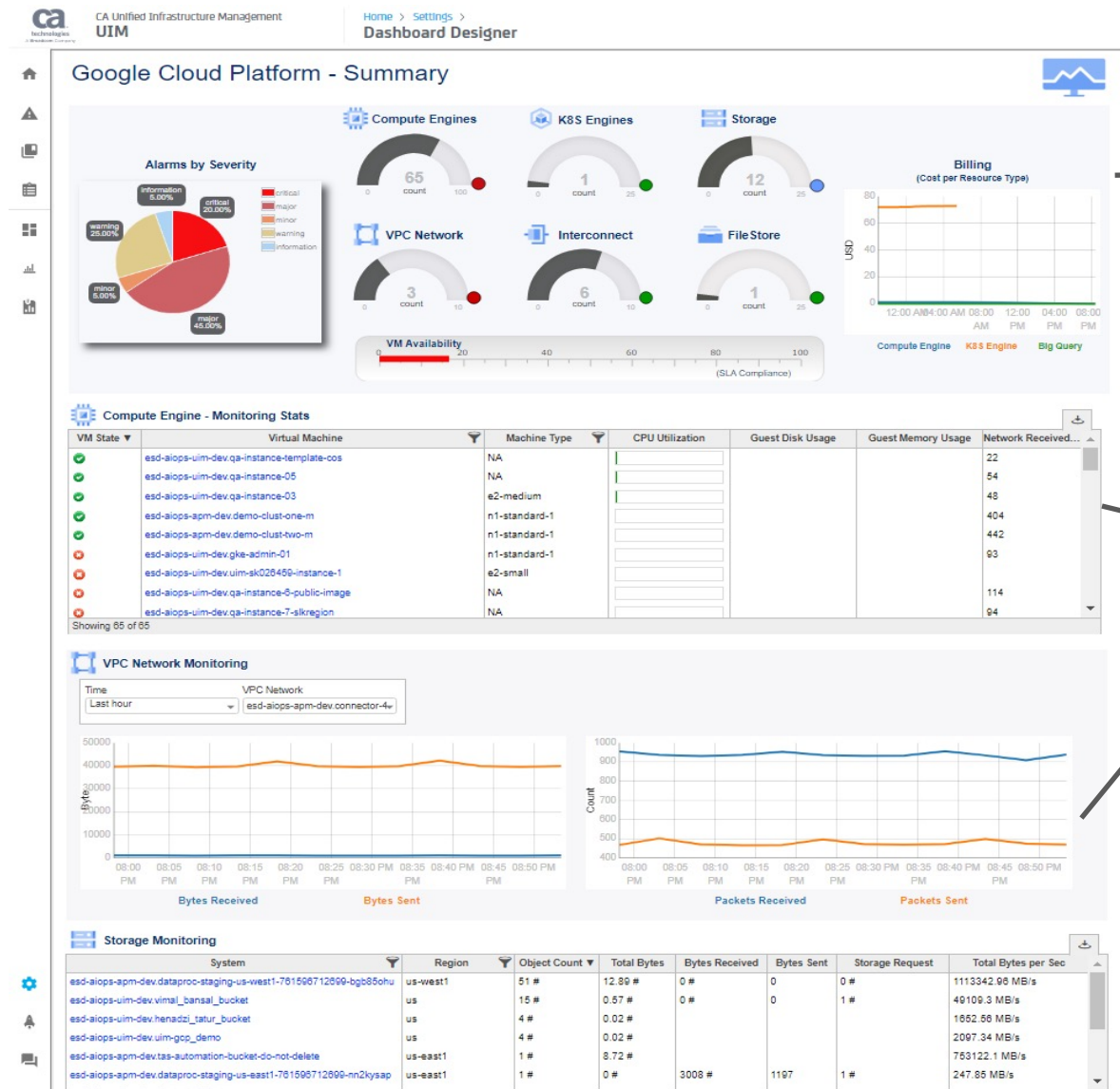
- ✓ Reduce fragmentation and better white space management
- ✓ Proximity and contextual actions
- ✓ Intuitive UX with better click rate
- ✓ Visualize more information with less
- ✓ Column width persistence across user sessions
- ✓ Hide able alarm summary view
- ✓ Improved alarm filtering



