



從 ITIL 到 MOF 微軟 System Center 管理實戰



2009.05.18



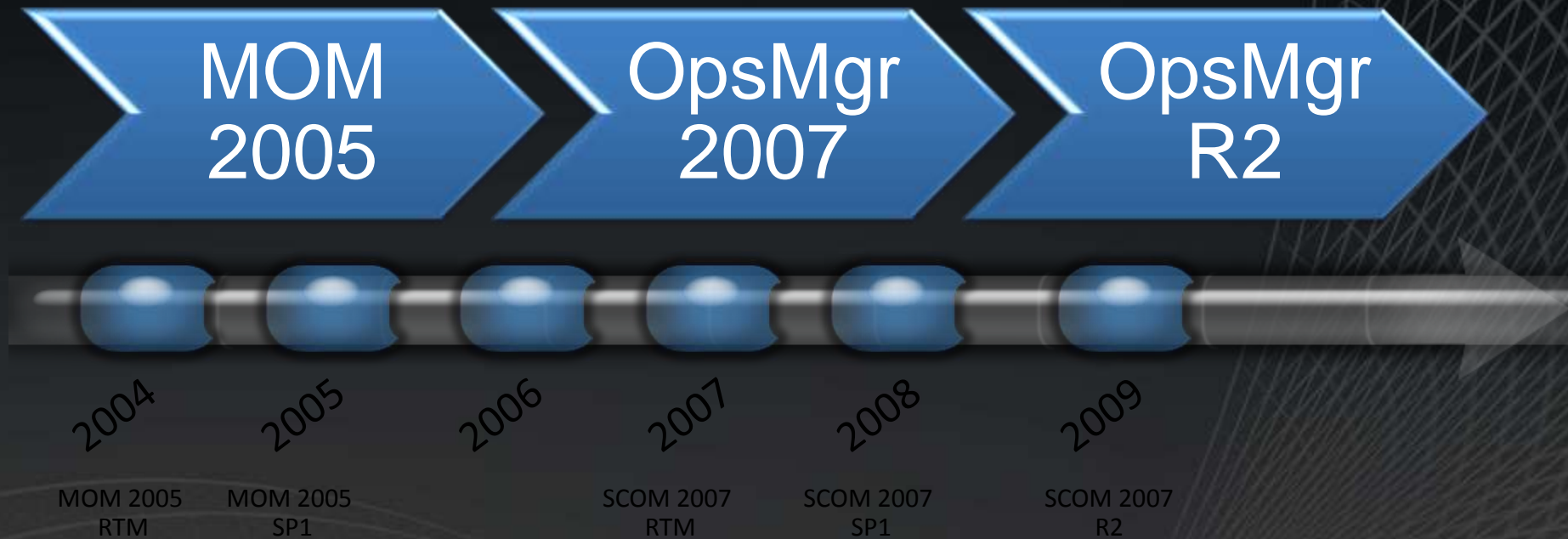
跨越多平台管理障礙 全新 Operations Manager 2007 R2 的 跨平台管理實戰

鄭羽哲
技術顧問
福秀資訊

Agenda

- Overview
- OpsMgr 2007 R2 的新功能與增強改善項目
 - 跨平台的監視
 - Service Level 的監控與報表
 - 新的監視樣板
 - 使用性的加強
 - 改良的效能
- 主要效益

OpsMgr 發展沿革



	MOM 2005	OpsMgr 2007	OpsMgr 2007 R2
Managed Environments	Server Roles	Services, LOB Apps, Transactions, Clients	Extends to Heterogeneous Environments'
Detect	State	Health Model	Health Model
Architecture	WS based Tiering and Integration	Model based Management	Model based Management
Actions	Tasks	Active Knowledge	Service Level Monitoring

Operations Manager 2007 SP1

Improved deployment, performance, reliability, supportability

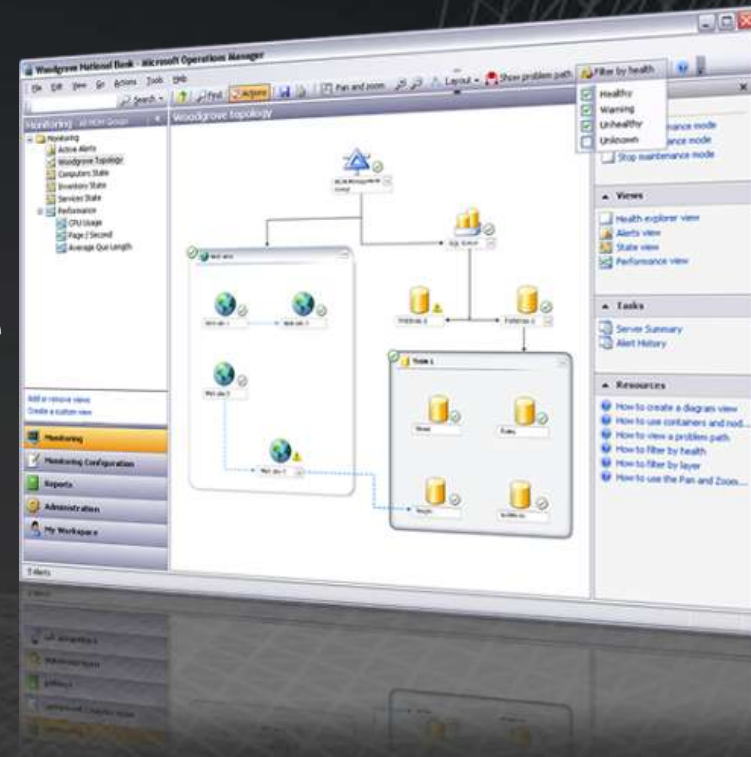
SP1 的重點更新包含有：

- 增強警示、覆寫和搜尋的使用效能和可靠性。
- 支援將 SCOM 2007 圖表匯出為 Microsoft Visio VDX 檔案格式。
- Web console 現在可以在 [我的工作區] 中使用 [我的最愛報表]
- Web console 可讓使用者存取效能資料。
- 更新的指導手冊 – performance whitepaper, disaster/recovery guide, report authoring guide
- 更新的 step by step 教學影片
... 以及更多,更多的更新!!

