

Optimizing Service Levels with Database Monitoring

Key Features

- Provides real-time, 7x24 database health check monitoring
- Monitors database availability, performance and SLA compliance
- Web-based status dashboards for CIOs, Database Managers, and DBAs
- Support for cross-platform business environments
 - Sybase
 - Informix
 - Oracle
 - MS SQL
 - DB2

Benefits

- Ensures database server integrity and peak performance
- Provides insights on database server reliability, resource utilization, and more
- Provides the end-user perspective on database performance

Introduction

Nimsoft Monitor monitors a wide array of availability and performance metrics for database servers. Additionally, the solution monitors SQL query response times and transaction rates. The solution supports multiple database platforms: Oracle, Sybase, DB2, MS SQL, and Informix. All database status data is analyzed for real-time alert generation, archived for performance reporting, and leveraged for SLA creation, monitoring, and reporting.

Nimsoft Monitor for Database Monitoring

While it is of utmost importance to monitor the database for high availability and peak performance, it is equally important (if not more important) to monitor the database in the context of the business service it supports.

Nimsoft Monitor provides database monitoring from a server perspective (monitoring database server integrity), and from the end-user's perspective (monitoring response times for defined SQL queries). The end goal of the solution is to ensure the database is always available and running at peak performance so it does not compromise business productivity and end-user satisfaction.

Service-Centric Database Monitoring to Ensure a High Quality End-User Experience

To gain an end-user's perspective of database performance, Nimsoft Monitor utilizes the Nimsoft SQL Response Probe to perform any single or multi-line SQL query from any source system to any remote database server. The probe will break down SQL query response times by network connect time and by each of the SQL query phases that occur on the target database, i.e. connect time, prepare time, record set time, and fetch time. The individual and total response time metrics are monitored for proactive alert generation, and archived for long term trend analysis, problem diagnosis, and SLA compliance reporting.

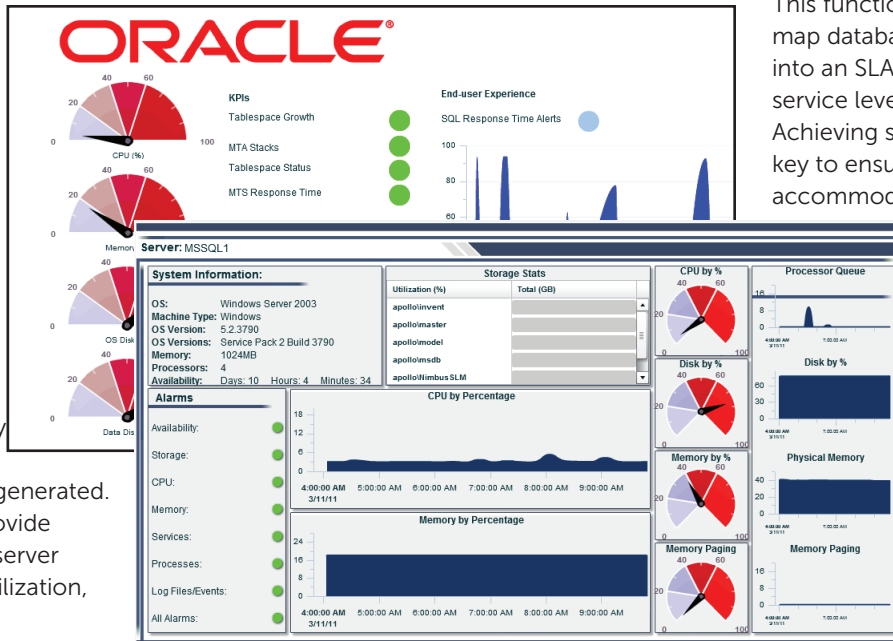
SQL Query Data Monitoring

In addition to response time monitoring, the SQL Response Probe will monitor database data values and the number of rows returned from defined SQL queries. This functionality is ideal for proactively monitoring critical data metrics contained in any IT and business database, i.e. inventory quantity, orders shipped, service desk calls, etc. Early warning alerts can be generated when defined thresholds are violated. Additionally, database data values can be archived in the Nimsoft database for long term trend analysis and SLA compliance reporting.

Server-Centric Database Monitoring to Ensure Database Server Integrity and Peak Performance

Nimsoft Monitor includes a set of specialized and platform-specific database probes (probes can be deployed remotely or server resident). The specialized probes target a wide array of database metrics to ensure status awareness for DBAs and Database Managers.

As with the service-centric monitoring approach discussed above, the poll values for each database metric will be analyzed for alert generation and can also be automatically forwarded to the Nimsoft Monitor historical archive—once there, availability and performance trend reports can be generated. Reports are key to provide insights on database server reliability, resource utilization, and more.



functionality will provide the necessary visibility to foresee and disrupt trends that may impact database service levels if allowed to persist. Trend reports also provide visibility into database resource consumption. This is key for proactive capacity planning. Database report examples include:

- Transaction rates—reports reveal database efficiency and possibly business productivity

- Number of active users—if trend shows an increase in active users you may consider purchasing additional user licenses to avoid license limitation issues

Monitoring Databases against Service Level Agreements

Nimsoft Monitor provides SLA creation, monitoring, and reporting functions. This functionality makes it possible to map database performance metrics into an SLA that defines database service level objectives (SLO). Achieving service level objectives is key to ensure the database is able to accommodate desired transaction

rates and high volume database queries. The SLA monitoring solution will continuously analyze database performance and perform calculations to determine if the database SLA is safely in compliance, it will also determine if a SLA breach is imminent if a problem condition is allowed to persist. The SLA solution includes a

Real-Time Database Dashboards

Nimsoft Monitor offers comprehensive dashboard views for all database platforms. The example below is for an Oracle database. Similar views are available for Sybase, Informix, MS SQL Server, and DB2.

Database Performance and Historical Trend Reporting

Nimsoft Monitor provides historical performance reporting—this

- Database query response times—reports reveal database response time for read and write operations—degrading response times may indicate degrading end-user productivity
- Disk space utilization—reports reveal consumption trends for proactive capacity planning
- CPU utilization—reports reveal utilization trends, ideal for planning additional capacity or for load balancing

color-coded SLA compliance/breach trend indicator. Alerts can be generated when the percentage of compliance decreases below a predefined threshold.

Nimsoft Monitor requires minimal effort for implementation and training, and will not require extensive ongoing maintenance.



About Nimsoft

Nimsoft is a global leader in IT Management-as-a-Service. The company's lightweight ITMaaS solutions make it easy for enterprises and service providers to implement comprehensive, adaptable monitoring and service desk capabilities essential for managing today's dynamic computing environments. Learn more at www.nimsoft.com.

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