



# The User Experience KPIs

NetEye e EriZone si rinnovano focalizzandosi sull'utente finale

*Nicola Degara, Würth Phoenix*

# WÜRTHPHOENIX NetEye



**NetEye 3.1x**

**Ready to start?**



Q3-Q4  
2017

PRINCIPALI  
FUNZIONALITÀ  
(3.11 disponibile!)



Log Management e Log Correlation con Elastic 5.\*



Asset Management ultima versione stabile GLPI (v.9.1)



Nuove dashboard-template a supporto dei servizi vitali al business (VBF)



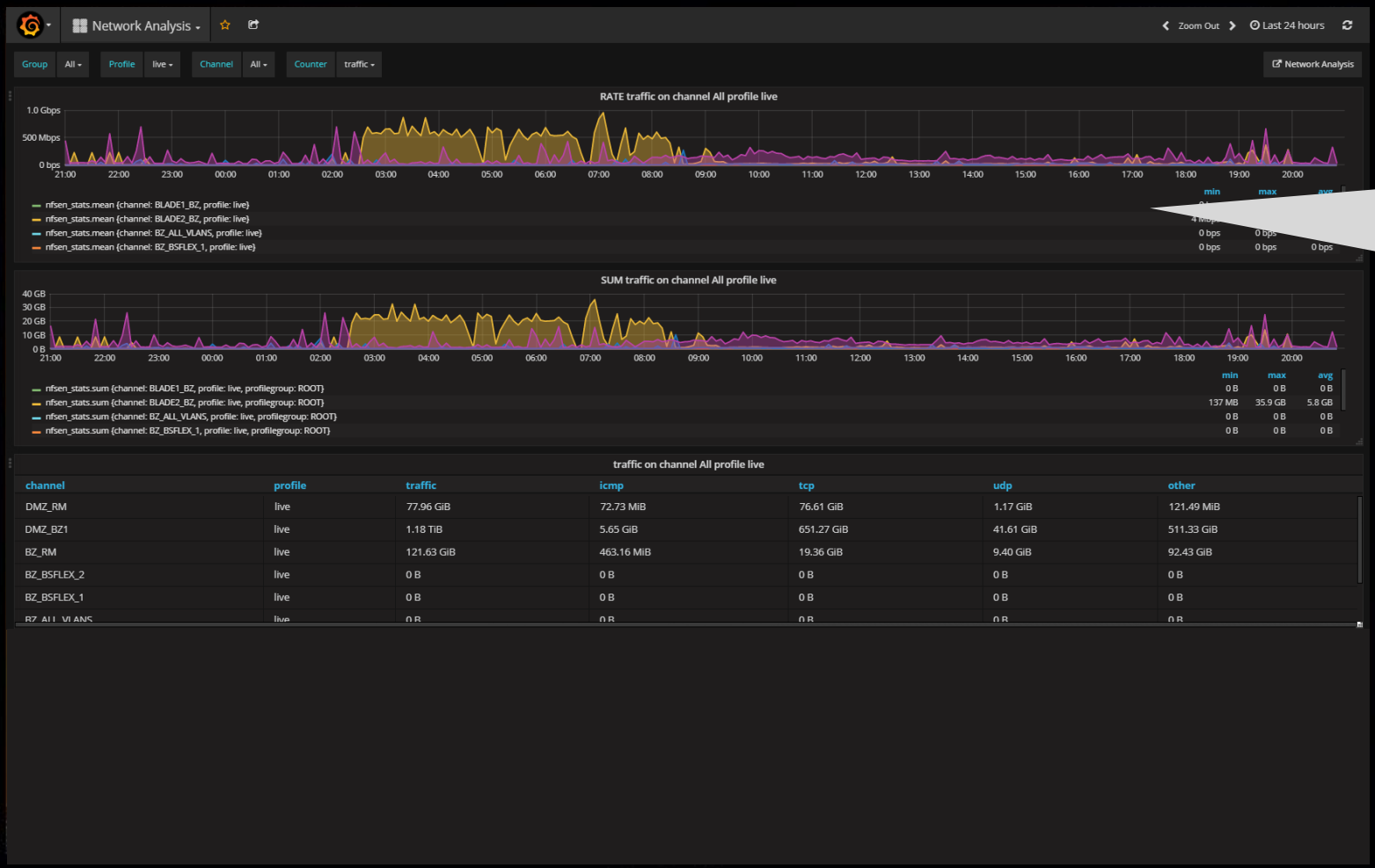
Continua estensione del riconoscimento dei dispositivi da monitorare (i.e. NeDi 1.7)



