

Presentation Descriptions *(by order of the agenda)*

Location

Ten Steps to Building Private Cloud Services

Calusa F,G,H

Thomas Bittman – Gartner

Most large enterprises see private clouds in their future. The challenges facing IT organizations that want to build a private cloud service are tremendous. Processes must change. The funding model must change. Culture needs to be rewritten, and politics stand in the way. Service orientation requires tight alignment with the business. Measuring success means measuring business results. Technologies are immature, but they are the easiest hurdle.

In this presentation, you will learn:

- What are the trends and challenges associated with private cloud computing?
- How do you create a business case for private cloud computing?
- What are the people, process, technology and business management changes necessary to create private cloud services?

The TeamQuest Plan for Accelerating Your Business

Calusa F,G,H

Scott Adams & Perry Stupp – TeamQuest

In this presentation we will reveal TeamQuest's product roadmap for the future. You'll learn about new features and functions and major new product packaging plans. We'll also be explaining how the acquisition of Performance Surveyor will allow us to accelerate delivery of important new capabilities that TeamQuest customers have been asking for.

Accelerating Capacity Management Value With TeamQuest Surveyor

Calusa F,G,H

Dave Wagner & Boyd Stowe – TeamQuest

In this presentation you will learn how TeamQuest Surveyor can save you time, trouble, and money while providing the information you need in order to ensure that key business services are performing at top efficiency. Use cases that will be showcased include:

Analysis: Integrating multiple disparate data sources

Proactive Problem Detection: Creation and customization of "problem detectors"

Reporting: Dynamic, exception-oriented reporting drill down

Automation: Embedding and automating performance and capacity expertise

Executive Panel

Moderator: Thomas Bittman – Gartner

Calusa F,G,H

Executive Panelists: Tony Gibson, Verizon Wireless, Ed Karjala, Fidelity Investments, John Micielica, FIS

Hear what's on the minds of IT industry leaders in the world of Capacity Management. Moderated by Gartner analyst Thomas Bittman, this panel of IT executives will discuss a variety of topics such as cloud computing, virtualization and the future of service delivery. This is your chance to ask questions and join the discussion.

Management Case Studies

Blue Heron

Managing Means Measuring

Jeff Schultz – TeamQuest

The old adage "If you can't measure it, you can't manage it" runs especially true in the ITSO and ITIL world. We will look at ways you can use measurements and reporting to better manage your servers and determine ways to slim them down.

Technical Case Studies

Calusa C

How Derived Tables Can Help with Analysis & Reporting

Jim Smith – TeamQuest

We often field questions from customers regarding derived tables. The derived table facility provides a powerful tool for analysis by allowing you to create "virtual" tables of data calculated from existing stored data in the TeamQuest CMIS. This presentation will provide tips for successfully building and using a derived table with TeamQuest IT Service Analyzer.

How-to Session

Great Egret

Modeling Database Consolidation

Nell Owens –MISO

One of the goals for the Midwest ISO IT operations organization is to reduce our costs by consolidating databases onto fewer servers thus eliminating server support costs and database licensing costs. This often involves migrating databases to a different hardware platform and a new operating system. No one wants to undertake a project like that without being assured that the receiving hosts have capacity available to handle the additional load. This presentation will describe how TeamQuest Manager was used to determine the current load for each of the databases and how TeamQuest Model was used to predict the behavior of those loads when consolidated onto different hardware platforms. Additionally the performance of the consolidated systems is measured and compared to the performance predicted by the model.

Management Case Studies

Great Egret

Capacity Management: It's Not Rocket Science

Ron Potter – TeamQuest

It might surprise you how many business executives see capacity planners as ivory-tower mathematicians using complex equations over inordinate amount of time to predict future IT needs. The facts of the matter are that capacity management is not rocket science. With today's refined and proven tools and processes, such as ITSO and ITIL, capacity management is a relatively easy way to get the most out of your IT infrastructure. In this session, TeamQuest Best Practices Advisor, Ron Potter, will show how business has unknowingly been using capacity management principles over the years, debunk some of the myths, and show ways to quantify intangibles to help you change your senior leaders' perception of what capacity management is all about.