Google Cloud Platform (Summary View)

Dashboard Designer

- ✓ Single pane glass for all Google Cloud services
- ✓ Contextual navigation
- ✓ Extensible as per cloud admin needs
- ✓ Covers key QoS for monitored GCP services
- ✓ Google Cloud account/tenant aware, suited for MSP deployment
- ✓ Publish and integrate with 3rd part web sites



Summary view
(including Billing)

Service specific
metric trends

Contextual
navigation to OC
detail views

Enhancements to Inventory and Group Management

Understanding Monitoring Details

- ✓ View **additional** inventory attributes
- ✓ Inventory and group **summary view** customizations
 - Sortable columns
 - Editable table columns
- ✓ **Export** of inventory and group details for CMDB comparison
 - Device and attributes
 - Monitoring configuration details like MCS profiles and alarm policies

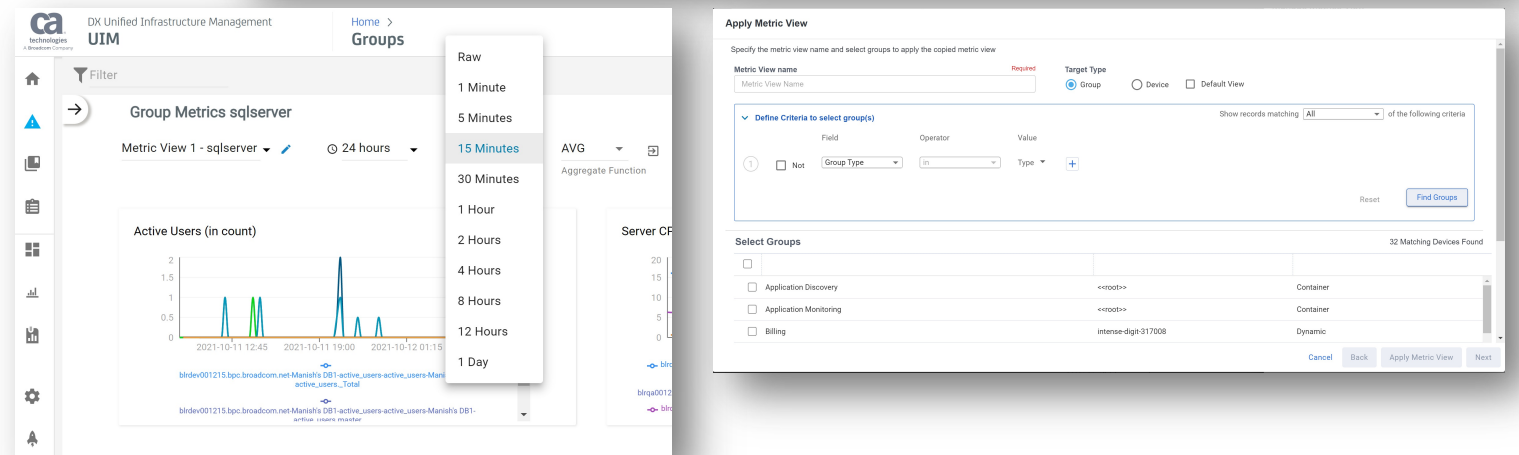
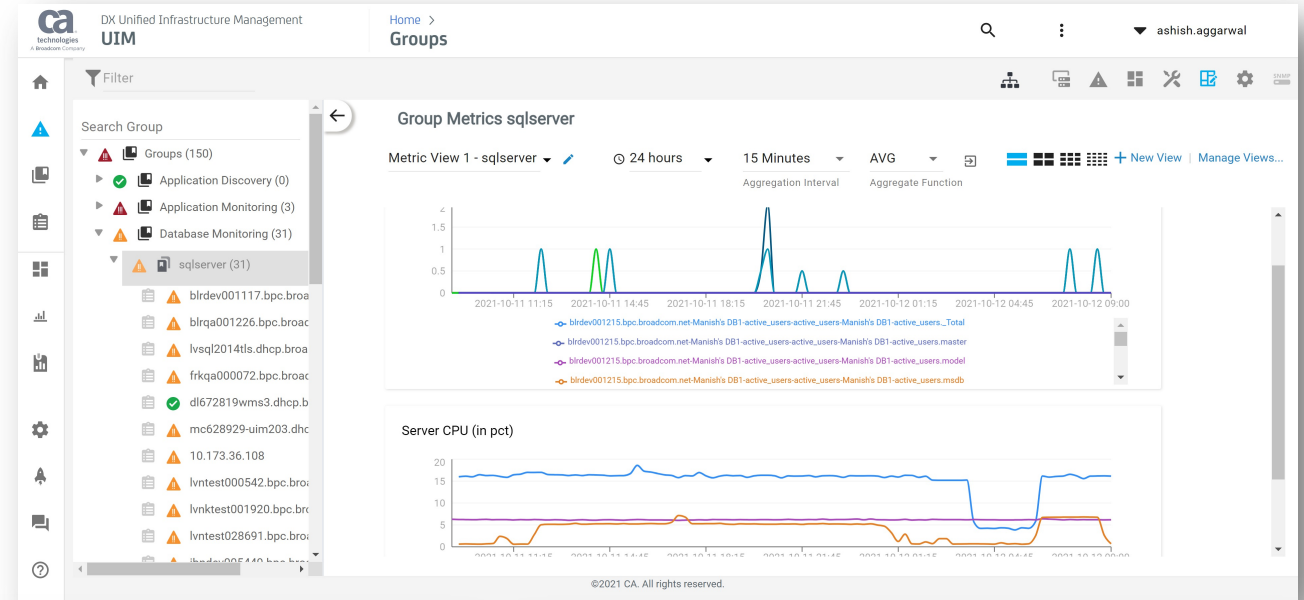
The screenshot displays the DX Unified Infrastructure Management (UIM) interface. The main view shows a 'Member Group' table with columns: Name, Device Type, OS Name, Origin, IP Address, Monitored By, and Discovered. The table lists several hosts with their respective attributes. On the left, a 'Search Group' sidebar shows a tree view of various monitoring categories like Application Discovery, Application Monitoring, CP_Test, Database Monitoring, GCP Inventory, Google Cloud, GCP