高品質的保證：

- 經由 Microsoft IT 實際運行的保證
- 100% 由客戶所選定

Microsoft
System Center
Operations Manager 2007



客戶的需求與挑戰

我們需要異質平台的監控管理

- 有些應用程式的重要元件是架構在 **Unix/Linux** 之上
- 如何在我的分散式應用系統中併入這些 **Unix/Linux** 伺服器
- 單一 **console** 來執行 **discover**、**manage** 以及執行 **tasks**

我需要確保 IT 的 Service Levels

- 我要如何建立一個服務的關鍵健康指標報表
- 如果有系統問題影響到使用者，卻沒有相關資訊可看。
- 很難驗證我的 **Service Level**

我們需要一個整體的 Datacenter 來監控與增進我們的效率

- 我需要位於第一層的操作員更有效率
- 增強綜合的處理與監視
- 難以管理許多特定的 資料來源與應用程式

OpsMgr 2007 R2 解決方案

跨平台的監視

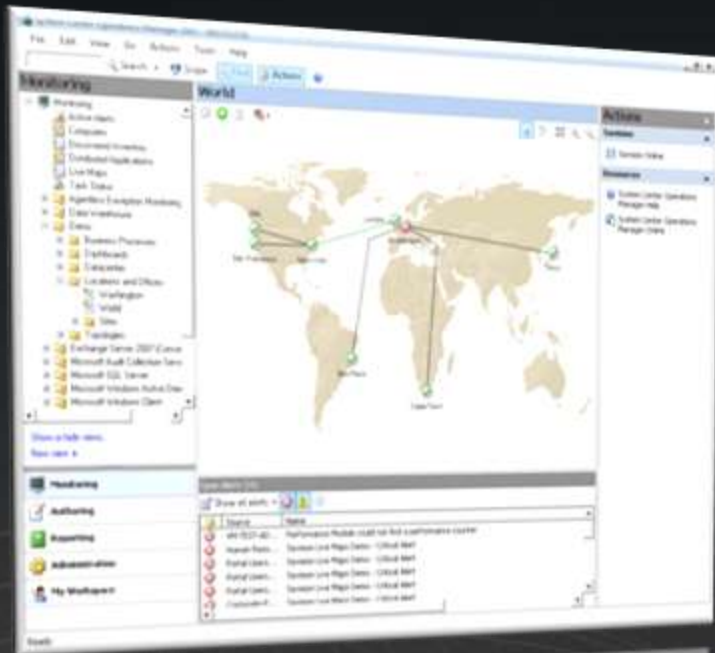
- 延續原本 SCOM 對微軟環境的監視，現在新增支援對非微軟環境的監視
- 整合原本探索精靈的方式來新增監視 Windows、Unix、Linux 或其他的系統
- 簡易的使用 MP 樣板來監視 Processes 以及 Daemons
- 互通性連接器能夠共享與同步化所有管理系統

Service Level 的 監控與報表

- 使用精靈來建立 Service Level 的物件
- Service level 的警示會呈現於 availability 與 performance 之上
- Service level dashboard reports 能夠drill-down到底層的資訊

強化的平台與使 用者感受

- 相較於之前的版本，Console 提供了顯著改善的反應時間
- 改善的 notification subscription 精靈，能夠簡化新增與維護這些通知
- 單擊一次的維護模式，便可暫停所有相關的監視項目
- 新整合的匯入管理套件精靈能夠自動地下載與安裝您所選擇管理套件
- 新的監視樣板
- 監視可達千筆以上的 URL



- **Administrator**

- Operations Manager 2007 R2 必須有可靠的 Agent 佈署與管理設定。

- **Service Manager**

- 確認監控 IT Service 項目的需求，並與工程師建立製化的監控套件

- **Operator**

- 監視所有 IT 服務、系統以及應用程式。並且是事件發生的第一線處理人員

What's new in OpsMgr R2 for the Administrator

How OpsMgr R2 Helps the Administrator

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System Center
Operations Manager 2007

 Microsoft®
System Center
Operations Manager 2007 R2

- Discovery wizard 只能夠讓我輕鬆的 discover *Windows* 電腦
- Administrators space 可以管理所有的 Windows computers，但去 *管理監控電腦的權限安全性時卻不太容易*
- 尋找新的 MPs，下載、解壓縮與匯入是非常 *浪費時間* 的。
- 增強的 **Discovery Wizard** 現在也包含 discovery Unix 以及 Linux 平台
- 更新的 Administrators space 將包含 **Unix Agents View**，就像 Windows agents 一樣並且透過 **增強的 Run As Account** 以及 **Distribution Wizard**
- 透過 **增強的 MP Import Wizard** 你可以搜尋網站(MP Catalog)上新的 MP，並直接下載與匯入

