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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?

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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

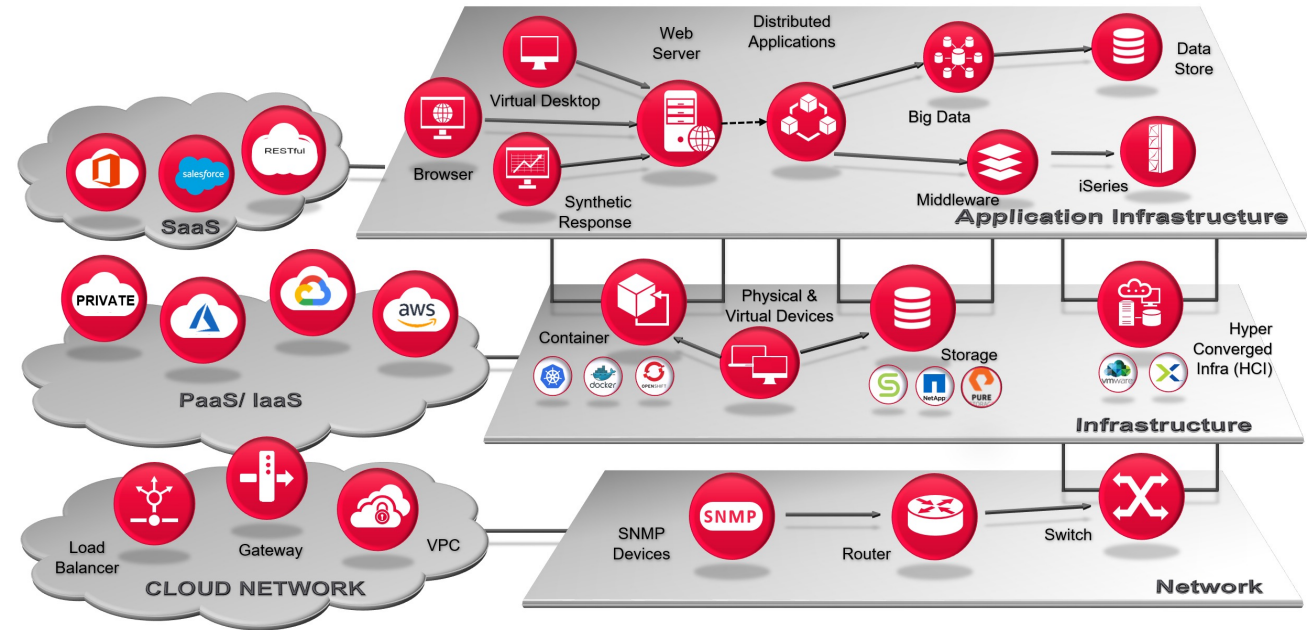**Admin Console, Infrastructure Manager**

- **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

Operator Console

- **Incident** management and alarm noise reduction with alarm management

L2 / L3 Infrastructure Specialists

- **Open architecture** with true multi-tenancy and extensibility

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Journey to DX UIM 20.4 Release

DX UIM Journey: Innovation @ IT Infrastructure Management

Hybrid cloud monitoring including AWS, Azure, OpenStack, Pure Storage, Nutanix, MongoDB, Office 365 and more…

MCS for zero-touch monitoring configuration for quick time-to-value

Secure data at rest and in-motion with secure bus, TLS1.2 and IPv6 support

CA Business Intelligence (CABI) for dashboards/reports

Centralized alarm policy mitigates reducing false positives and reduce noise

Bidirectional ITSM integration for incident management

Spectrum, NFA & SOI integration correlation support

Zero-flash Operator Console supporting user, inventory, and alarm management

MCS enhanced to reconcile the MCS configurations, copy MCS profiles and stabilized for enterprise grade adoption

Remove CABI dependency from Operator Console web pages

Platform and API certification for Win2K19, RHEL 8.x and other Linux distros, Oracle 19c