Billing, GCP Cloud Routers, GCP Compute Engine, GCP Device, GCP FileStore, GCP Interconnect, GCP Kubernetes Engine, and GCP Storage. Two modal windows are overlaid on the main view: 'Edit Columns' and 'Export Group Details'. The 'Edit Columns' modal allows users to select or deselect columns for display, with 'Bus Type' currently selected. The 'Export Group Details' modal prompts the user to select which details need to be exported from a list including Device Detail, Group Detail, Interface Detail, and MCS Profiles.

Name	Device Type	OS Name	Origin	IP Address	Monitored By	Discovered
blrqa001225	Host	WindowsServer-2016 (10...	AppMonitoring, blrqa001...	10.89.236.262001:0:348...		3 months ago
blrqa001444.bpc.br...	Host	WindowsServer-2016 (10...	blrqa001225_hub	10.89.245.22	hub, net_connect, proces...	2 months ago
blrqa001228	Host	Linux	AppMonitoring, blrqa001...	10.89.236.37	hub, net_connect, tomcat	3 months ago
blrqa001819.bpc.br...	Host	WindowsServer-2012-R2...	blrqa001225_hub	10.89.248.74	hub, net_connect	15 days ago
blrqa001456.bpc.br...	Host	WindowsServer-2016 (10...	blrqa001225_hub	10.89.244.372001:0:285...	hub, net_connect, proces...	2 months ago
blrqa001312.bpc.br...	Host	WindowsServer-2016 (10...	AppMonitoring, blrqa001...	10.89.244.1642001:0:28...	hub, net_connect	3 months ago
blrqa001227	Host	WindowsServer-2016 (10...	AppMonitoring, blrqa001...	10.89.236.52	hub, net_connect	3 months ago