Discovery UNIX

video

Administration

Administration

- Administration
- Connected Management Groups
- Device Management
 - Agent Managed
 - Agentless Managed
 - Management Servers
 - Network Devices
 - Pending Management
 - Unix/Linux Servers
- Management Packs
- Notifications
 - Channels
 - Subscribers
 - Subscriptions
- Product Connectors
 - Internal Connectors
- Run As Configuration
 - Accounts
 - Profiles
- Security
 - User Roles
- Settings

- Discovery Wizard...
- Monitoring
- Authoring
- Reporting
- Administration
- My Workspace



Administration Overview



Optional Configuration:

Optionally configure the following components:

- ➔ **Configure Active Directory (AD) Integration**
Active Directory (AD) integration allows you to leverage your investment in AD by enabling you to create AD based rules to assign computers to Management Group.
- ➔ **Configure Client Monitoring**
Client Monitoring enables you to monitor operating systems and applications for errors and participate in the Customer Experience Improvement Program.



Actions:

- Configure computers and devices to manage
- Import management packs
- View Management Pack Catalog
- Find management agents for other platforms
- Find connectors for other management tools
- Plan your deployment with Capacity Planner



Key Concepts & How-to

- The Administration Space
- What's New for Operations Manager 2007
- Computer and Device Discovery
- Import Management Packs
- Create User Roles
- Configure Client Monitoring
- Configure Active Directory Integration



Learn About:

- Computer and Device Discovery
- Security
- Management Packs
- Settings
- System Center Capacity Planner

Import Management Packs

video

Administration

Administration

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- Reporting
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Administration Overview



Required Configuration Tasks:

In order for System Center Operations Manager to manage and monitor your network you must complete the following steps:

- ➔ **Required: Configure computers and devices to manage**
- ➔ **Required: Enable Notification Channels**



Optional Configuration:

Optionally configure the following components:

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Learn About:

- Computer and Device Discovery
- Security
- Management Packs
- Settings
- System Center Capacity Planner

What's new in OpsMgr R2 for the Service Manager

How OpsMgr R2 Empowers the Service Manager

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Operations Manager 2007

 Microsoft®
System Center
Operations Manager 2007 R2

- 我可以架構我的分散式應用系統但 *卻沒辦法很簡單的建立客製化的監控項目*
- 對於 3rd party MPs 監控的報表是 *很難客製化的*
- 我可以監控分散式應用系統的健康狀態但 *無法監控我的 Service Levels*
- 新的 **Process Template** 和 增強的 **OLE DB** 以及 改善的 **Windows Service Templates** 能夠大幅節省我的時間與金錢
- 新的 **Service Level Dashboards** 讓我可以很靈活的調整我所需的報表
- 透過 新的 **Service Level Monitoring wizards**, 你可以很簡單的產出影響服務的效能與可用性報表

New Monitoring Templates

The screenshot displays the System Center Operations Manager 2007 R2 interface, specifically the 'Management Pack Templates' window. The window is titled 'System Center Operations Manager 2007 R2 - scommg' and features a menu bar with 'File', 'Edit', 'View', 'Go', 'Actions', 'Tools', and 'Help'. Below the menu bar is a search bar with 'Look for:' and buttons for 'Find Now' and 'Clear'. The main area is divided into three panes: 'Authoring', 'Management Pack Templates', and 'Actions'.

Authoring Pane: Shows a tree view of the 'Authoring' folder, with 'Management Pack Templates' selected. The tree includes categories like 'Management Pack Objects' (Attributes, Monitors, Object Discoveries, Overrides, Rules, Service Level Tracking, Tasks, Views) and 'Management Pack Templates' (ASP.NET Application, ASP.NET Web Service, OLE DB Data Source, Process Monitoring, TCP Port, Unix/Linux LogFile, Unix/Linux Service, Web Application, Windows Service).

Management Pack Templates Pane: Displays a list of templates. The 'ASP.NET Application' template is selected. The list includes: ASP.NET Application, ASP.NET Web Service, OLE DB Data Source, Process Monitoring, TCP Port, Unix/Linux LogFile, Unix/Linux Service, Web Application, and Windows Service.

Actions Pane: Shows a list of actions for the selected template, including 'Open' and 'Add Monitoring Wizard'. It also includes sections for 'Resources' (System Center Operations Manager Help, System Center Operations Manager Online) and 'Help' (How to Use Management Pack Templates, Add Monitoring with a Management Pack Template).

Details Pane: Provides information for the selected 'ASP.NET Application' template. The 'Management Pack' is 'ASP.NET Applications Library'. The 'Description' states: 'This template allows you to monitor a ASP.NET Application. You can choose from a list of applications and supply monitoring configuration for the selected application.'

The bottom of the window shows a navigation pane with 'Monitoring', 'Authoring', 'Reporting', 'Administration', and 'My Workspace'. The status bar at the bottom indicates 'Ready'.

Service Level Tracking

video

Authoring

- Management Pack Templates
- Distributed Applications**
- Groups
- Management Pack Objects
 - Attributes
 - Monitors
 - Object Discoveries
 - Overrides
 - Rules
 - Service Level Tracking
 - Tasks
 - Views

Monitoring Wizard...

Distributed Application...

Group...