RESTMon, SNMPCollector self certification for extensibility

Performance Report Designer and enhanced **metric viewer** for performance management

Alarm console compliance with **Section 508 (VPAT)** with support for advance filtering

Support for **Microsoft Server Core**, **PerconaDB** as data store, and **Google Cloud** and high-scale **network interface** monitoring

Scaled up and stable architecture to support growing ephemeral tech stack

Improved DevSecOps enabling enterprise adoption with confidence

Role-based content personalization for effective triage

Robust and scaled up **AIOps integration** for proactive observability and closed loop remediation

Prior releases | 20.3.x | 20.4

8.x/9.x

2015-2020 | **2020-21** | **2021-2022**

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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

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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

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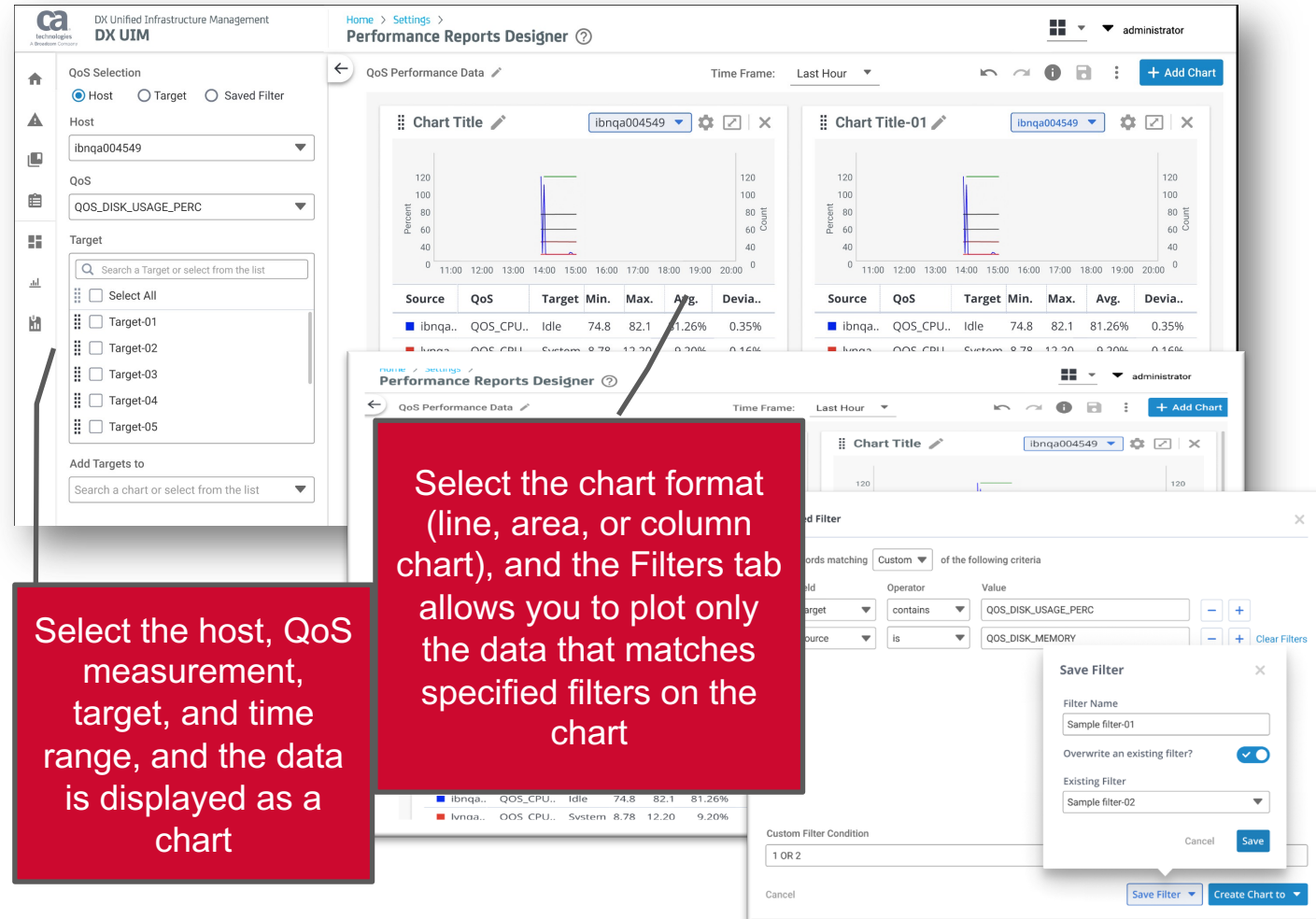SOFTWARE