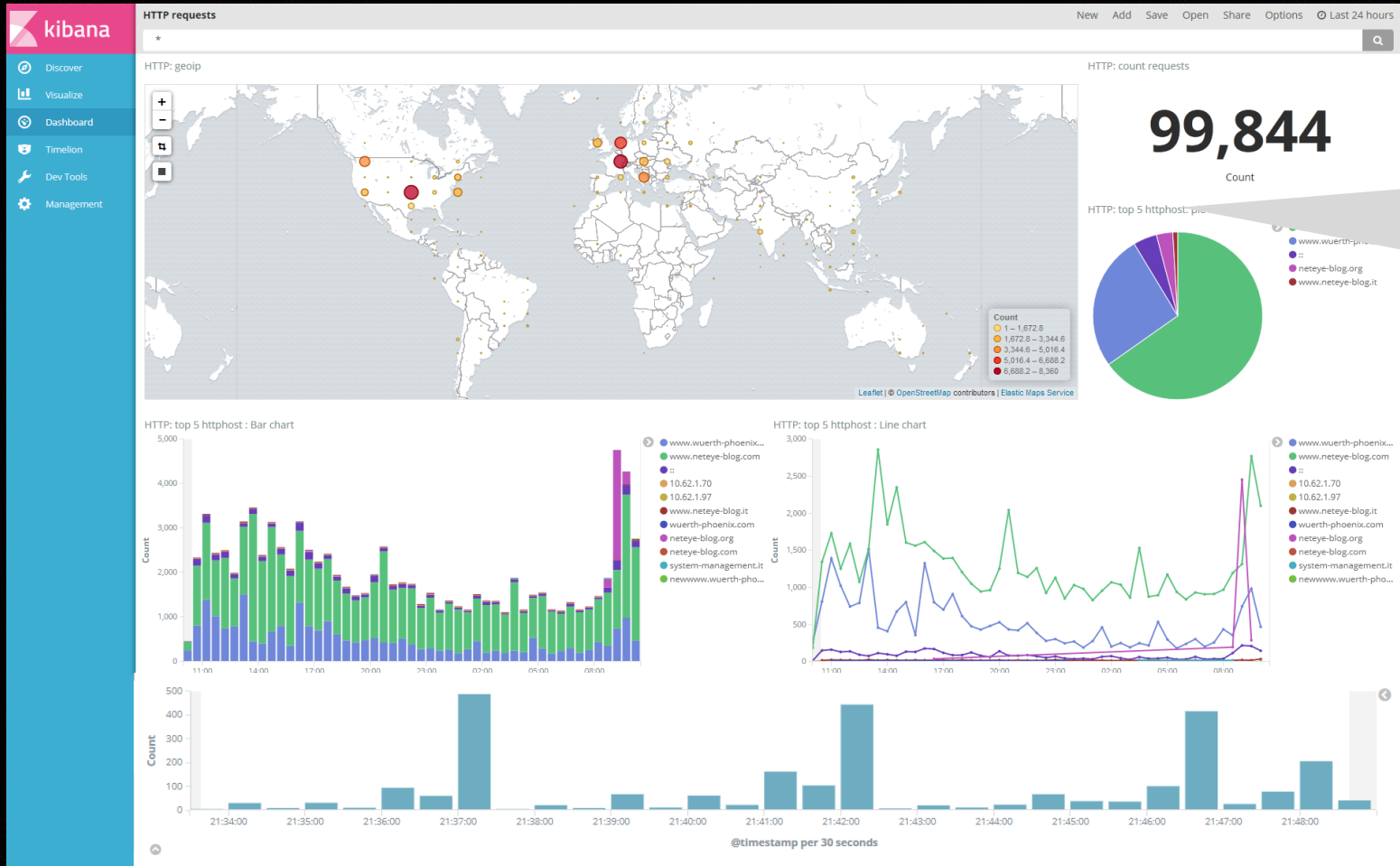
Consolidamento DW fruibile dai diversi livelli funzionali (neteye reporting)



Nuove dashboard template autogenerate per il Business Monitoring (VBF)



Network Analysis Dashboard:  
 Visualizzazione e storicizzazione del traffico di rete in InfluxDB



Elastic 5  
 Integrazione di ELK stack per gestione, correlazione e analisi log



**NetEye 2018**  
**Keep moving!**

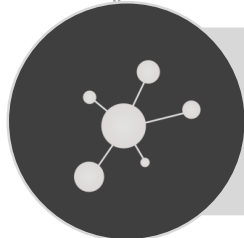




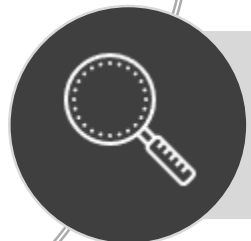
2018



Nuovo HTML5 corporate design (i.e. EriZone like)



Icinga 2 Framework



Realizzato da zero, Multi-tenant, distributed monitoring avanzato, Rest API

WÜRTHPHOENIX  
NetEye

Sign in

Nome Utente

Password

Accedi

NetEye based on Icinga Web 2

Select log file from the archive to test rules

TRAP

- Tactical Overview
- Hosts
- Services
- Hostgroups
- Servicegroups
- Contactgroups
- Contacts
- Comments
- Downtimes