Distributed Applications (3)

Look for: Find Now Clear X

Name	Created
Active Directory Topology Root	2009/5/15 下午 07:52:15
Operations Manager Management Group	2009/5/15 下午 04:24:50
WebServices	2009/5/17 下午 07:06:23

Actions

Distributed Application

- Create a New Distributed Application...
- Edit...
- View Diagram...
- View State...
- View Management Pack Objects...
- Delete

Resources

- System Center Operations Manager Help
- System Center Operations Manager Online

Help

- How to Create a Diagram View
- How to Create a State View
- How to Create a Distributed Application
- Create a Distributed Application
- How to Edit a Distributed Application

Monitoring

Authoring

Reporting

Administration

My Workspace

Distributed Application details:

Active Directory Topology Root	Distributed Application Description: Topology root object to contain all Active Directory Forests, Domain and Sites
Created: 2009/5/15 下午 07:52:15	

What's new in OpsMgr R2 for the Operator

How OpsMgr R2 Simplifies the Life of the Operator

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System Center
Operations Manager 2007

 Microsoft®
System Center
Operations Manager 2007 R2

- 雖然我可以自訂 My Workspace，但建立一個 Dashboard 卻是很 **冗長乏味** 的
- 我 **無法從 Alerts 中簡單的建立 subscriptions**，但在 MOM 2005 時可以!
- 如需進入 Maintenance Mode 而不想收到任何告警，我必須進行 **三個步驟**
- 我在 Web Console 無法看到 **overall health**
- 透過更新 Management Packs 的 **New Views** 以及 **改進的 Dashboard view**，我可以很簡單的建立自訂的 dashboards
- **改善的 Notification 精靈** 讓我很容易就做到，並且節省了很多時間
- **更新過的 Maintenance Mode** 只需單擊便可將所有相關聯的項目進入 Maintenance Mode
- 在 **Web Console** 中已經新增 **Health Explorer**。

建立 Subscriptions

video

Monitoring

- Monitoring
- Active Alerts
- Discovered Inventory
- Distributed Applications
- Task Status
- Unix/Linux Servers
- Windows Computers
- Agentless Exception Monitoring
- Data Warehouse
- Microsoft Audit Collection Services
- Microsoft SQL Server
- Microsoft Windows Active Directory
- Microsoft Windows DNS Server
- Microsoft Windows Server
 - Logical Disk State
 - Network Adapter State
 - Operating System Performance
 - Task Status
 - Windows Server State
- Health Monitoring
- Performance
- Network Device

View or Hide Views...
View

- Monitoring
- Authoring
- Reporting
- Administration
- My Workspace



Monitoring Overview



Required Configuration Tasks:

In order for System Center Operations Manager to manage and monitor your network you must complete the following steps:

- ➔ **Required: Configure computers and devices to manage**
- ➔ **Required: Enable Notification Channels**



State and Alerts:

Computer Health:		Go to Computers
	Critical:	1
	Warning:	0
	Healthy:	0
	Maintenance Mode:	0
	Unknown Status:	0

Distributed Applications:		Go to Distributed Applications
	Critical:	1
	Warning:	0
	Healthy:	1
	Maintenance Mode:	0
	Unknown Status:	1



Actions:

- [View all Active Alerts](#)
- [View Computer State](#)
- [View Distributed Application State](#)



Key Concepts & How-to

- [Use the Operations Console](#)
- [What's new for the Operations Manager](#)
- [The Monitoring Space](#)
- [Create and Author Views](#)
- [Adjust Monitoring with Overrides](#)



Learn About:

- [Alerts](#)
- [Overrides](#)
- [Maintenance Mode](#)



Online Resources:

- [Microsoft System Center Online](#)
- [Microsoft System Center Community](#)
- [Report an Issue or Suggestion to Microsoft](#)

Web Console

video

Administration

Administration

- Administration
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Administration Overview



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- Configure Active Directory Integration



Learn About:

- Computer and Device Discovery
- Security
- Management Packs
- Settings
- System Center Capacity Planner

Overrides Summary

video

Authoring

- Management Pack Templates
- Distributed Applications
- Groups
- Management Pack Objects
 - Attributes
 - Monitors
 - Object Discoveries
 - Overrides
 - Rules
 - Service Level Tracking
 - Tasks
 - Views

Monitoring Wizard...

Distributed Application...

Group...

Service Level Tracking (2)

Look for: Find Now Clear X

Name	Targeted class
SLA	WebServices
SLTracking	WebServices

Actions

Service Level Tracking

- Create
- Properties
- Delete

Resources

- System Center Operations Manager Help
- System Center Operations Manager Online

Help

- About Service Level Tracking
- About Service Level Objectives

Monitoring

Authoring

Reporting

Administration

My Workspace

Details:

SLA	Service Level Objectives
Management Pack: FSDEMO	Availability - state
Targeted class: WebServices	Collection - Bytes Total
Created: 2009/5/17 下午 07:10:52	
Description:	