Ease of Upgradability, Performance and Quality

System Monitoring
- **Bridge parity** between MCS and other probe configuration

Security
- **3rd party component scans** with Black Duck Software
- **Signing for Microsoft Windows binaries** for authenticated source
- DX UIM **API password** encryption
- **Restrict** multiple simultaneous **logins** for users
- Security **hardening** for DX UIM components

Platforms and Certification
- Expanded certification for **RHEL 8.x** and **Microsoft Windows 2019**
- Additional support for **Microsoft Server Core (2019)**
- Open source **PerconaDB 5.7** as data store option

Performance
- **Discovery server performance** improvement for high scale inventory management

Database Optimization
- **Monitoring Configuration Service (MCS)** data schema and **CA Business Intelligence query** optimization
- Optimized **MCS queries** and implicit transactions for **Microsoft SQL**

Probe Deployment
- Probe deployment from **nearest ADE**

DevSecOps
- **DevOps tools upgrade** for secure continuous integration pipeline

Ease of Configuration
- NAS to run LUA script in parallel
- Precedence for the device profiles (MCS)

Center diagram labels: System Monitoring, DB Optimization, Deployment, DevOps, Ease of Configuration, Performance, Platforms, Security

Adoptability

Security and Scalability

Stability

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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

Select the host, QoS measurement, target, and time range, and the data is displayed as a chart

Select the chart format (line, area, or column chart), and the Filters tab allows you to plot only the data that matches specified filters on the chart

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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**

