

ExceptionRep - Heatmap Reports

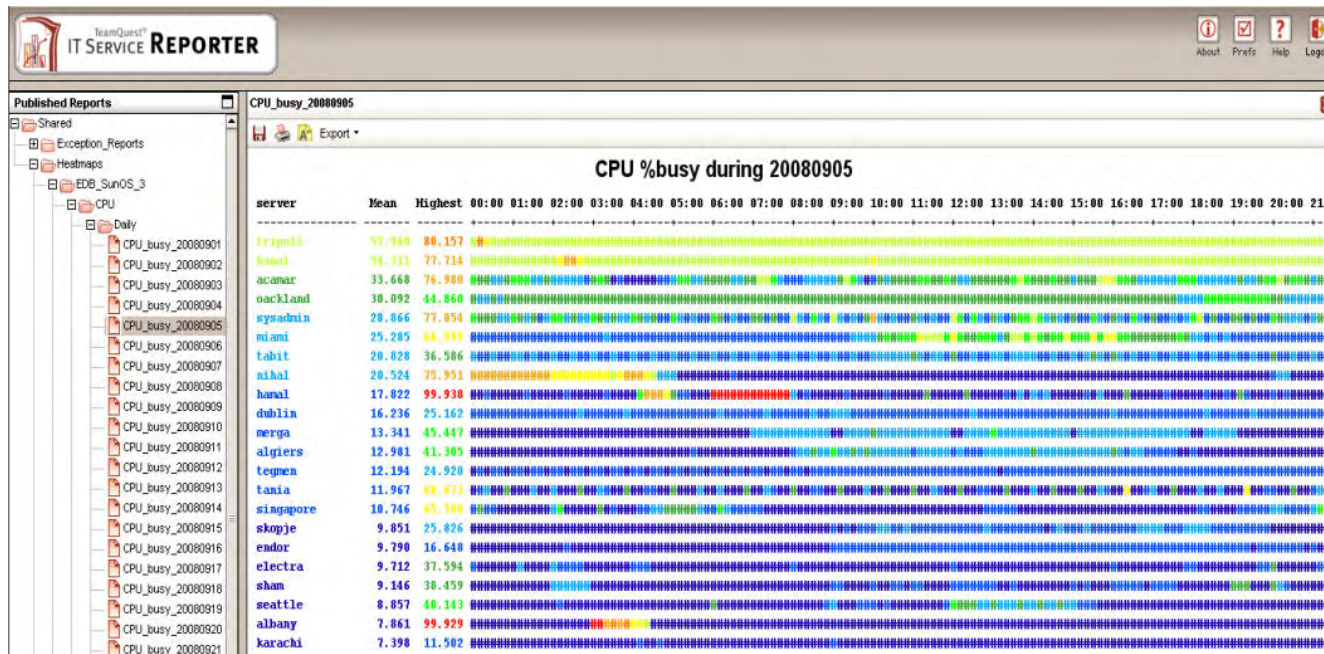
Smart Plug-In For TeamQuest® Software made by CREATIVE Associates

Reporting module for generating server heatmaps

This complementary module on top of TeamQuest IT Service Reporter allows you to get in an automated way reports that compare resources in such a way that you quickly find hot spots needing your attention. By using a coloring scheme with customizable thresholds these heatmaps will reveal trends and issues that occur in your server park.

Heatmaps

The purpose of these reports is to track resources behavior for one or more servers. Compare one resource for many systems by day or track a resource for one server for many days. These reports are automatically generated on a daily, weekly and monthly basis and made available in the TeamQuest IT Service Reporter module for consultation. An example of CPU activity by server for a day is given below.



The applied coloring mechanism allows us to identify the hot spots in your infrastructure. The thresholds and related colors are completely customizable via a friendly user interface.

The report job sequencer allows us to hook into your scheduling mechanism so that the heatmaps report set is launched on daily, weekly and monthly bases. Simply consult your reports without the need for manual and repetitive labor.

A report job checker is available to trace the correct execution of the report.

(see backside of this page for an example report)

Who uses it ?

Performance Analysts
Capacity Planners

For What ?

Detect hot spots in your infrastructure

By means of thresholds and associated colors we are able to generate heatmap type of reports that draw your attention towards hot spots (areas of issues) within your IT infrastructure.

Helps finding bad trends

Once an hot spot has been found it is possible to verify if this is a sporadic occurency or rather a trend.

This is done by running the same report for this specific resource but now for a longer period for the related server.

Main report goals

Compare one resource for many systems on daily bases in order to detect hot spots.

Check a resource for a longer period for a given server in order to detect possible trends.

Automated reports

All these heatmap reports are created once and saved into a sort of template.