OpsMgr R2 的新功能與增強改善項目

- 跨平台的監視
- Service Level 的監控與報表
- 新的監視樣板
- 使用性的加強
- 改良的效能

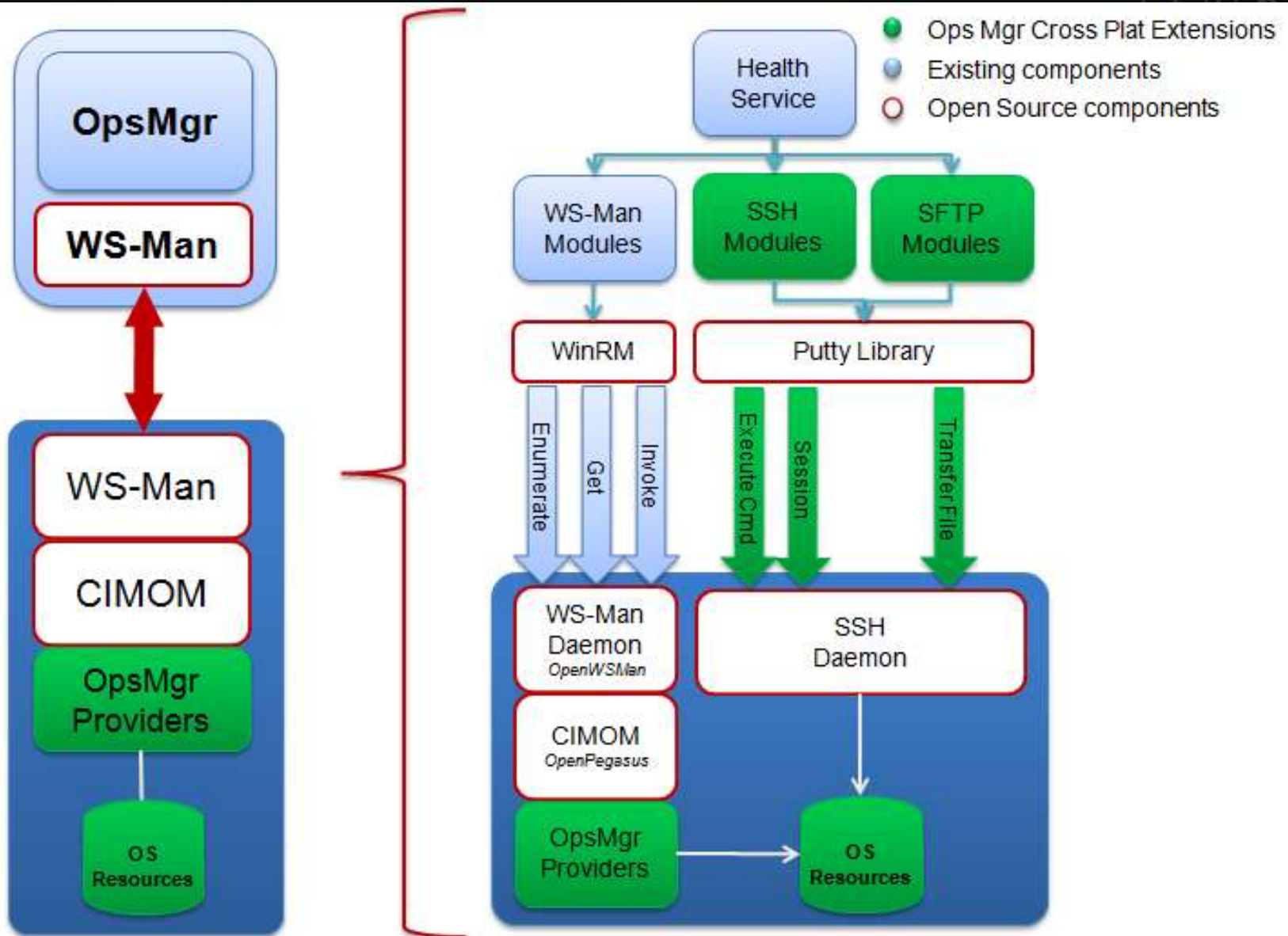
跨平台的監視

- 把原本端對端的監視分散式應用系統，擴大到 Windows、Unix 和 Linux 的平台。
- 整合原本探索精靈的方式來新增監視 Windows、Unix、Linux 或其他的系統。
- 透過單一 Console，集中監視各種跨平台伺服器 (Windows、Linux 和 Unix)。

支援的 Platforms

Platform	Beta	RTM
Linux/SUSE Enterprise 9 (x86) 	✓	✓
Linux/SUSE Enterprise 10 SP1 (x86)	✓	✓
Linux/Redhat Enterprise 4 (x86) 	✓	✓
Linux/Redhat Enterprise 5 (x86)	✓	✓
AIX 5.3 (POWER)	✓	✓
AIX 6.1 (POWER) 	✓	✓
HP-UX 11iv2 (PA-RISC/IA64) 	✓	✓
HP-UX 11iv3 (PA-RISC/IA64)	✓	✓
Solaris 8 & 9 (SPARC) 	✓	✓
Solaris 10 (x86/SPARC)	✓	✓
Linux/Redhat Enterprise 4 & 5 (x64)		✓
Linux/SUSE Enterprise 9 & 10 SP1 (x64)		✓

CPE架構



CPE的層級關係

The screenshot displays the 'Health Explorer for sles1.contoso.com' application. The interface includes a menu bar with 'Reset Health', 'Recalculate Health', 'Properties', and 'Help'. Below the menu is an 'Overrides' dropdown. The main area is divided into two panes. The left pane, titled 'Health monitors for sles1.contoso.com', shows a tree structure of health monitors. The right pane, titled 'Knowledge State Change Events (14)', displays details for the selected 'Availability' monitor.

Health monitors for sles1.contoso.com

- Entity Health - sles1.contoso.com (Entity)
 - Availability - sles1.contoso.com (Entity)
 - Hardware Availability Rollup - sles1.cor
 - Operating System Availability Rollup - sl
 - Unix Heartbeat Monitor - sles1.contoso
 - Configuration - sles1.contoso.com (Entity)
 - Hostname Resolution Health - sles1.co
 - Windows Remote Management Auther
 - WS-Management Certificate Health - sl
 - Performance - sles1.contoso.com (Entity)
 - Hardware Performance Rollup - sles1.c
 - Operating System Performance Rollup -
 - Security - sles1.contoso.com (Entity)

Knowledge State Change Events (14)

Summary

This monitor is the rollup monitor for all other monitors running against this object. If the state is unknown, either monitoring has not begun for this object or there are no monitors defined.