Collapsible summary view

Bubbled up top actions

Persisted column width

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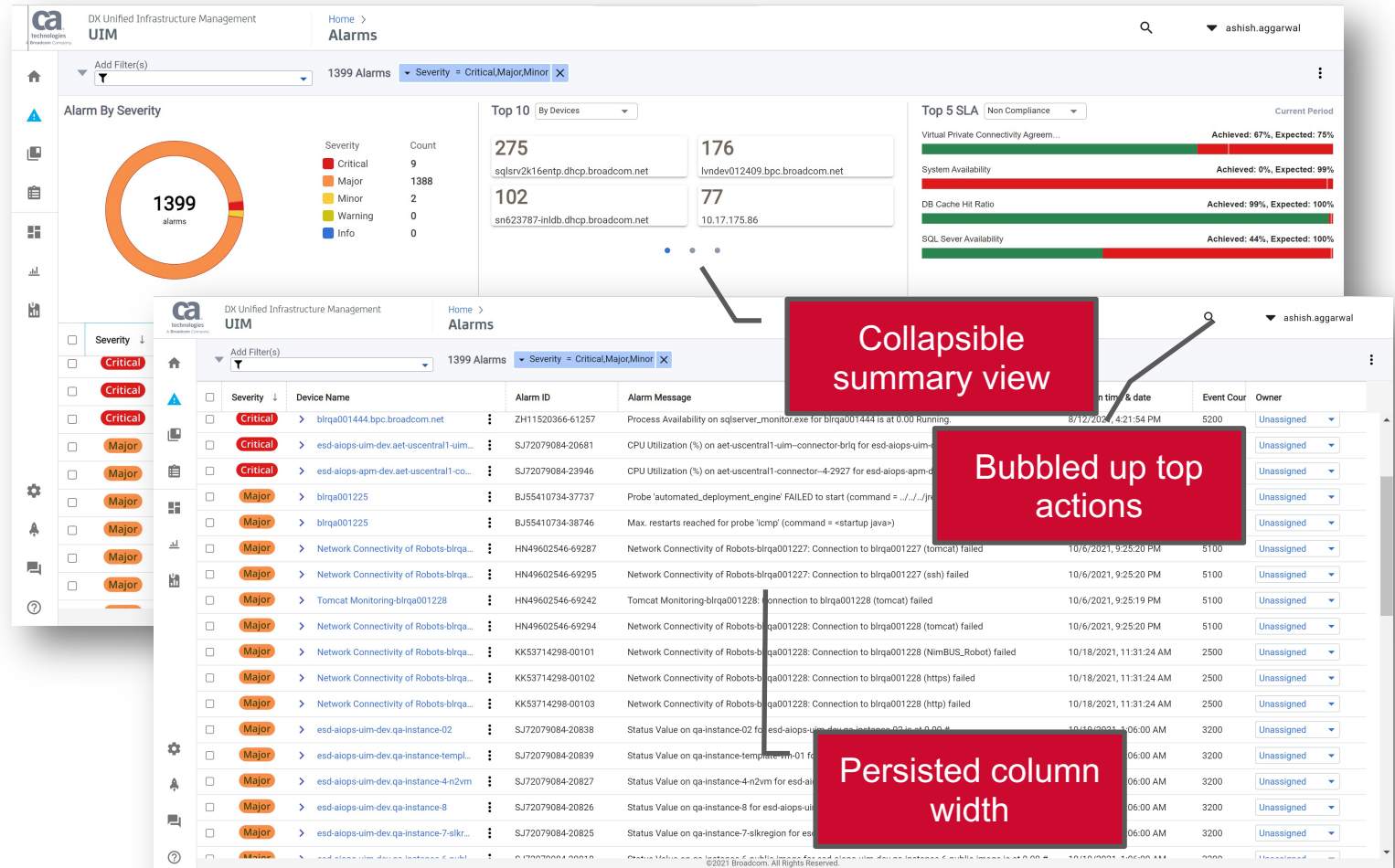
Google Cloud Platform (Summary View)

