



“Single Pane of Glass” for all the IT infrastructure and applications for a municipal corporation

Highlights

- *DCM has been executing and managing IBM Netcool /Omnibus and other IBM ITSM tools for almost a decade.*
- *Most of the complex IBM ITSM installations in India have been executed by DCM*
- *DCM has access to the latest IBM software in its competency center. All implementations are pretested in the center before project start at site.*
- *DCM has 2 NOCs from which they provide support to customers in India, USA, UAE etc.*
- *NOCs capable of supporting Mode 1/Steady State operations and Mode 2/Agile operations, DevOps, Kubernetes etc.*
- *Customer gets a fixed price service with improving SLAs*

The Client:

The customer has a metro area network across all the wards in the city. They have one Data Center and one DR site. All the citizen services, SAP ERP and supplier services are managed through the data center. The network has a few hundred routers & switches, load balancers which cater to more than 30 million citizens.

The customer had a wide variety of monitoring tools for individual components like networks, servers web applications etc. which had been individually procured as the IT department had grown.

The customer now wanted to have a common system which could monitor the applications, websites and the infrastructure so that the citizen services could be improved. The “Single Pane of Glass” view would help each of the different function heads – from the commissioner at the top to the individual department engineers work on a common platform. The reports & dashboards for the commissioner, had to be at a city level – with drill down capability to the ward level, while the ones for the engineers had to be for the ward with drill down to individual equipment.

To achieve this objective of integrated reporting and root cause analysis, they procured the IBM Netcool family of ITSM products – ITNM, Omnibus, TBSM, TNCM, APM and ICD.

Challenges:

1. Since there were individual tools for monitoring individual equipment or application doing root-cause analysis was virtually impossible.
2. This resulted in multiple teams working on the same problem and a blame game ensuing.
3. An integrated service desk did not exist because of which it was getting difficult to monitor SLAs.
4. The executive team did not have dashboards which could give a consolidated view. Due to this they were always following up to check status.
5. Switching to an integrated system meant breaking the silos which was resisted.

Suggested Solution:

DCM has a very strong IBM ITSM practice with deep expertise in all the products in the

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IBM ITSM family.

To give the customer the “single pane of glass” view to the customer, it was imperative that the products be integrated so that the information can be shared. This was one of the key reasons for suggesting the IBM product family.

The Omnibus and Netcool products were used for the network monitoring. The APM tool was used to monitor the web applications and internal applications like SAP. Since there can always be transients during which a transaction fails we had to set-up a robotic synthetic monitoring service which randomly loads the systems to see where the failures take place. With the APM tool now the customer is able to drill down and identify if the transaction is taking longer because of a query or load on the network or other things.

The TBSM & TADDM were used to do service mapping. The ICD was used for service desk and workflows.

Using IBM Cognos IBM TSRM we built dynamic reports and dashboards which were designed as per the department and level which was to use them. Directly from the dashboard the user could drill down and check the area of fault.

One of the challenges which was not envisaged at the time of the order was that the customer had ISDN and MPLS circuits being used for the network. We had to setup different polling policies for different kind of circuits to ensure a stable report and dashboard.

The Benefits:

1. Problems get solved faster because the RCA identifies the “choke” in the system.
2. Even transient problem gets minimized because of the robotic monitoring.
3. The executive team now is able spend less time on monitoring and follow-up and more to see the improvement in the citizen services.
4. The SLAs are better managed because all the incidents get handled from a common service desk.
5. Citizen services have improved and they are able to ask for services from their home any time of the day and they get an automated response and tracking till the service call is closed.