Causes

An unhealthy state for this monitor indicates some problem with another monitor running against this object. View all current alerts from this object using this link:

[View Alerts](#)

Ready

CPE 監測範圍

- **File systems:**
監測檔案系統
- **Network interfaces:**
確認網路卡是啟用與可用的。
- **Core processes:**
監測系統的關鍵 processes ，例如: ssh, cron, syslog, 以及其他等等。
- **Key configuration aspects:**
確認 hostname 是可以被解析的，WinRM 認證方式有被正確設定，以及 SSL 的認證可透過 WS_Management 元件到達 Agent
- **Core system attributes:**
包含確保磁碟空間不會趨近最大容量

Disk Space Collected

Monitored Object		Measured Performance Indicators
Physical Disk	Health	Identifies if disk is unmounted, dead, or bad in any way
	Capacity	Available physical memory in Mbytes (MB) Available physical memory as a percentage (%)
	Performance	Average time of a disk transfer (Avg. Disk s/Transfer) Average time of a read of data from the disk (Avg. Disk s/Read) Average time of a write of data from the disk (Avg. Disk s/Write)
	Utilization	% of time disk is reading data % of time disk is writing data % of time disk is busy
Logical Disk	Health	Identifies if disk is unmounted, dead, or bad in any way
	Capacity	Available memory in Mbytes (MB) Available memory as a percentage (%)
	Performance	Current I/O queue length Total disk Bytes per second (Disk Bytes/s) Bytes read from disk per second (Disk Read Bytes/s) Bytes written to disk per second (Disk Writes Bytes/s) Total I/Os per second (Disk Transfers/s) Read I/Os per second (Disk Reads/s) Write I/Os per second (Disk Writes/s) Average time of a disk transfer (Avg. Disk s/Transfer) Average time of a read of data from the disk (Avg. Disk s/Read) Average time of a write of data from the disk (Avg. Disk s/Write)
	Utilization	% of time disk is reading data % of time disk is writing data % of time disk is busy % of time disk is idle

Memory & Processor

Monitored Object		Measured Performance Indicators
Physical memory	Memory Utilization	Available physical memory in Mbytes Available physical memory as a percentage (%) Used physical memory in Mbytes (MB) Used physical memory as a percentage (%)
	Memory Paging	Pages read or written to disk to resolve hard page faults (Pages/sec) Pages read from disk to resolve a hard page fault (Page Reads/sec) Pages written to disk to resolve hard page faults (Page Writes/sec)
Swap space		Available swap space in MBytes (MB) Available swap space as a percentage (%) Used swap space in MBytes (MB) Used swap space as a percentage (%)

Monitored Object	Measured Performance Indicators
Processor	% Processor time % Idle time % User time % Nice time % Privileged Time % IO Wait Time % Interrupt Time % DPC Time Queue Length

Performance views

System Center Operations Manager 2007 - Contoso

File Edit View Go Actions Tools Help

Search Scope Find Actions

Monitoring

- Monitoring
 - Active Alerts
 - Computers
 - Discovered Inventory
 - Distributed Applications
 - Task Status
 - Agentless Exception Monitoring
 - Cross Platform Servers
 - Overview
 - Unix/Linux Server State
 - Linux
 - Linux Server State
 - Logical Disk State
 - Network Adapter State
 - Operating System Performance
 - Physical Disk State
 - SUSE Computers Diagram
 - Health
 - Logical Disk Health
 - Network Adapter Health
 - Operating System Health
 - Physical Disk Health
 - Performance
 - Logical Disk Capacity
 - Logical Disk\Disk Bytes/sec
 - Memory Paging
 - Memory Utilization
 - Network Adapter Performance
 - Physical Disk Performance
 - Processor Performance
- Data Warehouse
- Microsoft Audit Collection Services
 - Collector
 - Event View

Show or hide views...
New view ▶

Physical Disk\Avg. Disk sec/Transfer

Time	sles1 (green)	sles2 (blue)
4/16/2008 1:25 PM	0.015	0.015
4/16/2008 1:30 PM	0.005	0.005
4/16/2008 1:35 PM	0.005	0.005
4/16/2008 1:40 PM	0.010	0.005
4/16/2008 1:45 PM	0.005	0.005
4/16/2008 1:50 PM	0.005	0.005
4/16/2008 1:55 PM	0.005	0.005
4/16/2008 2:00 PM	0.005	0.005
4/16/2008 2:05 PM	0.005	0.005
4/16/2008 2:10 PM	0.005	0.005
4/16/2008 2:15 PM	0.005	0.005
4/16/2008 2:20 PM	0.032	0.005

Physical Disk\Disk Bytes/sec

Time	sles1 (green)	sles2 (blue)
4/16/2008 1:25 PM	9500	13000
4/16/2008 1:30 PM	6500	4500
4/16/2008 1:35 PM	10000	7000
4/16/2008 1:40 PM	5500	11000
4/16/2008 1:45 PM	10500	8000
4/16/2008 1:50 PM	4500	6500
4/16/2008 1:55 PM	7500	14500
4/16/2008 2:00 PM	4500	7500
4/16/2008 2:05 PM	7000	9500
4/16/2008 2:10 PM	4200	10200
4/16/2008 2:15 PM	14000	9000
4/16/2008 2:20 PM	4200	5000