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**
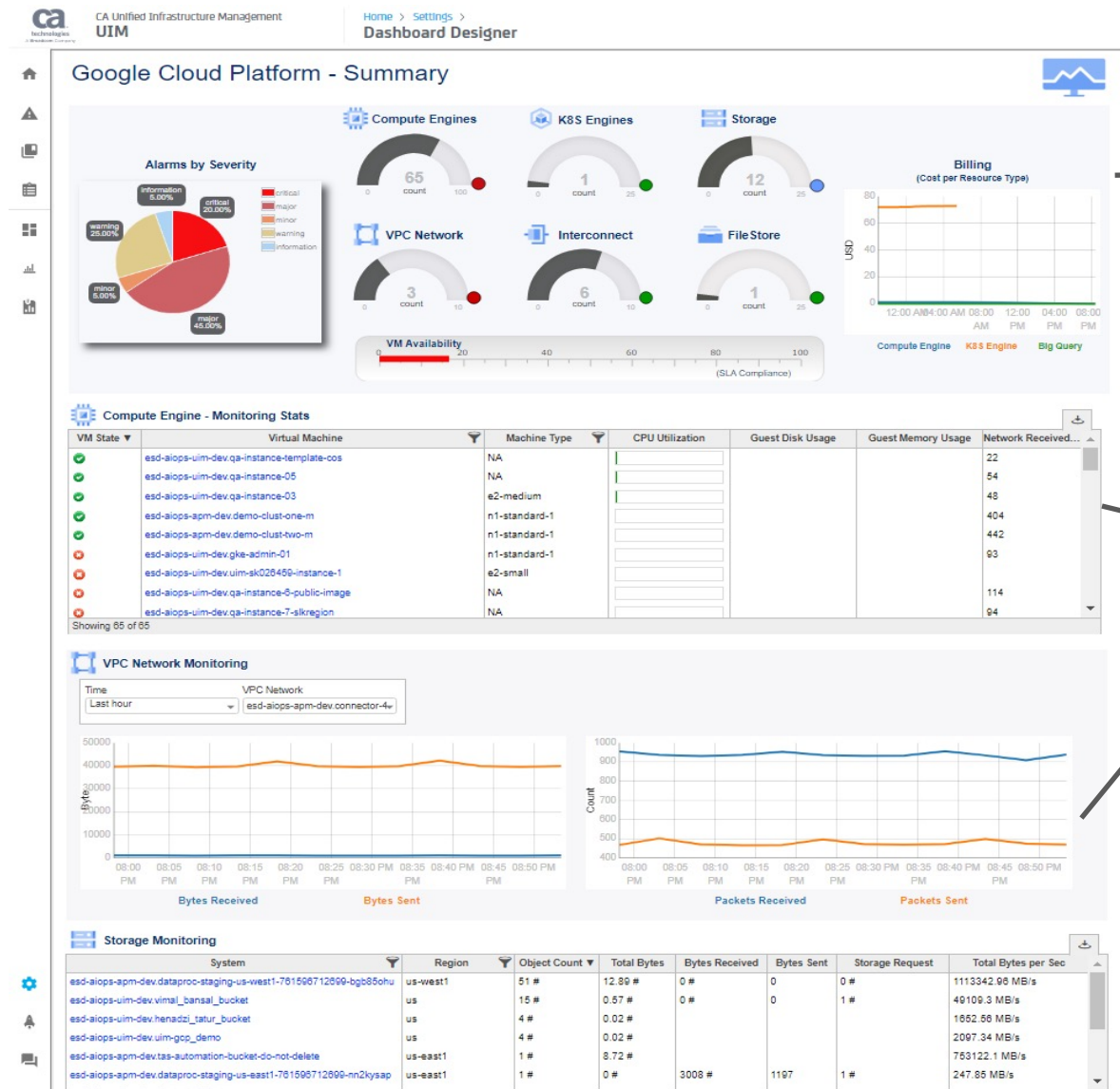
Summary view (including Billing)

Service specific metric trends

Contextual navigation to OC detail views

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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

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# 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