Event
23:47:59_08546.txt
03/08/2017 23:47:58_81756.txt
03/08/2017 23:47:57_08052.txt
03/08/2017 23:47:56_81467.txt
03/08/2017 23:47:11_49991.txt
03/08/2017 23:47:11_23672.txt
03/08/2017 23:47:07_06331.txt
03/08/2017 23:47:06_81211.txt
03/08/2017 21:59:09_20571.txt
03/08/2017 21:59:08_94114.txt
03/08/2017 21:59:07_18293.txt
03/08/2017 21:59:06_93658.txt
03/08/2017 21:58:22_65785.txt
03/08/2017 21:58:22_40762.txt

10.62.4.74/icingaweb2/eventhandler/rule/archive?type=trap#

Test Area

- Show matching flow
- Show only matched
- Show all rules

Test

\* Required field

Archive	Matching	Description	Action Type
☐ ⬇	Partially Matched	Archive for EMC unity 300	☑ Email
☐ ⬇	Partially Matched	wlan controller	🗑 Ignore
☐ ⬇	Matched	link ripartito 23234	👁 Nagios
☐ ⬇	Not Matched	stato sconosciuto	👁 Nagios
☐ ⬇	Not Matched	link perduto con host	👁 Nagios
☐ ⬇	Not Matched	VIRTUALUSER-MIB	📄 Eventconsole
☐ ⬇	Not Matched	Motion Sensor port 4: Motion Detected	👁 Nagios
☐ ⬇	Not Matched	CISCO TEST	👁 Nagios
☐ ⬇	Not Matched	Motion Sensor port 3: Motion Detected	👁 Nagios
☐ ⬇	Not Matched	Motion Sensor port 4: Recovery	👁 Nagios
☐ ⬇	Not Matched	Motion Sensor port 3: Recovery	👁 Nagios
☐ ⬇	Not Matched		📄 Eventconsole
☐ ⬇	Partially Matched	new rule	👁 Nagios
☐ ⬇	Matched	TEST multi line	📄 Eventconsole


**WÜRTHPHOENIX**

- Dashboard
- Problemi 9
- Panoramica
- Processi Busi...
- Storico
- Event Handler
- Maps
- Documentation
- Sistema 1
- Configurazione


Cerca ...

Dashboard


Choose the event type to set or modify your rules




**Trap**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit.



**Email**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

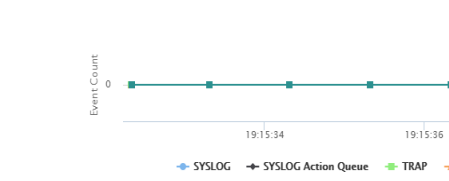


**Sms**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit.



**Log**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Event Lifetracker



Trap | Email | Sms | Log

Trap rules

Description	Action	Regex	Options
Motion Sensor port 3: Motion Detected	Nagios	10.62.5.31	▲ ▲ ▼ ▼
reactionlaunchpad	Ignore	reactionlaunchpad	▲ ▲ ▼ ▼
new rule	Nagios	*	▲ ▲ ▼ ▼
link ripartito 23234	Nagios	linkUp	▲ ▲ ▼ ▼
test	Ignore	reactionlaunchpad	▲ ▲ ▼ ▼
wlan controller	Ignore	*	▲ ▲ ▼ ▼
stato sconosciuto	Nagios	phx10118.wp.lan	▲ ▲ ▼ ▼
link perduto con host	Nagios	linkDown	▲ ▲ ▼ ▼
VIRTUALUSER-MIB	Eventconsole	VIRTUALUSER-MIB	▲ ▲ ▼ ▼
Motion Sensor port 4: Motion Detected	Nagios	10.62.5.31	▲ ▲ ▼ ▼
CISCO TEST	Nagios	CISCO-CONFIG-MAN-MIB::ciscoConfigManEvent	▲ ▲ ▼ ▼
Motion Sensor port 4: Recovery	Nagios	10.62.5.31	▲ ▲ ▼ ▼
Motion Sensor port 3: Recovery	Nagios	10.62.5.31	▲ ▲ ▼ ▼
Rule with no name	Eventconsole	alarm.HealthStatusChangedAlarm.*green to yellow	▲ ▲ ▼ ▼
TEST multi line	Eventconsole	*	▲ ▲ ▼ ▼
Copy of Archive for EMC unity 300	Email	*	▲ ▲ ▼ ▼
Test with new functions	Ignore	alarm.HealthStatusChangedAlarm.*green to yellow	▲ ▲ ▼ ▼
Copy of TEST multi line	Eventconsole	*	▲ ▲ ▼ ▼
Copy of Motion Sensor port 4: Motion Detected	Nagios	10.62.5.31	▲ ▲ ▼ ▼
Archive for EMC unity 600	Email	*	▲ ▲ ▼ ▼





Dashboard

Problemi

- Problemi Host
- Problemi Servizi
- Griglia Servizi
- Manutenzioni in Corso

Panoramica

Processi Busi...

Storico

Event Handler

Maps

Documentation

Sistema

Configurazione



1 row(s) selected

Cerca ...