Legend

Look for: All Items

Show	Color	Path	Target	Rule	Object	Counter	Instance	Scale	Baseline
<input checked="" type="checkbox"/>	Green	sles1.contoso.com	hda	Avg. Disk sec/Tr...	Physical Disk	Avg. Disk sec/Tr...	hda	1x	No
<input checked="" type="checkbox"/>	Blue	sles2.contoso.com	hda	Avg. Disk sec/Tr...	Physical Disk	Avg. Disk sec/Tr...	hda	1x	No

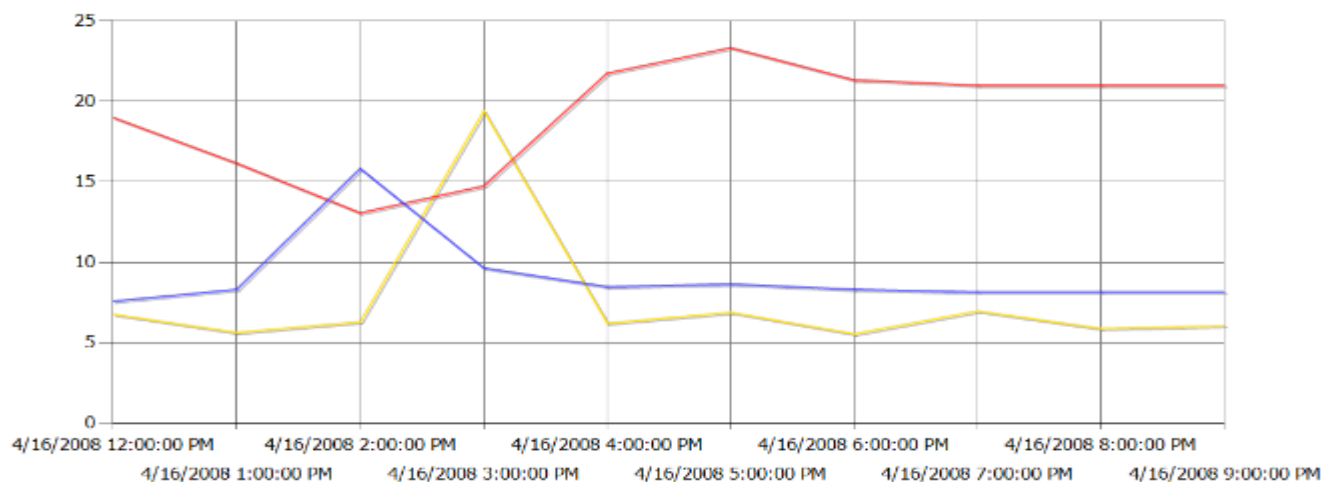
Ready

Powerful reports

Performance Report

Click on plus sign to see a full description for this report

Report Time : 4/16/2008 11:11 PM
 Data Aggregation : Hourly
 Report Duration : From 4/16/2008 12:09 PM to 4/16/2008 11:09 PM
 Histogram : No



Rule, Instance, Object	Scale	Sample Count	Min Value	Max Value	Average Value	Standard Deviation
Total Processor % Processor Time SUSE Linux Enterprise Server 10 Operating System: SUSE Linux Enterprise Server 10 (j586) Contoso sles1.contoso.com	1	113	6	100	9.239	8.829
Available MBytes SUSE Linux Enterprise Server 10 Operating System: SUSE Linux Enterprise Server 10 (j586) Contoso sles1.contoso.com	1	113	10	27	19.26	2.177
Pages/sec SUSE Linux Enterprise Server 10 Operating System: SUSE Linux Enterprise Server 10 (j586) Contoso sles1.contoso.com	1	113	3	158	7.646	14.34

Service Level 的監控與報表

- 能夠呈現所有 IT 服務的效能與可用性的詳細數值報表，用來追蹤 IT 的 **Service Levels**。
- 允許個別定義 IT 服務的監視項目，可以透過定義 **Service Level** 的物件來達成，而此物件可能來自不同的監控項目。
- 可以透過報表或者是儀表板的方式來呈現，例如使用微軟的 **SharePoint** 等等。

Service Level 的 3 種狀態等級

- **Healthy :**
代表所有元件的監視都符合設定的期望的參數值內。
- **Warning :**
代表有效能或是健康狀態有超出臨界值，但相關元件還可運作 – 必須注意維護以避免服務停擺。
- **Critical :**
代表服務的相關元件已進入不健康的狀態，必須立即處理。

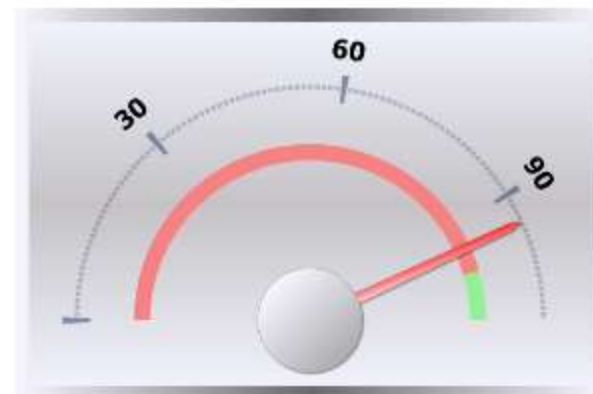
Service Level 的監控與報表


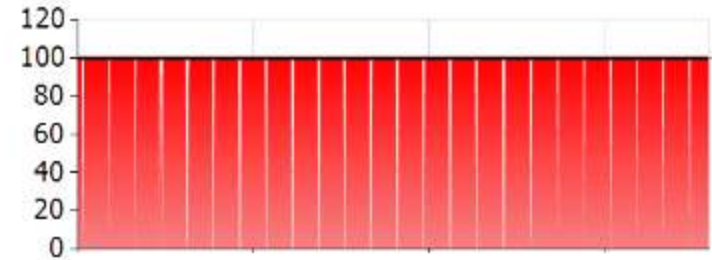
Service Level Objective Detail

Description

Report Time : 11/24/2008 2:22 PM
Data Aggregation : Hourly
Report Duration : From 10/25/2008 9:23 AM to 11/24/2008 9:23 AM
Service Level Objective : Availability