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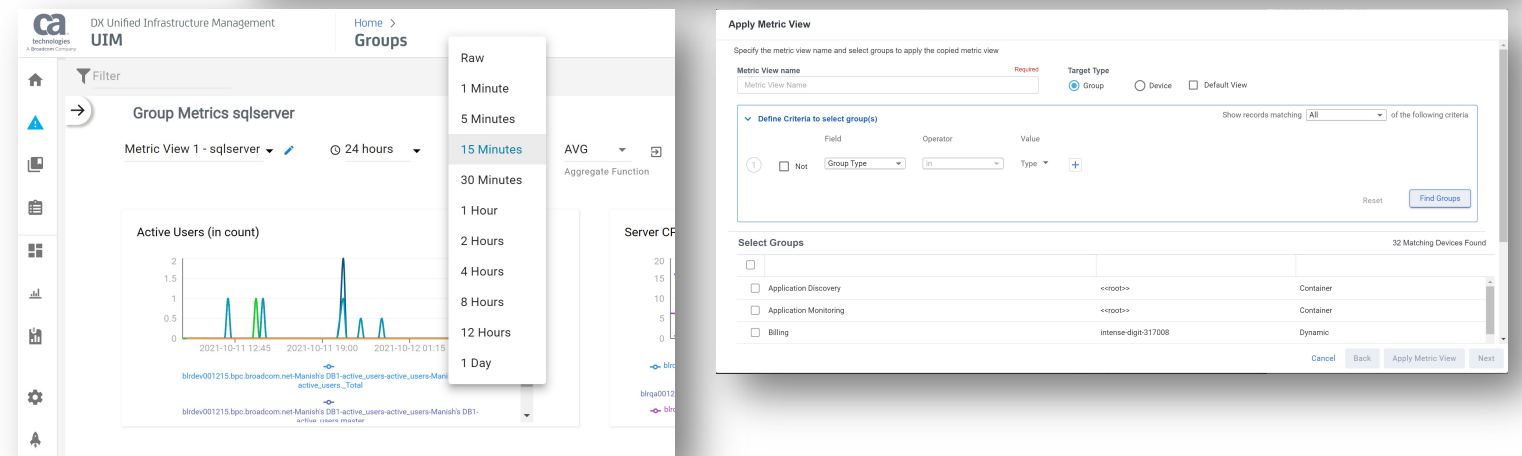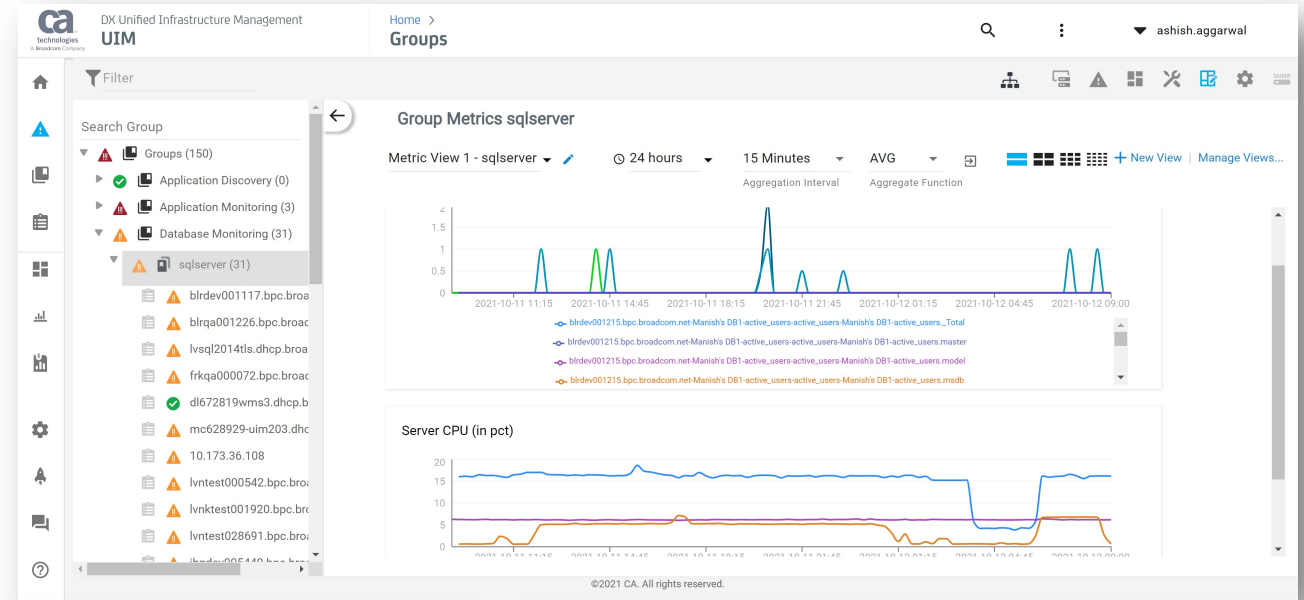
Operator Console Personalization