Host

# 25 Ordina per Impatto

Cerca... host\_problem = 1

DOWN dal Feb 8 Soft 2/3	Bolzano firewall 1	PING CRITICAL - Packet loss = 100%
DOWN dal Feb 8 Soft 2/3	Bolzano firewall 2	PING CRITICAL - Packet loss = 100%
DOWN dal Feb 8 Soft 2/3	Bolzano firewall VRRP	PING CRITICAL - Packet loss = 100%
DOWN dal Feb 8 Soft 2/3	clis wurthnet.com	PING CRITICAL - Packet loss = 100%
DOWN dal Feb 7	clis_seeburger	PING CRITICAL - Packet loss = 100%
DOWN dal Feb 7	Infracom DNS 1	PING CRITICAL - Packet loss = 100%
DOWN dal Feb 7	Microsoft TMG 2010 (Web-Cache)	PING CRITICAL - Packet loss = 100%
DOWN dal Feb 7	Roma firewall 1	PING CRITICAL - Packet loss = 100%
DOWN dal Feb 7	Roma firewall 2	PING CRITICAL - Packet loss = 100%

Host Servizi Storico

DOWN dal Feb 7 Microsoft TMG 2010 (Web-Cache) (pbzproxy01) ! 10.62.1.77

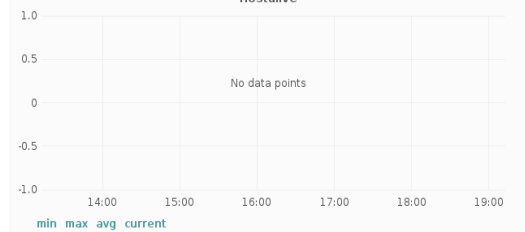
0 Servizi

Output del Plugin

PING CRITICAL - Packet loss = 100%

Performance Graph

Minutes Hours Days Months Years



Gestione problema

- Non Confermato
- Conferma
- Commenti
- Aggiungi commento
- Manutenzioni
- Pianifica Manutenzione
- Azioni
- Business Impact
- Gruppi di Host
- vmware virtual hosts