Improvements to Metric Viewer

Improved Performance Management

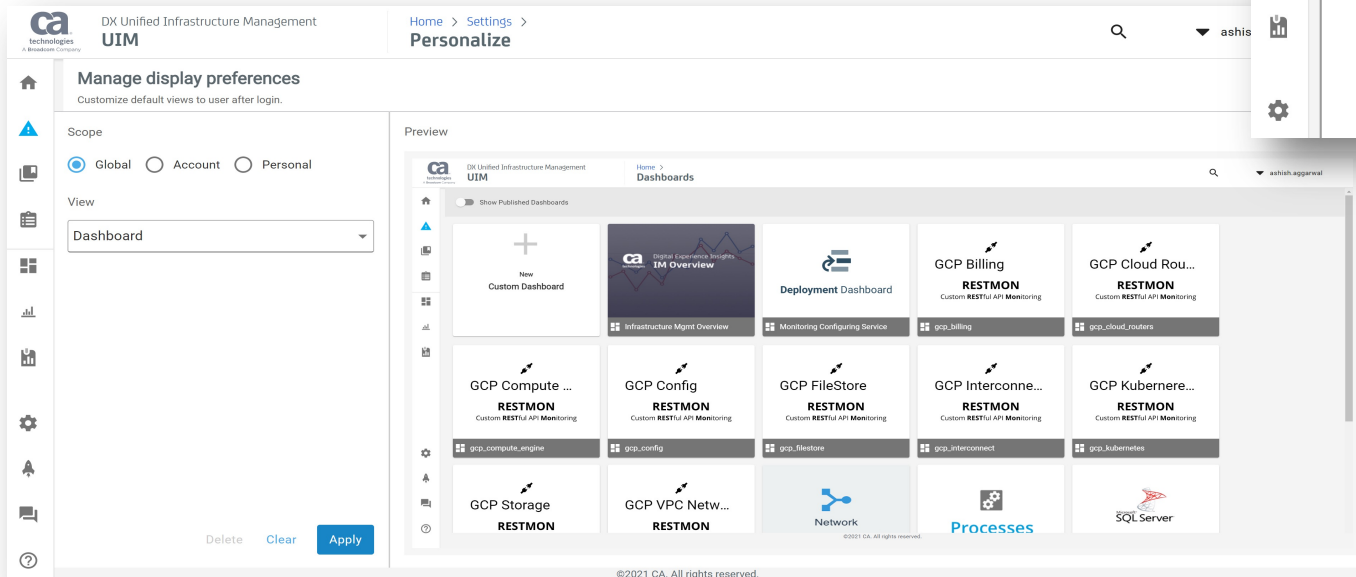
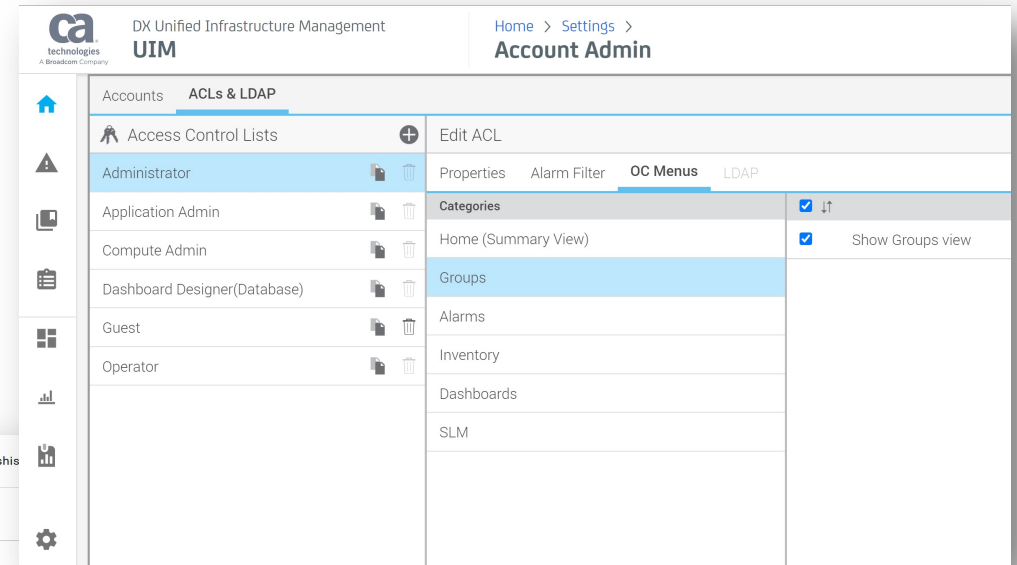
- ✓ **Customize** metric aggregation interval
- ✓ **Copy** reference metric views across devices and groups
- ✓ **Compare** metrics across more devices thru single metric view