Role-Based Information Access

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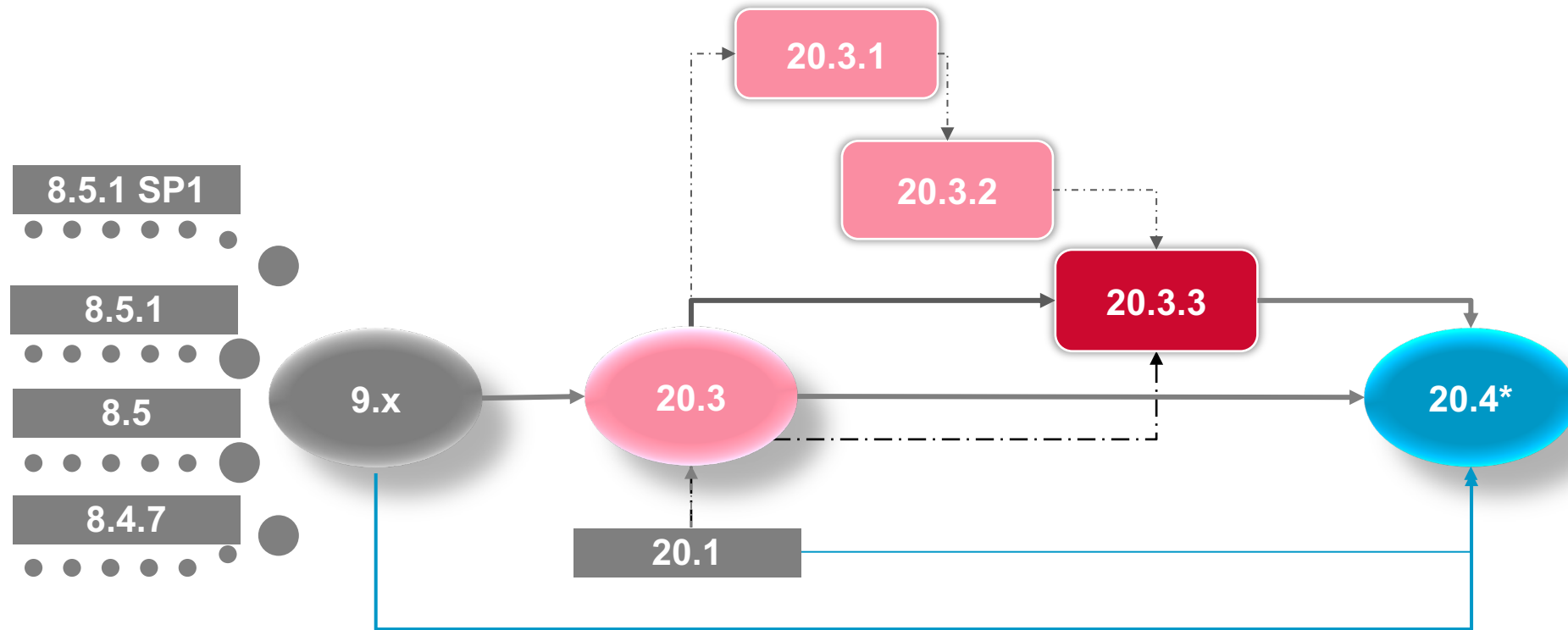
- ✓ **Customize** default home page on Operator Console
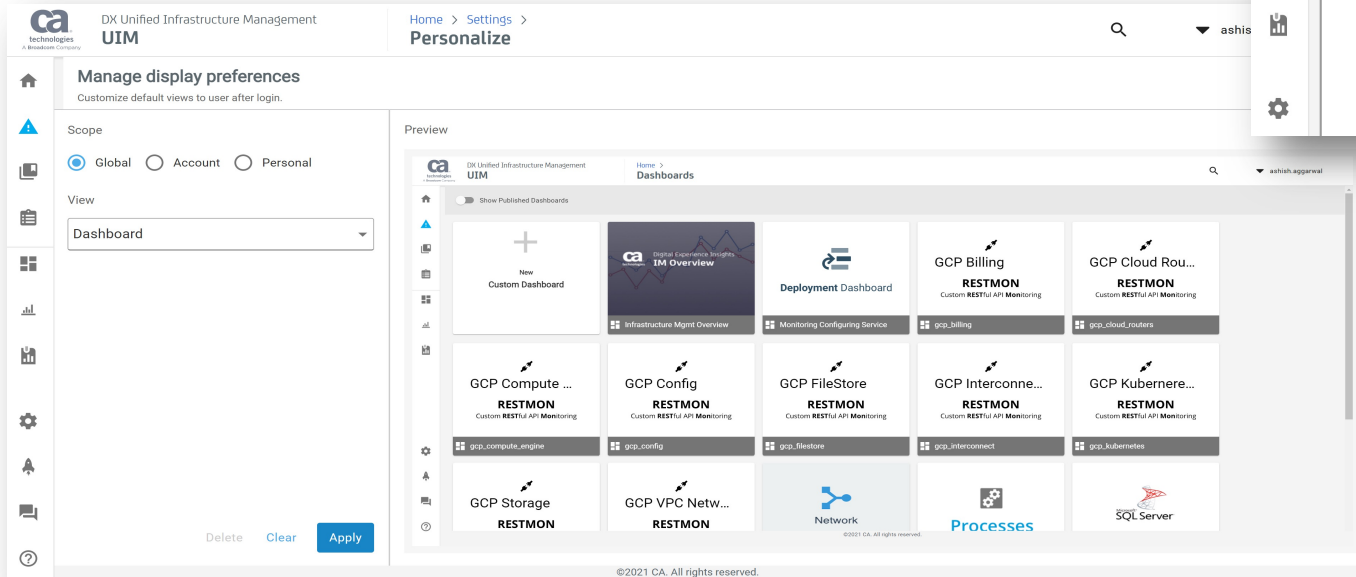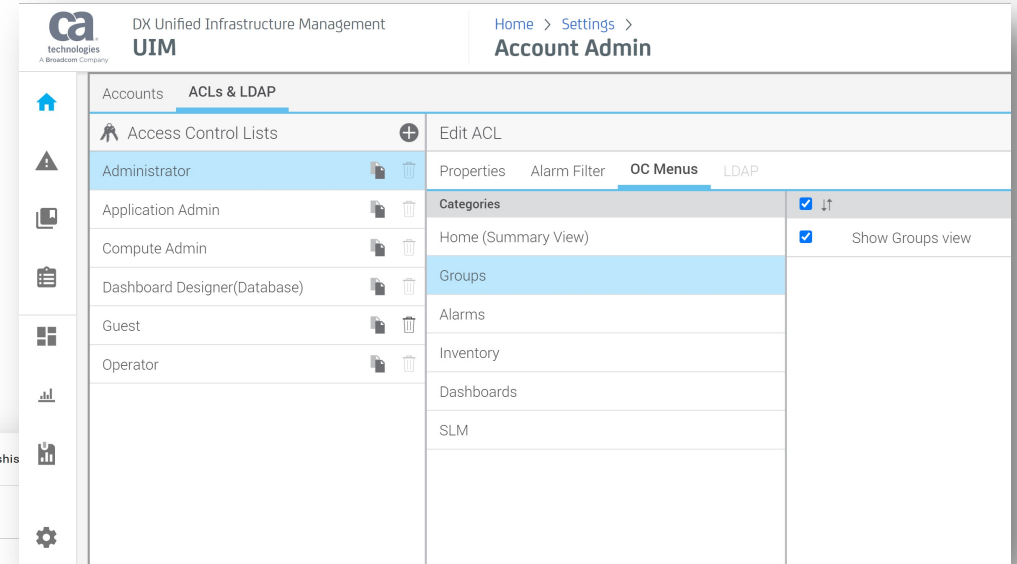
Installation and Upgrades

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)**

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Thank You

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