Dati di Performance

Etichetta	Valore	Warning	Critical
pl	100%	80%	100%
rta	5,00 s	3,00 s	5,00 s

Notifiche

Notifiche

Esecuzione controllo

Comando hostalive Forza Output Controllo

Eseguito da centos7juvi.wp.lan e raggiungibile

il Feb 7 Controlla ora

180 Hosts: 9 171



Ver.  
2.5.\*

NUOVE  
FUNZIONALITÀ



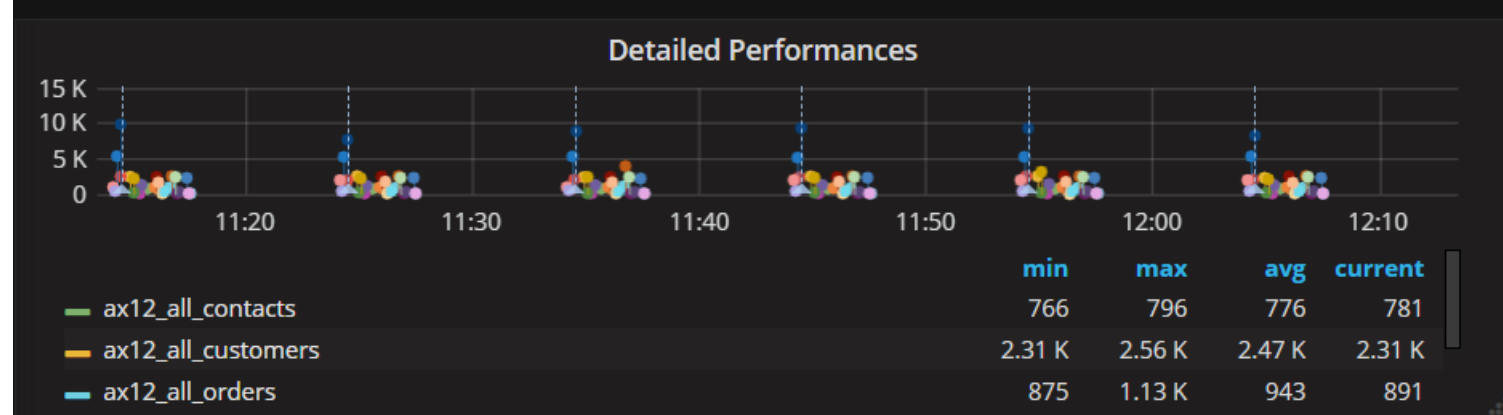
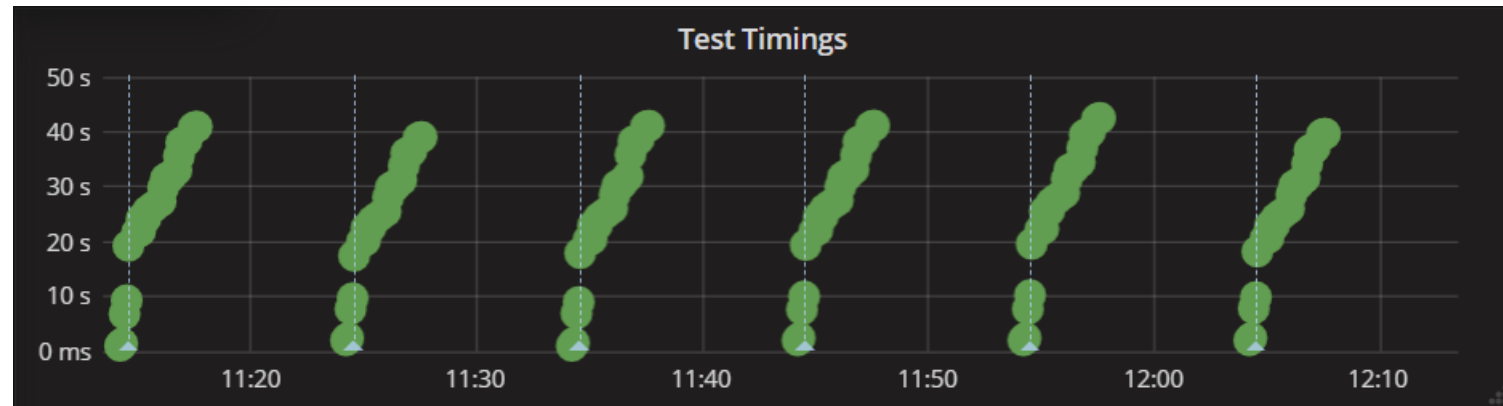
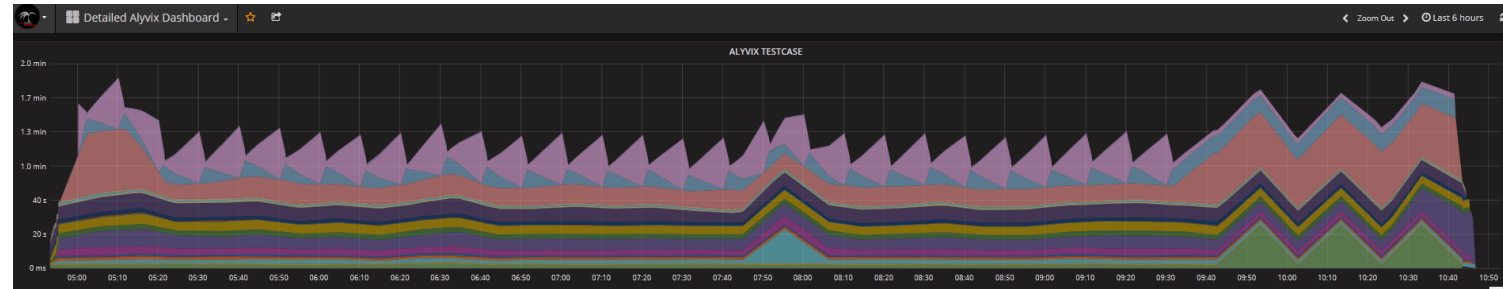
Continua estensione del supporto di nuovi component grafici riconosciuti.

Puntuale visualizzazione dei performance data collezionati:

- Nuovo canale di comunicazione con NetEye
- Accurata visualizzazione del dettaglio dei singoli test case.

Dynamics AX/SAP performance analysis:

- Monitoraggio performance trend da prospettiva utente e correlazione con elementi infrastrutturali
- Miglioramento delle dashboard per facilitare la comunicazione dei dati raccolti al business