Technical Case Studies

Calusa C

How Oracle Uses TeamQuest Software for Enterprise Applications Capacity Planning

Leonid Grishpan – Oracle

Oracle is a leading vendor of enterprise applications that are information backbones of today's corporations; they support vital business functions such as operational management, supply chain maintenance, customer relationship administration, business intelligence, accounting, procurement logistics, etc.

During application's sales cycle the prospects and customers request Oracle to provide the estimates of hardware capacity needed to deploy application. The estimates have to include hardware architecture with the numbers of servers for each server farm, numbers of CPUs per each server, RAM size, specifications of I/O system and external storage, as well as distribution of application's software components among servers.

The presentation describes Oracle's methodology of enterprise application capacity planning based on TeamQuest models. Model-based application sizing includes the following steps discussed in details in presentation:

- Specification of model's input data (workload, transaction profile, hardware platform).
- Building model.
- Solving model.
- Analysis of modeling results.
- Analysis of different what-if scenarios in order to identify system architecture with minimal cost capable to deliver required by business transaction times.

Presentation refers to real sizing projects executed for Oracle customers.

How-to Session

Blue Heron

Presenting Performance and Capacity Data to Senior Management

Ankur Hajare – WellPoint

When performance engineers begin their career, their role might be limited to analyzing utilization reports, running load tests, and building models. However, as they progress in their careers, they have to present their results, conclusions, and recommendations to senior managers who may not have a technical background. At this point, the engineer has to translate TeamQuest reports and model results into the terms that management understands, such as ROI, IRR, and NPV. This session provides guidelines for translating technical results into business terms, and for relating them to the organizational goals and departmental objectives for which senior managers are responsible. Several examples and case studies are presented, all from the author's long and varied experience in performance engineering and capacity planning.

New Challenges in Capacity Management and Planning

Calusa F,G,H

J.P. Garbani – Forrester

The perception that capacity management and planning are processes primarily justified by hardware cost avoidance finds its root in the mainframe era, when hardware upgrades delivery delays were the norm and it was vital to predict future resources needs with enough lead time. Cheap commoditized hardware made this issue irrelevant for many enterprises. Enter virtualization: by adding an abstraction layer over the physical devices, virtualization revives capacity management: Not as a hardware management capability, but as a predictive performance management process aimed at optimizing IT service levels.

Beyond virtualization, cloud computing bring a new dimension to IT operations: a choice in how services will be delivered to the business. Capacity planning must change to reflect this evolution: it now becomes a key part in delivery platform selection. Forecasting capacity requirements at the business service level provides IT with the information it needs to evaluate and compare costs. Capacity planning evolves beyond its technology roots to become an IT decision support process.

127 Hours: Between a Rock & a Hard Place

Calusa F,G,H

Aron Ralston

"There is no force more powerful than the will to live," explains Aron Ralston, who faced an unimaginable challenge with his life-or-death decision. An ordinary man who was pushed to the extreme, he demonstrates the human capacity for the extraordinary, proving anyone can survive the most grueling circumstances. A talented storyteller, Ralston recounts his ordeal, shedding new light on the meaning of sacrifice, and on what is truly important.

Closing the IT Demand-Supply Gap

Calusa F,G,H

Susan Cramm – Valuedance®

Join in a stimulating discussion to explore creative approaches for closing the gaps between IT demand and IT supply.

Recent research indicates that over 95% of executives believe that the demand far IT outstrips demand and that their companies are under investing in the type of innovative initiatives necessary to secure the future of their companies.

During this session, Susan will review the nature and value of “pent up” demand, the impact of various approaches to close the demand-supply gap, and the implications regarding the future roles of IT and the rest of the business in managing IT.