Operator Console Personalization

Role-Based Information Access

- ✓ **Role-based access** on Operator Console driven by ACLs
- ✓ **Customize** default home page on Operator Console

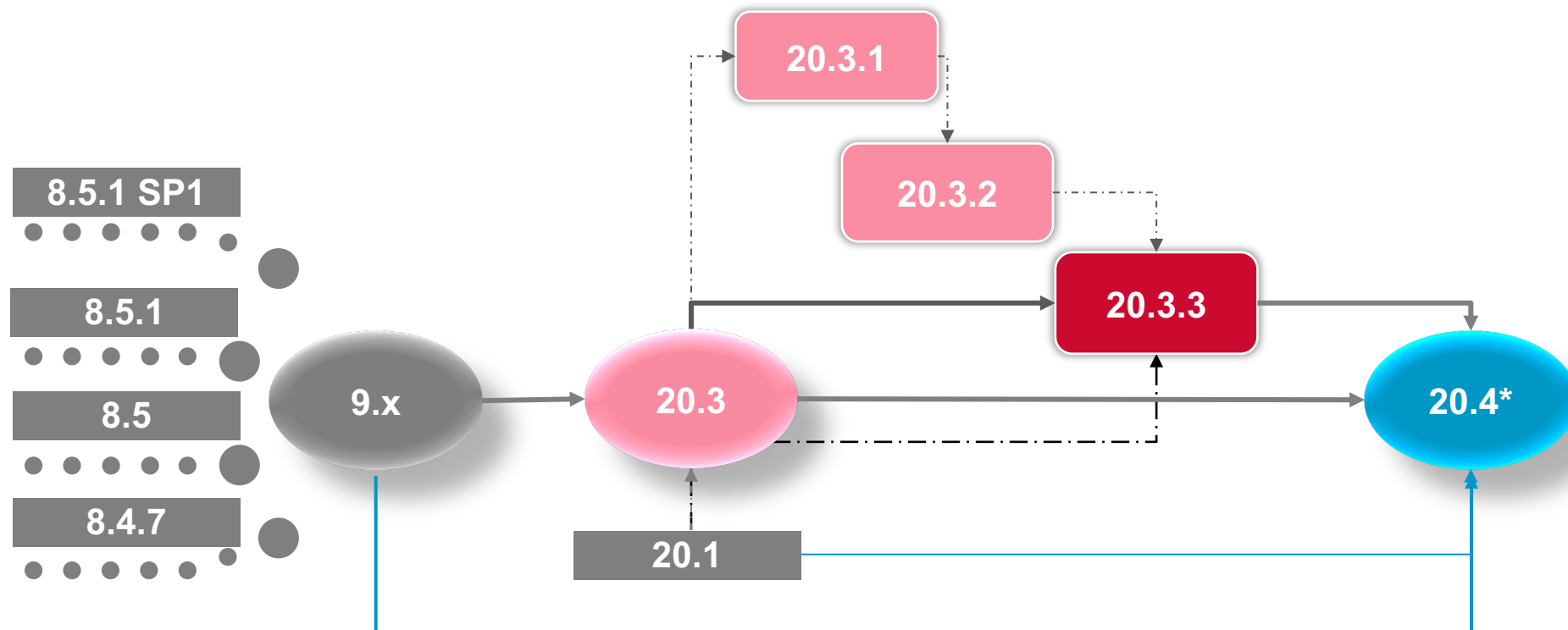




Installation and Upgrades



DX UIM 20.4: Fresh Install and Upgrade



DX UIM releases:

- End of Support releases
- Releases that we recommend get upgraded
- **Current**
- Upcoming (GA December, 2021)

DX UIM Upgrade Support: Enabling Business Continuity

- Weekend Upgrade Support*

- **Dedicated weekends** to perform product upgrades
- **Improve the speed of L1 & L2** collaboration resulting in improved response times to your cases
- Provide support for **all severity upgrade-related cases**



- Hot Site

- Hot Sites provide **Overall Awareness** for Support Team, Engineering Team, and all levels of management
- **Broadcom product** upgrades/deployments, migrations / competitive replacements, disaster recovery events, environmental changes (with impact to Broadcom products)
 - Operating system upgrades
 - Hardware upgrades
 - Database upgrades or changes
- **Notify** account team **1-2 weeks** prior to actual event

**Reach out to your account representative for more details*

DX UIM Resources

Gartner

Market Guide for IT Infrastructure Monitoring Tools

Published 9 September 2021 - ID G00608481

By Analyst(s): Pankaj Prasad, Joshi

Initiatives: Infrastructure, Operations

IT infrastructure monitoring tools that speeds diagnosis and

Table 3: Representative IT Infrastructure Monitoring Tool Vendors

ITIM Vendor ↓	Headquarters ↓	Product Name ↓
Ártica	Spain	Pandora FMS