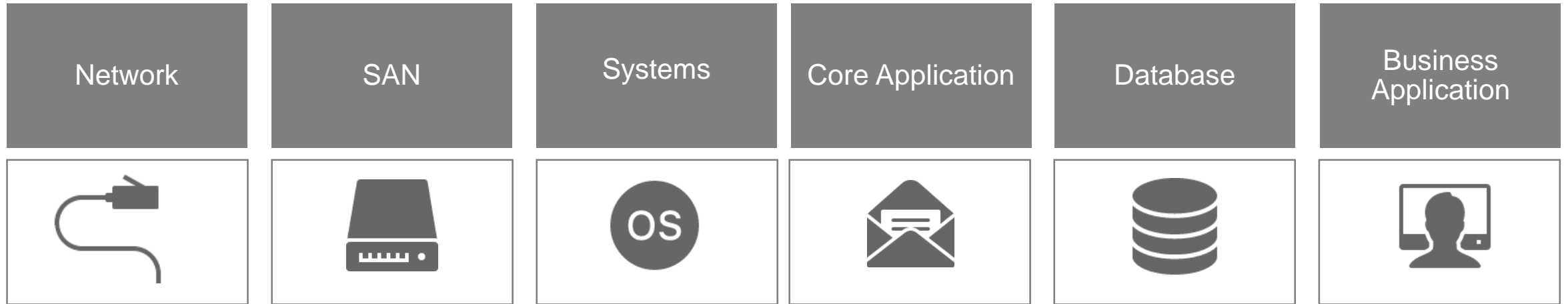
# La *(R)evolution* nell' IT Strategy







## IT Monitoring




GARANZIA  
Availability & Continuity

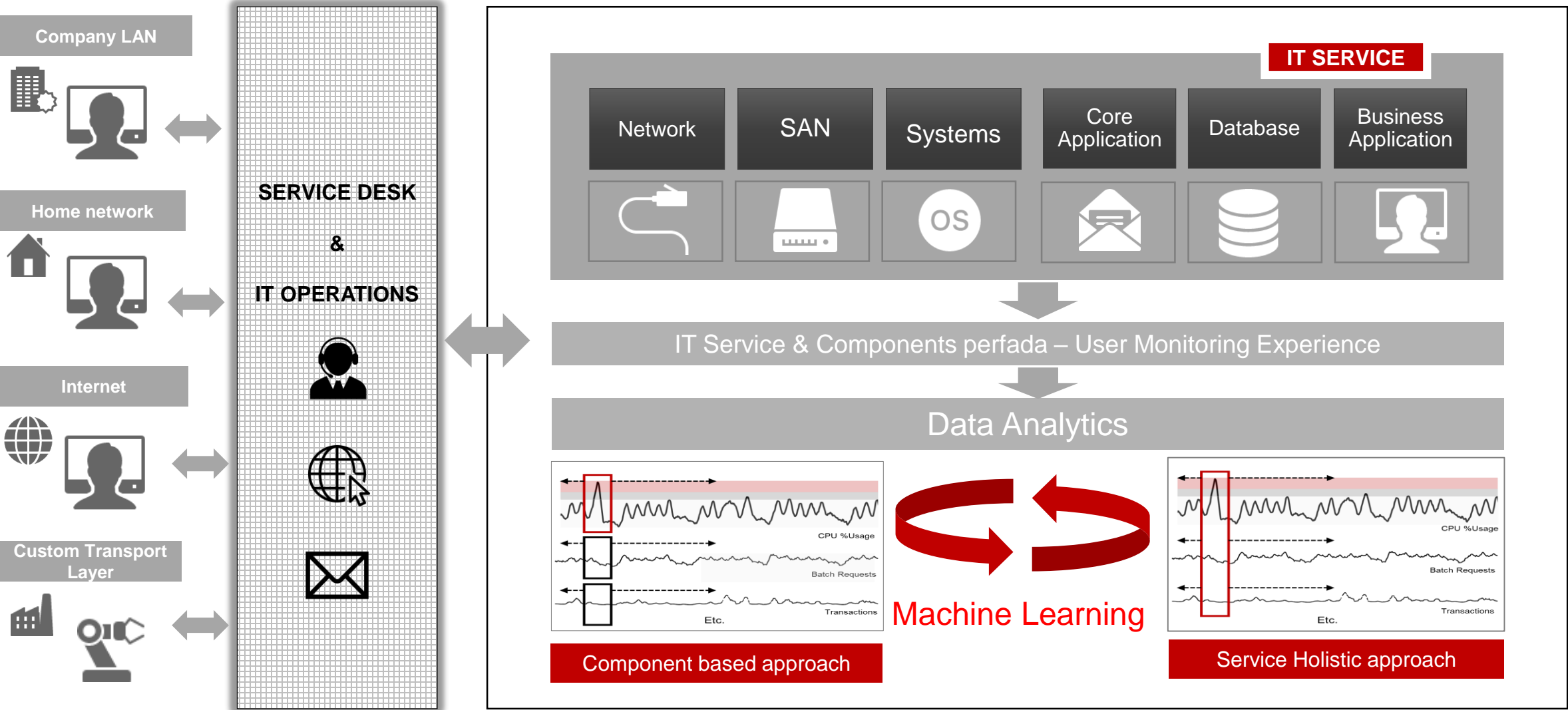
UTILITÀ  
**Percezione Utente del Servizio IT**

VALORE  
Riconosciuti solamente in caso di degrado o vero e proprio disservizio

HELP DESK



# OGGI: IT come „Attivatore del business“



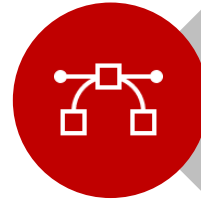


## Availability & Continuity



### Performance

A measure of what is achieved or delivered by a System, Person, Team, Process or IT Service



### Scalability

The measure of a service's ability to increase or decrease in performance and costs in the response to changes in throughput or demand



### Reliability

A measure of how long an IT Service or other Configuration Item can perform its agreed function without interruptions

