



TxMQ Rapid Response

TxMQ Middleware Services Program

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What is a “Rapid Response”?

- Fast determination of root cause!
- Automated detection and notification of errors and failures in highly integrated application environments supporting end-to-end critical business applications including: Web tier, application tier, database tier, network tier, messaging tier, integration tier (API/Services), security tier, hardware, SAN/Storage.
- Experienced and qualified operational support staff available who know what to do, can quickly isolate problems, mitigate impact, and identify root causes to problems.
- Usually involve a formalized problem management and escalation to 2nd and 3rd level support groups (DBAs, Admins, Developers, vendor, etc.)

Frequent Causes of Response Delays

- **Systems are highly distributed – Separation of Duties, Secure Access, Systems residing at different data centers/hosting providers**
- **Lack of automation**
- **High complexity: Web tier, application tier, database tier, network tier, messaging tier, integration tier, security tier, hardware, SAN/Storage.**
- **High Availability – actually can cause higher business impact and longer delays to return of services when a problem does occur!**
- **Out-of-Support software or hardware components can add days!**
- **No Documentation or lack of knowledge resources**
- **Impact of turnover, impact of new components, impact of hybrid-cloud services integration in the ability to rapidly respond?**

Know your SLAs and OLAs

■ OLA – Operational Level Agreement

- ▶ Typically expressed in a variety of metrics such as MTTR, Response Time, and may vary based on factors such as severity, environment, and platform.

■ SLA – Service Level Agreement

- ▶ Typically expressed as a system response duration such as milliseconds, but other types of metrics could also apply.
- ▶ Applications typically have SLAs – can be known as a wait period before which they timeout and move on without processing that service component. (distributed services SLAs)
- ▶ Vendor-supplied SLAs = defines the service provided by a vendor expressed as a metric in a technology vendor or service contract.
- ▶ A SLA may be between a company and its supplier, or between organizations within the company to define the level of service expected by a customer.

■ Detection of a SLA Event

- ▶ Many customers lack the automation needed to detect and provide notification of a SLA event, such as outage and outage duration.

SLA and OLA Remedies and Penalties

Outsourcing and IT Contracts generally have remedies and penalties that apply to breach or violation of the service level commitment.

Reducing IT costs at the expense of having more problems, longer outage duration, exposure of sensitive data to unauthorized parties, lack of audit/backup are actions subject to SOX compliance. SOX pertains to all companies regardless of size!

Violation of SLAs or OLAs should have stiff penalties! Know your SLA and OLA for better understanding of business risks and costs for addressing needs.

Knowing your SLA and OLA requirements and whether or not providers are meeting them, can give you the needed business case to obtain funding.

Outsourcing Industry Challenges

- **Managed Services Providers are not equal.**

- ▶ Hosting solutions (such as vendors that host your entire or partial technology such as your website, or ecommerce solution, Linux platform or mainframe.
- ▶ Cloud Service Providers host business service such as Salesforce.com, and QuickBooks online).
- ▶ Hybrid-Cloud - some business processes require integration between on-premise apps, hosted solutions, as well as with cloud service providers.

This is the business technical challenge of the 21st Century!!

- **Loss of Skills and Knowledge due to outsourcing, transition, and employee turnover and attrition/retirement.**
- **Rapid adoption of new technology such as microservices, Linux, and appliances.**
- **Compliance with security and audit requirements.**
- **High incidents of breach and exposure of customer/sensitive data.**

TxMQ Customer Needs in 2018...

- **Mixed home-grown, vendor COTS, and added open source solutions require skilled engineers for resolving problems, upgrading software, and maintaining technology roadmap for infrastructure management.**
- **Software Support for Out-Of-Support versions running in production.**
 - ▶ MQ v8 (4/30/2020) MQ v7 (9/30/2017) and earlier
 - ▶ IBM MQ Light (4/30/2017) and earlier
 - ▶ WAS v8 (9/30/2018) and earlier
 - ▶ DataPower 7.1 and 7.2 (9/30/18) XC10 (6/30/17) XI52 (2016), XI50, XB62 (2015)
- **Addressing Engineering Skill Gaps: WPS, MQ, WAS, DataPower, deployment automation, securing and managing end-to-end integration and implementing HA configurations.**
- **Reduced need for FTE and headcount.**
 - ▶ Maintenance of existing applications generally requires less head count – sometimes less than a Full Time Equivalent
 - ▶ For <1 FTE, contracting services makes more sense
 - ▶ Need for flexible services depending on their need

TxMQ Middleware Services Program

■ Remote Technical Support (“RTS”)

- ▶ Assigned TxMQ Consultant to your Company based on Technical Skillset and hours
- ▶ Upon consultant availability – works for shops that have occasional needs (minimum 40 hour pre-paid block) – covers an individual technology such as WAS, MQ, DataPower, APIC, DB2, etc. Hours are scheduled on an ad-hoc basis as customers deem needed (such as vacations or extended leave absences). Hours expire after 1 year.
- ▶ Can be extended on an as-needed basis through the PCR contract process.
- ▶ No SLA
- ▶ Brings you peace of mind that you always have the skills available, hours available, and knowledge required for Rapid Response.

■ Remote Systems Management (“RSM”)

- ▶ Similar to RTS but involves multiple technologies (WAS/MQ).
- ▶ Expandable capability for adding new technologies as needed.
- ▶ Electronic ticketing and routing to a TxMQ on-call resource
- ▶ Charged on the basis of hourly usage with weekly Reporting on usage
- ▶ Minimum of 20 hours per month subscription plus hourly charges at reduced MSP rates. Hours can be distributed across technologies with new technology adoption.
- ▶ Peace of mind – always “on”. Always “ready”.

TxMQ Middleware Services Program

■ **MSP MQ Basic – 1-Hour Response Time**

- ▶ TxMQ Middleware HealthCheck
- ▶ Up to 5 incidents/month
- ▶ Normal Business Hours Support Monday-Friday
- ▶ Primary TxMQ Consultants assigned
- ▶ Weekly Status Reports and Incident Recap
- ▶ Monthly Technology Roadmap Review
- ▶ Includes Project Management
- ▶ Regular Patching
- ▶ Proactive Monitoring
- ▶ Requires remote access through customer's VPN

■ **Premium Support PLUS**

- ▶ Similar to Basic but provides for extended coverage for nights and weekends.
- ▶ Up to 10 incidents/month – incidents can be shared across technologies
- ▶ Expanded for adding secondary technologies (MQ, WAS, IDP, ACIP, ACE/IIB)
- ▶ Proactive monitoring provided by Avada Software in partnership with TxMQ

Summary

- Enhance your Rapid Response capability! Call us for a Quote Today!
- Flexible coverage for your middleware technologies:
 - ▶ MQ
 - ▶ WAS
 - ▶ DataPower
 - ▶ IIB/ACE/APP Connect Professional, Standard, and Enterprise
 - ▶ Tivoli Directory Server
 - ▶ UDB-DB2, Oracle, SQL Server, MySQL
 - ▶ Ask if you don't see what you need listed above!
- Always “on” – Always “ready”!
- PLUS – proactive monitoring as a service!
- We get you where you want to go and keep you there! CMM Levels 1-5
- SMB and Enterprise customers

Questions & Answers



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