



Diagnosis and decoding of malfunctions and deteriorations in IT system performance-levels

The Challenge

Maintaining a Service Level standard in internal and external information systems is a basic necessity which is long familiar to various organizations. A rigorous monitoring and control system is needed to ensure business services maintain the required standards. Nowadays, there are numerous systems which carry out computer-environment monitoring; however the downside of such systems is that they monitor each resource separately without focusing on the source of the problem. This impedes diagnosis of service-level declines, which might entail unnecessary investments in infrastructure or professional manpower changes.

The solution

ConicIT is offering a software solution which is based on data sources within the organizations. With the help of a rule-engine and Artificial Intelligence (AI) technology, the application can perform real-time data analysis while understanding the problems within the organizational systems.

The idea underlying ConicIT's solution is that human intelligence cannot be replaced, yet organizational IT experts could be provided with the information which can enable them to deal with problems swiftly and effectively as they arise. This information is up to date, consistent and diagnosed, thus enabling controllers to immediately identify most problems and prevent any future reoccurrences.

Real-time analysis

Real-time analysis enables:

- Receiving analyzed and processed data from all information resources at the same time. This means the organizational network is related to as one unit with various internal connections.

- Receiving analyzed data before problems occur. This data can provide information on probable causes to a problem and turn a potentially serious malfunction with severe implications which cannot be fixed, into a foreseeable, solvable hitch.
- Automatic distribution of information to all authorized users.

Advantages

- A substantial improvement in service-level problem reaction-time.
- A decline in the number of malfunctions.

The system is easy to use and modify and has a variety of network-level definitions, analyses and alert-infrastructures properties.

Components

- Connectivity to organizational data sources.
- Rule-engine – real-time, integrative decoding of required information from all data sources. Executes analysis and inductions based on the decoded and processed data according to the level of severity and significance of each problem.
- A decoding and analysis engine with integrated AI capabilities.
- An alert module – a component which displays various user-alerts according to data and significance threshold levels.
- Reports:
 - Various data-graph output
 - Textual output of data

Compatible platforms

- Mainframe
 - MVS (Z/OS)
 - CICS
 - DB2
 - IMS
- AS400 (iSeries)
- Websphere application server

System architecture