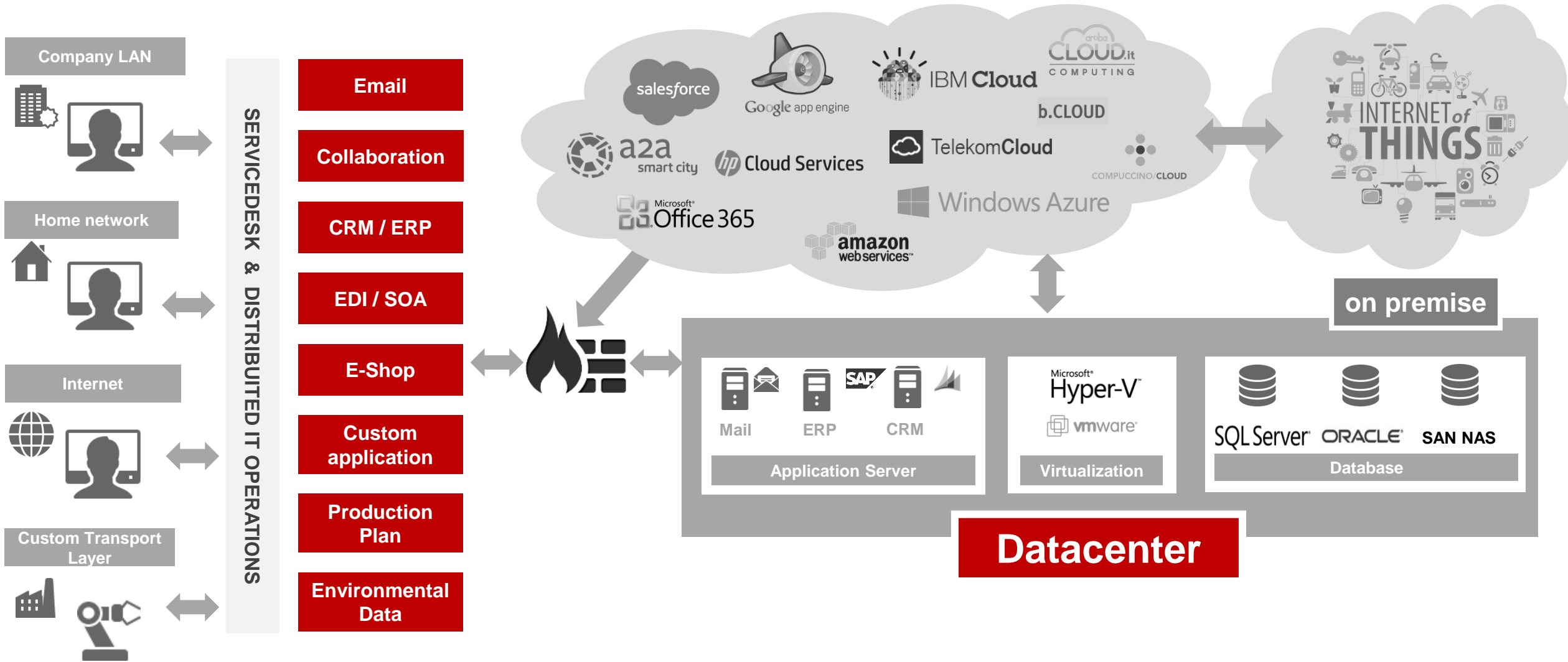


### Efficiency

A measure whether the right amount of resources has been used to deliver a Process, Service or Activity



# Il nuovo Archetipo del Servizio IT (IT Service archetype)



# Cosa offre NetEye per (iniziare ad) affrontare la (R)evolution

WÜRTHPHOENIX  
**NetEye**



Assistenza e analisi  
specialistica

## NETEYE IT OPERATIONS ANALYTICS



# ITOA: Esempio di dashboard per analisi performance del servizio IT



**WÜRTHPHOENIX**  
**NetEye**



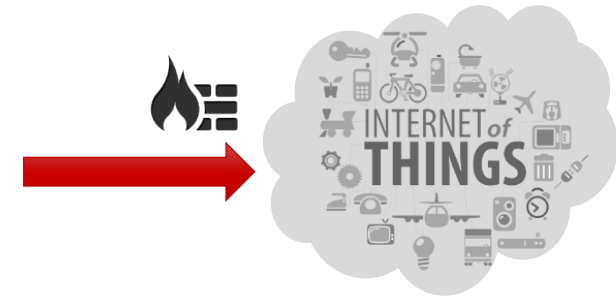
# Raccolta, correlazione e visualizzazione dati IoT

## DATA PRESENTATION & ANALYSIS – Machine Learning

## DATA COLLECTION & NORMALIZATION



## DATA SHARING & USAGE



# WÜRTHPHOENIX

# EriZone



WÜRTHPHOENIX  
**EriZone**

Powered by  OTRS



Soluzione software per la gestione delle attività di Service Desk e ticketing



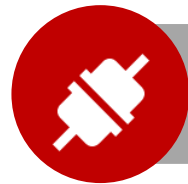
Sviluppa e gestisce i processi per i servizi erogati a clienti e utenti, seguendo le linee guida fornite dall'IT Infrastructure Library (ITIL)



Gestisce efficientemente le richieste di assistenza da parte degli utenti



Aperto all'integrazione con altri strumenti di monitoraggio



Aperto all'integrazione con sistemi esterni quali ERP e CRM

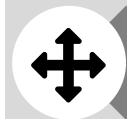
## IT-SERVICE MANAGEMENT



Incident Management



Request Fulfillment



Problem Management



Change Management



Event Management



Release Management



Service Catalogue Management



Service Level Management



Knowledge Management



Access Management



Service Asset and Configuration  
Management



...