Afterwards these reports are automatically generated via our sequencer functionality.

Report sequencer

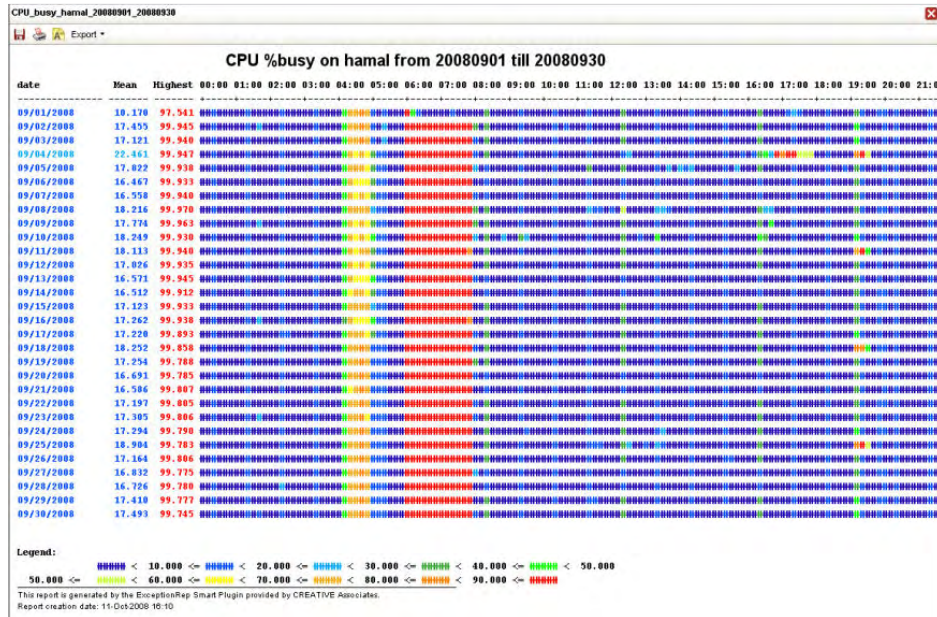
In order to prevent the manual and repetitive task of report generation we foresee a sequencer functionality.

This sequencer allows you to organize what reports you would like to generate and when.

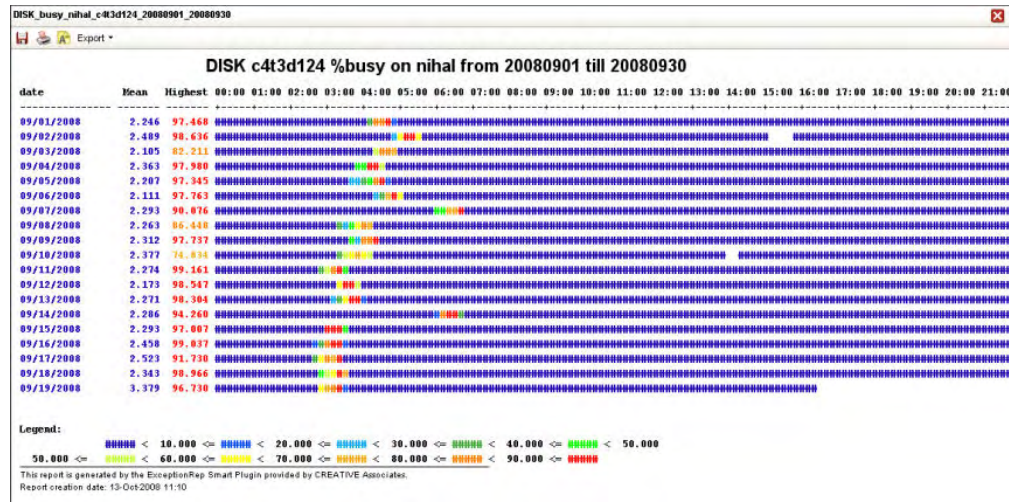
Once configured, simply hook it into your enterprise scheduling mechanism.

A job status check feature is available to verify if the reports have been generated correctly.

CPU resource trend heatmap example



DISK resource trend heatmap example



ExRep user interface client

- * Internet Explorer 5.x or higher
- * Mozilla Firefox 5.x or higher

TeamQuest client platforms supported

- * HP-UX on PA-RISC & Itanium.
- * SUN Solaris on Intel, AMD and SPARC.
- * Microsoft Windows on Intel and AMD.
- * RedHat, SuSe Enterprise Linux on Intel and AMD.
- * IBM AIX.

Server platforms supported

- * HP-UX on PA-RISC.
- * SUN Solaris on SPARC.
- * Microsoft Windows on Intel and AMD.
- * RedHat Enterprise Linux on Intel and AMD systems.
- * IBM AIX.

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