Monitoring, Automated Triage & Remediation

By

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by Milestones Ventures, LLC
Quick Show of Hands

- **How many of you have?**
  - Qpasa! and / or AppWatch
  - BMC Middleware Management – BMTM, BMPA, etc.
  - TrueSight Middleware Monitor (TSMM) and / or Administrator (TSMA)

- **How many Queue Managers do you Manage and Monitor?**
  - Up to 25
  - 26 – 100
  - 101 – 500
  - Greater than 500
TRIGGER:
QUEUE
80% FULL

AGENT

ADMINISTRATION
&
CONFIGURATION

MQ
QUEUE
OBJECT

BEFORE & AFTER
AUDITING

ACTION:
INCREASE
MAXQDEPTH

BMC MAINVIEW ADMINISTRATOR

REST API

BMC TRUESIGHT
MW MONITOR
Event Basics

**Template**

**Trigger:** IF Q 80% FULL

**Action:**
- SEND EVENT
- SEND EMAIL
- LOG
- RUN SCRIPT
How to run a script from an Action

![Diagram showing how to run a script from an Action]
Other Automation Opportunities

- **Integration with ITSM**
  - Auto ticketing and auto notification
  - Business Service Impact Management
  - Request queue creation
  - Request access to Administrator

- **DEVOPS thru Administrator API**
Questions & Answers