BMC	U.S.	TrueSight Infrastructure Management
Broadcom	U.S.	DX Infrastructure Manager
Centreon	France	Centreon
Datadog	U.S.	Datadog
Dynatrace		
eG Innovations		
Elastic		

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The screenshot shows the DX UIM website with a navigation bar including AIOPS, DEVOPS, and VALUEOPS. The main header features the DX UIM logo and a description: "Get full-stack infrastructure observability with DX Unified Infrastructure Management (DX UIM) for a traditional, private cloud, or hybrid cloud environment." Below this, there's a section for "DX UIM Blogs" with three featured articles: "Introducing DX Unified Infrastructure Management (UIM)", "Ensuring Your SAP Infrastructure Runs at Lightning Speed", and "Monitoring Cohesity with DX Unified Infrastructure Management". Each article has a "Read Now" link.

✓ Gartner Market Guide for IT Infrastructure Monitoring Tools

✓ DX UIM Proven Implementation Professional certification

❖ <https://home.pearsonvue.com/broadcom-software>

✓ Instructure led training program for DX UIM

– System Administration Foundations 200 | Course Code: 20NMS20361

– Advanced Presentation & Reporting 300 | Course Code: 20UIM30010

❖ <https://www.broadcom.com/support/education/software>

✓ DX UIM on Enterprise Software Academy for latest blogs and product capability content

❖ academy.broadcom.com

❖ Demos for PRD & GCP dashboard in 20.4

• Coming Soon to Enterprise Software Academy

– Web based training Modules based upon System Admin ILT

– Product capability videos on 20.4 videos



What Questions Do You Have?





Thank You