Service Level : Gold Computers
SLO Target : Computer
SLO Monitor : Availability
Undesired States : Critical, Unplanned Maintenance, Monitoring unavailable, Unmonitored
Desired Objective : avg >
SLO Goal : 99.850 %
SLO Value : 94.619 %



Instance	State	From 10/25/2008 9:23 AM to 11/24/2008 9:23 AM
Windows Computer dc1.contoso.com Contoso	94.619 % 	

Service Level 的監控與報表

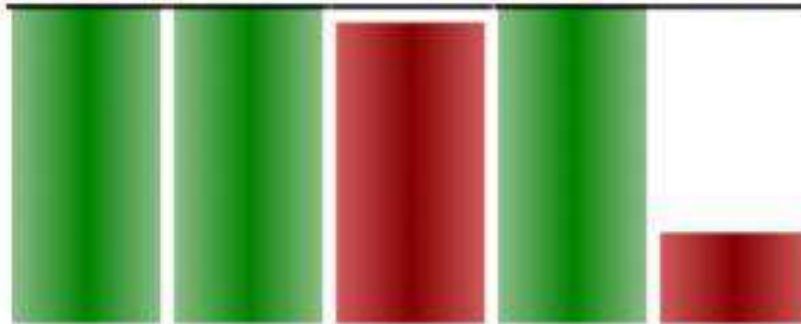
Service Level Tracking Summary Report

Description

Report Time : 11/24/2008 2:21 PM
 Data Aggregation : Hourly
 Report Duration : From 11/23/2008 9:23 AM to 11/24/2008 9:23 AM

Service Level(s) : 1 Service Levels included in this report

Service Level	Goal	Report Duration	Last 7 Days	Last 30 Days	Last Week	Last Month
Gold Computers						
Windows Computer dc1.contoso.com						
Contoso						
Available MBytes	avg <					
Windows Operating System	3000000	63.7234042553	55.1178343949	60.9038461538	53.984962406	70.5707855169
Availability	avg >					
Computer	99.850 %	100.000 %	100.000 %	94.619 %	100.000 %	28.518 %



Performance - % Processor Utilization	avg <					
Windows Operating System	50	1.62361276895	1.74452802929	1.98852723267	1.76221350125	2.56651140876

新的監視樣板

- 新的 **Process** 監視樣板，能夠讓您監視執行於系統上的最低 **Process** 數，訂定臨界值與設定政策結束不想要的 **Process**。
- 增強的 **OleDb** 監視樣板，允許操作員去定義 **database** 的連接、查詢與臨界值的設定等。
- 改善的 **Windows Service** 監視樣板，能夠使用取代字元來選取多筆名稱相似的服務。
- 新的監視樣板，能夠讓您監視存在 **Unix** 和 **Linux** 系統上的 **Log** 檔案。

使用性的加強

- 新整合的匯入管理套件 (MPs) 精靈能夠讓您瀏覽在微軟網站 (MP Catalog) 中可用的管理套件 (MPs)，並且自動地下載與安裝您所選擇管理套件 (MPs)。
- 改善的 notification subscription 精靈，能夠簡化新增與維護這些通知，新功能包含了能夠讓操作者直接在 alert view 上建立通知，以及更容易的建立通知或條件式的通知。
- 新的複寫摘要檢視，讓您檢視所有複寫過的管理套件。
- 在 Web Console 上新增能夠瀏覽 Health Explorer 的功能。

改良的效能

- 相較於之前的版本，**Console** 提供了顯著改善的反應時間。
- 對於 **URL** 的監視，每台 **Management Server** 可提供超過 **1000**個 **URL** 的監視。
- 新增可完整支援安裝於 **Microsoft SQL Server 2008** 上。

主要效益

- 減少監視管理所有 **Server** 環境的成本。並確保所有跨平台服務的效能與可用性。
- 確保到使用者的服務水平符合需求。透過詳盡數據的效能與可用性報表，能夠快速的鑑別服務出錯的最可能病因。
- 確保商務流程中重要的網頁應用程式和網站的可用性。透過提高監視可達千筆以上的 **URL**，確保 **.NET** 與**WEB**系統的可用性。
- 增強管理性並確保所有虛擬系統的可用性。透過整合**Virtual Machine Manager 2008**和他的效能資源最佳化(**PRO**)功能，來確保虛擬服務可利用最佳的硬體資源。
- 簡化各式**IT**管理系統的問題與處理動作。互通性連接器能夠共享與同步化所有管理系統。

更多的訊息和資源

關於 **System Center Operations Manager 2007**

請造訪網站

<http://www.microsoft.com/systemcenter/opsmgr>

下載 **Operations Manager 2007 R2 RC**

請造訪 Technet 網站

<http://technet.microsoft.com/opsmgr/>

The image features the Microsoft logo and slogan centered on a dark background. The background is a dark gray with a subtle, light-colored grid pattern that is more prominent on the right side. The logo is in a bold, italicized, sans-serif font, and the slogan is in a similar italicized font but smaller and in a lighter weight. The overall aesthetic is clean and professional.

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