Performance Surveyor at Wells Fargo: A Case Study

Calusa F,G,H

Karl Steger – Wells Fargo & David Wagner – TeamQuest

Learn how Wells Fargo has leveraged Performance Surveyor to optimize performance and capacity of their IT and business services. Use cases that will be showcased include:

- a. Seamless Capacity Management across performance management toolset and platform
- b. Automating enterprise-wide application-centric capacity analysis reports
- c. Automated forecasting to scale-ably focus in-depth modeling activities
 - Other forecasting capability – Projections and Costing
 - Queuing-Theory Views – proactive bottleneck identification
 - Physical to Virtual Analysis
 - VM Optimization Analysis

The presentation will cover things like: challenges, rationales and benefits, and how realized using Performance Surveyor

Management Case Studies

Great Egret

Accelerate your IT Maturity with your TeamQuest Solution

Rey Rios – TeamQuest

This year, IT organizations will typically spend over 70 percent of their resources maintaining and administering systems. This means that you must continuously increase efficiency to reduce cost, become more agile and find the time to be more strategic. As greater demands are placed on IT for efficiency and productivity, it is becoming more important for IT organizations to adopt more sophisticated methods; in other words, IT management processes must become more “mature.”

In this presentation we will describe each of five levels of Capacity Management maturity and how you can accelerate your IT maturity with standardization, data analysis, automation and process improvement.

Technical Case Studies

Blue Heron

Optimizing the TeamQuest CMIS

Carlos Toscano, – TeamQuest

You will be treated to some tips on how to wring the greatest possible value from the data collected and managed by the TeamQuest CMIS. For example, by default process data is kept for just one day, but you can easily extend that period if you roll up the process detail to a coarser granularity.

How-to Session

Calusa C

Getting the Right Workloads Defined Is the Key to Successful Capacity Planning

Jeff White – Data Center, Inc.

TeamQuest Model is a great capacity planning tool. However, if the workloads are not set up correctly, capacity planning issues with the resulting models may be encountered TeamQuest View can help construct workloads correctly.

At Data Center, Inc. (DCI) our client base is comprised of various sized banks. When one of our largest clients came to us to see if we could support them in the foreseeable future, we turned to TeamQuest Model and View for answers. This particular client had third party consultants review their infrastructure to verify that their infrastructure could sustain growth. Since DCI manages the client's core services, a request was made of DCI to provide a verification report to show that DCI's product, iCore360, could scale with this client as the client experienced growth. This presentation will show the steps I went through to verify that our product would scale for this particular client.

Management Case Studies

Great Egret

One ITSO Disciple's Journey towards Continual Service Improvement

Jerry Goldman – LSAC & Ron Potter –TeamQuest

The Law School Admission Council (LSAC), embarked on its TeamQuest ITSO journey in 2007, improving availability for their ACES2 mission critical application from 98.983% to 99.827%. LSAC's success garnered them the first International ITSO Award for excellence. The team at LSAC has since been applying ITSO's Continuous Service Improvement (CIP) process to expand their use of best practices that will further improve IT services to their organization. LSAC's strategic objective is striving for five nines (99.999%) for service availability for our mission-critical application services, taking us beyond the 99.950% availability that Gartner deems "best in class."

The LSAC CIP is targeted at eliminating single points of failure and adding cost effective redundancy to the network infrastructure environment over the next 3-5 years, targeting year-over-year, incremental measurable improvements. This is quite an impressive journey. In this presentation, we will describe the journey's challenges and successes to date the benefits ITSO has provided the LSAC organization and discuss how LSAC intends to proceed as they continue to strive for 5-9's.

Technical Case Studies

Blue Heron

What's New in TeamQuest IT Service Analyzer/Reporter

Pascal Wallenius – TeamQuest

This session will be a review of recently released features in TeamQuest IT Service Analyzer and Reporter. A selection of features will be demonstrated along with a few tips and tricks for power users.

