athene® Capacity Management - In Practice

Iterative Activities:
Monitoring - Analysis - Tuning - Implementation

athene® monitors all the critical elements of your environment through a combination of proprietary agent technology and data from external sources. athene® provides a comprehensive range of options to view, analyse and report on the collected data. This covers: 'drill down' to identify root cause of problems, automation of regular management reporting, establishing trends and 'normal' patterns of behaviour to identify thresholds and links to all major framework products for Problem and Incident Management.

The user controls factors such as: time periods for viewing data, aggregation, trend and workload definition. Business data can be automatically correlated with individual component and Application Views to enable analysis across Business, Service and Resource perspectives.
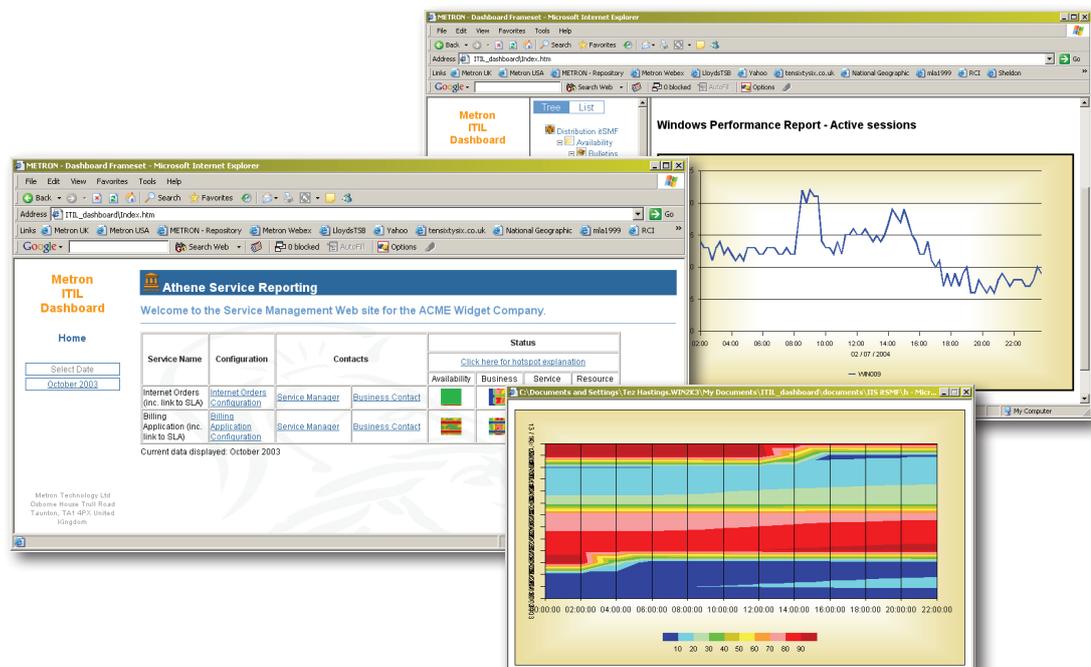
Application View technology enables resources to be analysed at the service level.

athene®'s modelling enables tuning actions to be validated prior to implementation.

Response time data, imported from third party tools or application instrumentation, is used to refine tuning and change models to show the effect on user, server and application performance.

Demand Management

Demand Management is the control of resources to meet specific levels of demand that the business is willing to support. athene® supports Demand Management by accurately predicting what level of demand can be supported for a given level of resources. This is essential in disaster planning, showing what demand can be supported if a given component in the infrastructure fails.

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Modeling

Modeling and prediction is the heart of proactive Capacity Management. It enables you to know what service can be provided for a planned workload or what workload can be supported on a given set of resources. Analytical modelling enables capacity planning of individual components of the infrastructure in detail.

athene® uses planning techniques across all three tiers of the ITIL® Capacity Management model. At a resource level, utilisation trends can be set up and automatically updated and threshold levels continuously monitored. Automatically correlating such trends with business data enables potential problems to be identified in terms of business impact rather than resource demands.

Availability of results of transaction level data means that results can be refined to show the impact of change in business or service terms.

athene® offers a multi-tier modelling function that allows modelling of complete services. The impact of changes in workload or any components making up the service provision are predicted.
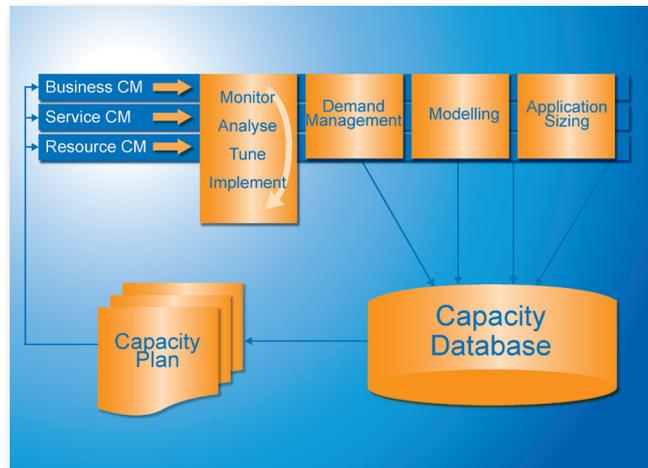
ITIL® Capacity Management Levels

Application Sizing

A major risk with implementing a new application or making significant changes to existing services is that they no longer perform to required service level targets. Many development teams use load testing and benchmarking techniques to allay some of their fears.

athene®'s modelling takes this a step further to provide greater peace of mind for complex multi-application environments. Using measured data from testing or benchmarking phases, athene® will assess the performance implications for both the new application and its impact on other applications sharing the same resources. Results are presented against service level request targets where available and help ensure that following significant change, service levels for both new and existing systems will be met.

Capacity Plan
The major regular output from the Capacity Management process.

By supporting collection and storage of data for all three tiers of capacity management, athene® supports the creation of a comprehensive Capacity Plan:

- **Business Scenarios**: athene® enables the reporting on the capacity implications of business strategies. The options available when expenditure is needed are quantified and justified from a capacity perspective.

- **Service Summary**: athene® provides service wide reporting on observed performance using Application View technology. Detailed changes to the infrastructure can be modelled and reported on in detail from a service perspective.

- **Resource Summary**: All data imported into the Capacity Database is available for automatic reporting either in the Capacity Plan or via the Intranet. Trends showing when acceptable levels of utilisation will be breached are automatically maintained.

- **Service Improvement**: athene® can model and justify ideas for service improvement and their desirability from a performance and capacity view tested. For example; evaluating the performance benefits of new technologies or server consolidation.

- **Cost Model**: athene® provides the ability to 'try before you buy' the various options for coping with changes in capacity and new business initiatives ensuring the best purchasing decisions are made for the business.

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