Symantec i3™ *for PeopleSoft*

Formerly Veritas™ i³ for PeopleSoft

Motivation

Except for cost savings within the IT department, IT initiatives don't generate value directly. Instead, they enable business processes that create value for customers or bring in more revenue. But what if those same IT systems that were put in place to enable business processes deliver slow application response time or become unavailable?

Business User

The users of PeopleSoft expect consistent response time and access to the application. When the service deviates from the norm it can impact productivity, satisfaction, and the reputation of the IT Staff.

IT Manager

Without visibility into the quality of service being delivered, IT Managers often become referees for conflicts between internal organizations trying to defend their reputation. IT Managers need a way of assigning priority and accountability to the response time and service interruptions that occur with the PeopleSoft application. They also need to help deliver a consistent methodology across domains of expertise to ensure a seamless management approach.

IT Staff

IT Staff "blamestorm" as an attempt to deflect responsibility for poor response time or downtime. With no true metrics to substantiate or refute claims, each group must defend their reputation. IT Staff need a common language to streamline communications and accountability.

CIO

Dashboards displaying PeopleSoft response time and availability provide senior executives with a view into the service they are providing to their end users. Without this information, the CIO's service indicator is the HR or Finance Manager who complains about response time or outages.

Questions

IT and business managers wonder how to answer the following questions:

- Will that new initiative cut anyone's expenses other than the IT department's?

- What PeopleSoft panel response time are we delivering to end users?

- How long does it take to find and fix a response time problem?

- Do we proactively know when PeopleSoft is down or do end users have to tell us?

- How can I prioritize the efforts of IT Staff to gain the most significant impact to the business?

- What reports can I show Human Resources and Finance to demonstrate value?

- How can I effectively communicate the results of the investments we have made?

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The Challenge

Today's PeopleSoft architectures are more complex. The multi-tier IT infrastructure, known as the PeopleSoft Internet Architecture (PIA), now requires highly specialized staff managing each tier of the infrastructure. Webmasters, J2EE developers, Tuxedo Administrators, Database Administrators, System Administrators, and Storage Administrators each have their own set of metrics to determine the quality of service they are delivering. When end-user response time degrades, this fragmented management approach often leads to a "blamestorm." Each organization blames the other for the problem with no methodology for resolution.

The Solution

Symantec i³ *for PeopleSoft* provides IT Staff with software and services that optimize the performance and availability of the PeopleSoft application. By focusing on the end user's experience and response time, IT Staff can quickly identify degradation and its root cause. Symantec i³ *for PeopleSoft* fulfills today's need to guarantee the performance and availability of this mission-critical application. Symantec i³ delivers a proven methodology that continuously collects high-quality metrics from each supporting tier of the infrastructure and correlates these metrics to build a clear picture of the entire PeopleSoft application from the end-user perspective. This ensures that the slightest indication of response time degradation or downtime can be quickly isolated anywhere in the PeopleSoft Internet Architecture and the appropriate action taken to minimize the impact on

productivity. Since many facets of the business rely on PeopleSoft for timely and reliable information, it is critical that the underlying infrastructure enables business objectives and does not constrain them.

Benefits

- Seamless visibility from desktop to storage to investigate and solve issues faster

- Increase the productivity of PeopleSoft end users

- Reduce "roll-out" time for PeopleSoft upgrades

- Eliminates the "blamestorming" that accompanies performance slowdowns and downtime

- Find the definitive root cause of PeopleSoft panel slow-downs in minutes

- Resolve performance problems faster using the expert advice of SmarTune™

Other Symantec i³ Solutions

Symantec currently offers Application Performance Management solutions for today's most widely used application environments including:

- SAP
- Siebel
- Oracle® Applications
- Oracle
- SQL Server
- J2EE
- Web-based Applications
- ClarifyCRM
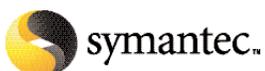
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Symantec Methodology

Symantec leverages the Symantec i³ Methodology. This enables IT Staff to detect, find, focus, improve, and verify PeopleSoft performance and availability issues before service levels are affected. Once in place, the methodology delivers a more consistent and higher quality experience to users.

The Symantec i³ Methodology simplifies the complex task of finding and fixing performance and availability issues by tracking key PeopleSoft indicators from the entire PeopleSoft Internet Architecture. These unique, high-quality metrics are then used to fine-tune the application, resulting in faster panel response time and more uptime. The impact is an application infrastructure that runs at peak efficiency and IT Staff who focus on improving HR and Financial modules rather than struggling with an inadequate infrastructure.

THE Symantec Difference

DETECT—Real Users, Real Data, Real Time

Performance metrics, such as PeopleSoft panel response time, are measured and simulated. This is the only way to capture the "true" end-user experience as well as proactively anticipate performance degradation. Unique collection techniques produce highly effective data that is used to make intelligent decisions with confidence.

FIND—Total Correlation

Transactions traverse the multi-tier PeopleSoft Internet Architecture, creating a challenge to trace and diagnose activity. Seamless navigation across technologies ensures there are no dead ends when tracking elusive performance issues.

FOCUS—In-depth Investigation

Key performance indicators are captured from the application and correlated with the underlying Web server, Java™ Virtual Machine (JVM), Tuxedo server, database server, operating system, storage subsystem, and network to ensure that no matter where the source of the slowdown, it can be quickly pinpointed.

IMPROVE—SmarTune

Fully integrated expert tuning advice helps to resolve the toughest application performance tuning challenges. Finding performance problems only solves half of the problem—rapidly choosing the correct solution is even more important. SmarTune not only automatically isolates degradation with a single mouse-click, it also provides the steps needed to rapidly address application performance issues.

VERIFY—Performance Warehouse

Performance metrics are stored in a database for historical analysis and long-term trending. Having this "rewind" and "clear visibility" promotes intelligent and confident decision-making. Furthermore, managing by exception becomes the norm, whether it is for a one-time aberration or an upwardly spiraling trend.
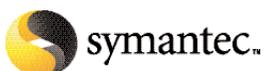
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Symantec is the world leader in providing solutions to help
individuals and enterprises assure the security, availability,
and integrity of their information. Headquartered in
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