System Monitoring with Operations Manager & Enterprise Manager: How to leverage robust operational statistics to maximize the success of your MicroStrategy implementation

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Architecture Tools with MicroStrategy 9.x

- Web Administration
- Security Role Manager
- User Manager
- Service Manager
- License Manager
- Command Manager
- System Manager
- Health Center
- Enterprise Manager
- Object Manager
- Integrity Manager

Developer

MicroStrategy Tutorial
Administration
- System Administration
  - Project
  - Cluster Nodes
  - Scheduled Maintenance
- System Monitors
  - Jobs
  - User Connections
  - Database Connections
  - Caches
  - Change Journal Transactions
- Configuration Managers
  - Database Instances
  - Schedules
  - Events
  - Security Roles
  - Languages
  - Subscriptions
- Delivery Managers
  - Transmitters
  - Devices
  - Contacts
- User Manager
Administrator Pain Points

- Monitor each server machine separately
- Manage separate management tools for each server
- No central location to start/stop servers
- No central location to see real-time usage of all servers together
- No central location to set up 24/7 alerting
- No Mac support for client Admin tools
MicroStrategy Operations Manager, new in 10, delivers Faster and Easier Administration

MicroStrategy provides administrators with powerful development tools to monitor, automate, and control your system.
So, What is MicroStrategy Operations Manager used for?

Administering

Centralized Interface to Administer all MicroStrategy Environments

<table>
<thead>
<tr>
<th>Server</th>
<th>Up Time (36 days)</th>
<th>Alerts</th>
<th>Machine Memory Used</th>
<th>Machine CPU Used</th>
<th>I-Server Memory Used</th>
<th>I-Server CPU Used</th>
<th>Open Sessions</th>
<th>Job Completion Rate</th>
<th>Disk I/O Bytes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dev</td>
<td>-</td>
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<td>-</td>
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<td>-</td>
<td>-</td>
<td>2</td>
<td>0/min</td>
<td>-</td>
</tr>
<tr>
<td>Dev</td>
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<tr>
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<tr>
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<td>-</td>
<td>-</td>
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<tr>
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<td>-</td>
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<td>-</td>
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<td>0/min</td>
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<td>-</td>
<td>-</td>
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</tbody>
</table>

Centralized management from a web-based console.

Administer multiple environments (Intelligence/Mobile/ Web Servers) at the same time.
So, What is MicroStrategy Operations Manager used for?

Alerting

Create Triggers and Enable 24/7 Alerting

Define thresholds for system usage performance.

Have the system send alerts when those thresholds are met or exceeded.
So, What is MicroStrategy Operations Manager used for?

Tracking

Monitor System Health and Track Server Performance

View key usage and performance information via graphs and charts to quickly see the overall health of an environment.

Track a server’s usage, memory, and processing information.
Monitor and manage the activity of your MicroStrategy environments in real time such as current running jobs, open user sessions, environment's cache usage, and open database connections.
<table>
<thead>
<tr>
<th>Server Status</th>
<th>Up time (30 days)</th>
<th>Alerts</th>
<th>Machine Memory Used</th>
<th>Machine CPU Used</th>
<th>I-Server Memory Used</th>
<th>I-Server CPU Used</th>
<th>Open Sessions</th>
<th>Job Completion Rate</th>
<th>Disk I/O Bytes</th>
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<td>0.00/min</td>
<td>9.80</td>
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<td>0.00/min</td>
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<td>I-SERVER1.LABS.MICROSTRATEGY.COM</td>
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<td></td>
<td>4</td>
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</tr>
</tbody>
</table>
MicroStrategy Enterprise Manager allows administrators to log usage statistics of their environment and provides out of the box Reports and Dashboards that report on these collected statistics.
Need for Usage Analysis of BI Applications

How successful is my BI Application?
- Based on number of Users created/Logging in
- Based on number of Jobs run
- Based on returning user frequency

What maintenance does my project require?
- Delete unused objects
- Project Growth Trends

How can I improve end user experience?
- Analyze User wait times
- Analyze Success vs. Error Jobs
- Perform error analysis to reduce errors

How can I improve my application performance?
- Optimize Database Design
- Adjust Product settings
Project Analysis

Quantify and Improve Project ROI
- Find frequently executed reports and objects
- Find frequently executed end user designed reports
- Find and delete unused objects to save resources

Resource Planning and Maintenance
- Who contributed to the project by building objects? Over what period?
- Use existing project analysis as a model to plan for new projects
Operational Analysis

Optimize Workload
- Monitor concurrency, queue, and response time trends by hour/minute/etc.
- Insights on scheduling, caching, prioritization, clustering etc.

Distribution Services Analysis
- Find Top Subscribed Reports/Documents/Contacts
- Find Longest Running Subscriptions

Actions performed on History List Messages
- Find users who utilize History List feature often
- Find users with unread History List messages
User Analysis

Monitor user session and reporting activity
• Feature usage: drilling, ad-hoc reports, etc.
• Cancellations, Timeouts: educate users if necessary

Report on project success and justify BI investments
• How many users regularly connect to this project?
• How many reports do they run and how frequently?
• User adoption curve over time

Assign costs to Customers/Business Units/Bill for Usage
• Session durations, number of users logging in etc.
• Database cost in terms of result rows
Performance Analysis

Provide supportive information to DBA to improve query

Improve OLAP Services usage by adding attributes and metrics to report designs that cause database hits

Understand number and performance of datasets for frequently run documents
Mobile Usage Analysis

- App Performance
- Bandwidth Issues
- Cache Utilization
- App and OS Adoption
- App section usage and navigation path analysis
Interactive Dashboards designed for each Area of Analysis
New and Improved Enterprise Manager with MicroStrategy 10
New and Improved Enterprise Manager

Faster Data Load

MicroStrategy 10 Enterprise Manager

Enhanced user experience

Optimized SQL generation

Optimized Enterprise Manager repository

Support for MySQL Database
In version 10, Operations Manager offers a consolidated console for the Enterprise Manager and can run a data load.
Run Enterprise Data Loads from MicroStrategy Operations Manager

Enterprise Manager Console retired
Data Loads will be run from MicroStrategy Operations Manager
Multiple Data Loads can now be run at the same time
In version 10.2, Enterprise Manager can be deployed as a stand-alone tool.
Deploy Enterprise Manager as a stand-alone tool

Dependency between Operations Manager and Health Center eliminated in 10.2

Ability to deploy Enterprise Manager without Operations Manager or Health Center
Thank you