

# TeamQuest® IT Service Analyzer

Analysis software for the detection, investigation and diagnosis of performance issues

TeamQuest IT Service Analyzer offers both real time and historical capabilities for proactive IT service performance analysis, problem diagnosis, root cause analysis, drill down, and reporting. It allows users to view infrastructure components across the enterprise by tier, by platforms, by location, or in terms of the IT services they support. IT Service Analyzer is a rich Web application, providing a desktop-quality user interface accessible from anywhere via a Web browser.

## Problem diagnosis

Drill down from IT services to both physical and virtual infrastructure components that support them to investigate and diagnose service performance issues.

Drill down across multiple, heterogeneous infrastructure components to isolate the root cause of service performance problems, even if operating in virtualized environments.

Analyze a problematic IT service or multi-tiered application and then zero in on the IT component that is causing the problem, regardless of where that component may reside.

Automatically detect anomalies that could indicate problems within the next few hours, days, or weeks by comparing recent metrics with historical norms.

Uncover cause-effect relationships in user activity and system resources using correlation analysis.

Identify cycles and patterns in system behavior using trend analysis on historical data.

## Reporting and analysis

Monitor in real time and analyze performance to catch problems before they affect service levels.

Analyze historical performance data to spot trends and avoid future bottlenecks.

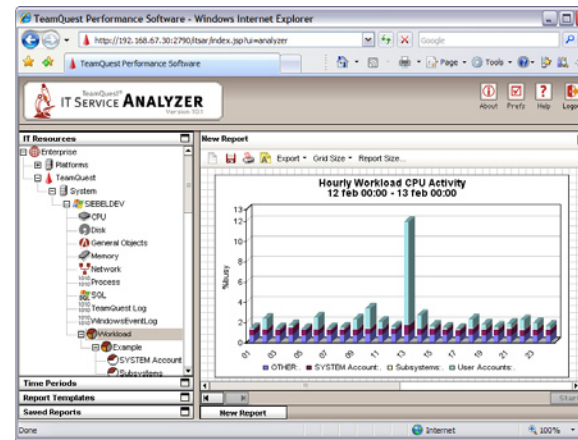
Break down end-to-end response time to know which IT components are likely to cause bottlenecks.

Use workload analysis to analyze and report how much of each server resource is being consumed by each IT service, business process, department, or application.

Use IT Resources to analyze and report the performance of IT services, combining performance data from multiple servers, guests, applications, or other IT components.

Customize your view of the IT infrastructure, such as by tier, by platforms, by hypervisor and guests, by location, or in terms of the IT services they support.

Show service and component dependencies within your IT infrastructure.



*This report shows hourly CPU utilization by various services running on the system.*

## Who uses it?

Performance Analysts  
 Capacity Planners  
 System Administrators  
 Help Desk Personnel

## For what?

**Optimize IT service performance**  
 Break down end-to-end response time to locate likely bottlenecks.

Analyze history to determine when future bottlenecks can be expected.

**Diagnose problems quickly**  
 Maximize availability through a combination of proactive analysis and fast reactive analysis.

**Track service levels**  
 Compare actual performance to service levels in real time.

Be notified when a service level is in danger of being violated.

**Identify problems before business is impacted**  
 Spot trends before they effect users.

Watch critical components and be notified before bottlenecks occur.

**Analyze IT service performance in business terms**  
 Perform analysis and reporting at a level that makes sense to management and clients.

Show performance by department, by user, by application, by server tier, or by other business-relevant criteria.

### User interface and access

Access anywhere — no client to install, drag-and-drop style user interface.

Take advantage of a highly interactive, Web-based user interface without sacrificing usability.

### Interoperability with third-party applications

Export and import IT Resource definitions from CMDBs or third-party discovery tools using XML.

Generate reports using tools such as Crystal Reports in conjunction with an optional Oracle enterprise database.

Export reports in Adobe Portable Document Format (PDF) or Excel format.

Generate alarm events and send them to third-party consoles via SNMP traps.

### Performance data collection and storage

Gather performance data from a wide variety of IT components and applications. (See Supported Platforms to the right.)

Keep comprehensive data in local databases for efficiency.

Harvest and aggregate selected data from several local databases into one or more centralized enterprise databases.

Optionally store enterprise performance data in an Oracle enterprise database.

Seamlessly access data without regard to where the data is actually stored.

### Scalability

Use a simplified policy-based administration tool to maintain TeamQuest software across your entire enterprise.

Access all managed systems through one interface.

Store all users, passwords, and access rights for easy administration.

### TeamQuest IT Service Analyzer user interface client

- Internet Explorer, Mozilla Firefox, and the Mac OS X version of Safari
- Java Runtime Environment

### IT Service Application Server (serves the user interface for TeamQuest IT Service applications)

- Red Hat Ent. Linux on x86 and x64
- Solaris on UltraSPARC
- Windows on x86 and x64

### Systems, components, and applications to be analyzed

- Operating systems: AIX, HP-UX, Solaris, Linux and Windows
- Virtual environments: IBM LPARs and WPARs on PowerVM, Solaris Zones, Containers and LDOMs, VMware ESX and ESXi
- Databases: DB2, Oracle, SQL Server, and Sybase
- Application servers: WebLogic, WebSphere and SAP
- Web servers: Apache, IIS, and others
- Network devices (routers, switches, etc.) via SNMP
- Network traffic between tiers
- EMC Symmetrix
- And more

See the TeamQuest Manager datasheet for additional details regarding systems, components, and applications to be analyzed.

Contact TeamQuest for TeamQuest View compatibility requirements.

TeamQuest IT Service Analyzer comes with TeamQuest View, TeamQuest Manager and TeamQuest Administration Server. The benefits listed on this page are performed by these various components.

TeamQuest IT Service Analyzer  
Product Data Sheet

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Check with your TeamQuest representative for the latest information regarding supported platforms and versions.



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