How-to Session

Calusa C

Monitoring & Managing IBM Power Series with TeamQuest

Jalal Noorzaie – JCPenney, Inc.

In this presentation I will walk through the key metrics for IBM Power Series frames that will enable you to properly manage your logical partitions and get the most out of your virtualization.

In the current virtualization world analyzing the performance of your IBM Power Series frames is of more importance than ever. In order to efficiently manage your resources, it is important to look at the proper metrics for frame capacity and proper utilization. Set LPAR prioritization through proper partition weights. Optimize compute resource utilization by allocating proper entitlement. Use the power of TeamQuest Performance Software on AIX to gain access to all this information with breeze and continue monitoring resource allocation.

Management Case Studies

Blue Heron

Transforming Technical Data into Business Information

John Micielica – FIS

All capacity planners have a variety of tools available to them and these tool kits provide some very valuable information. The challenge is that the information is often not in a format that senior company management will understand. Oftentimes it is not even in the same language that executive management speaks.

Capacity planners talk about utilization, response time, queuing theory and stretch factors, while executive management talks about revenue, expense, customer satisfaction. Really dangerous executive managers once heard a term(s) that they now latch onto and ask the capacity management team if we have enough "MIPS" or "White Space"? In this presentation, Mr. Micielica will explore several approaches for closing this communication gap.

Technical Case

Calusa C

Replacing Forgotten Systems with Commodity Hardware

Michael Sparks

What happens when your preferred hardware vendor stops producing meaningful hardware that you depend on? This presentation will show the process used to convert from proprietary UNIX platforms to commodity hardware. Included in this presentation are making the best use of your licensing buck, things to watch out for on open source platforms, TeamQuest models used, and verification of the models a year later using ITSAR.

How-to Session

Great Egret

Automated Capacity Analysis with TeamQuest AutoPredict

Scott Johnson – TeamQuest

With TeamQuest AutoPredict you can continuously apply the powerful ability of TeamQuest Model to analyze components of response time and server optimization (stretch factor). TeamQuest AutoPredict makes these values available so that you can analyze and report on them together along with all your other performance parameters.

Technical Case Studies

Calusa C

Monitoring the End User Experience

Bob Lohr – USPTO & Joe Rich – TeamQuest

"Should I love the 'net, or is it getting in the way of my application?"

Last year at TTS, you heard about a tool in development that tracks the time spent between your desktop and your application. Used in conjunction with a TeamQuest service designed to measure the response between the various parts of a multi-tiered application, it's now possible for you to tell exactly where your software is spending its time. This session is a combination of an update by Joe Rich of TeamQuest on the current status of this service, and a case study of how it was used in a real-life scenario by Bob Lohr.

How-to Session

Blue Heron

TeamQuest Alarms - Simplifying Chaos

Brad Miller – Syniverse Technologies, Inc.

TeamQuest alarm functionality is built into TeamQuest Manager. Whether you're using it or not, you've already paid for it. So let's straighten out the learning curve and utilize this tool!

We'll look at how to build robust alarms so you can stop staring at monitors and rest easy at night:

- Defining aliases for OS stats
- Defining aliases for User Agents
- Using derived stats to alias a custom stat
- Defining actions and all the possibilities (from email to self-healing scripts)
- Putting it all together into alarms with multiple conditions to weed out the "cry wolf" phony alerts

How-to Session

Great Egret

Accelerate Performance Management with Automatic Updates of TeamQuest Products

Cheryl Wenner – NCR

TeamQuest Update Server provides the capability to download and install TeamQuest product files automatically on a scheduled basis. Customers with a large installed base of TeamQuest software can reap many benefits from using Update Server. By using TeamQuest Update Server, you will be able to run the most current versions of the software without spending a lot of time continually downloading and installing product files on each of your managed systems. This how-to session will help you efficiently migrate your install base to take advantage of Update Server.