# Il catalogo dei servizi come *core* della soluzione



**EriZone 5.2:  
Ready to start?**



v. 5.2

MAJOR FEATURES  
(now available)

- ✓ EriZone REST API Web Service
- ✓ Creazione di template per interfacce agente e cliente
- ✓ Suggerimento FAQ per clienti sul campo soggetto
- ✓ Integrazione con Microsoft AdFs e altre soluzioni SAML2/3
- ✓ Aggiornamento del core a OTRS 5.0.22
- ✓ Nuove funzionalità sul Service Dispatcher
- ✓ Email di notifica in HTML

**EriZone 5.3:  
Keep moving!**





WÜRTHPHOENIX  
**EriZone**

Sign in

Login

[Forgot password?](#)



Bruce Banner

New ticket

- New ticket from service
- New company ticket

My tickets

My company tickets

FAQ

Search



Welcome to Company's Customer Service

### My Tickets

New ticket from image



New phone ticket  
dolor sit amet,  
consectetur



New print ticket  
dolor sit amet,  
consectetur



New wifi ticket  
dolor sit amet,  
consectetur



New cloud ticket  
dolor sit amet,  
consectetur



New pc ticket  
dolor sit amet,  
consectetur



New tablet ticket  
dolor sit amet,  
consectetur



New email ticket  
dolor sit amet,  
consectetur



New phone ticket  
dolor sit amet,  
consectetur



New print ticket  
dolor sit amet,  
consectetur



New pc ticket  
dolor sit amet,  
consectetur



New tablet ticket  
dolor sit amet,  
consectetur



New email ticket  
dolor sit amet,  
consectetur



New phone ticket  
dolor sit amet,  
consectetur

hover

All (18) Open (17) Closed (1)

Ticket#	Title	Customer	State
2017051255000021	test - test 3	(Mark Manager)	open
2017051255000012	first article -	(Mark Manager)	open
2017051055000025	icon check - reply	(Mark Manager)	pending reminder
2017051055000016	rrr - rrr	(Mark Manager)	open
2017050555000017	Test campi processo - fff	(Mark Manager)	open
2017042855000011	aaa - aaaa	(Mark Manager)	open
2017041255000014	Test attachment - Prova	(Mark Manager)	open
2017032455000084	Estimation test - Estimation test	(Mark Manager)	open
2017032455000075	rrr - rrrrr	(Mark Manager)	open
2017032455000066	qqqq - qqqq	(Mark Manager)	open
2017032455000057	dddddd - ddddddd	(Mark Manager)	open
2017032455000048	ssss - ssss	(Mark Manager)	open
2017032455000039	ffff - ffffff	(Mark Manager)	open



Bruce Banner

+ New ticket

- New ticket from service
- New company ticket

My tickets

My company tickets

FAQ

Search

Welcome to Company's Customer Service

### My Tickets

New quick ticket



New phone ticket  
dolor sit amet,  
consectetuer



New print ticket  
dolor sit amet,  
consectetuer



New wifi ticket  
dolor sit amet,  
consectetuer



New cloud ticket  
dolor sit amet,  
consectetuer



New pc ticket  
dolor sit amet,  
consectetuer



New tablet ticket  
dolor sit amet,  
consectetuer



New email ticket  
dolor sit amet,  
consectetuer



New phone ticket  
dolor sit amet,  
consectetuer



New print ticket  
dolor sit amet,  
consectetuer



New pc ticket  
dolor sit amet,  
consectetuer



New tablet ticket  
dolor sit amet,  
consectetuer



New email ticket  
dolor sit amet,  
consectetuer



New phone ticket  
dolor sit amet,  
consectetuer

All (18)

Open (17)

Closed (1)

Ticket#	Title	State
2017051255000021	test - test 3	open
2017051255000012	first article -	open
2017051055000025	icon check - reply	pending reminder
2017051055000016	rrr - rrr	open
2017050555000017	Test campi processo - fff	open
2017042855000011	aaa - aaaa	open
2017041255000014	Test attachment - Prova	open
2017032455000084	Estimation test - Estimation	open
2017032455000075	rrr - rrrrr	open
2017032455000066	qqqq - qqqq	open
2017032455000057	dddddd - dddddd	(Mark Manager) open
2017032455000048	ssss - ssss	(Mark Manager) open
2017032455000039	ffff - ffffff	(Mark Manager) open

#### Quick Ticket



##### Tablet Issues

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam,

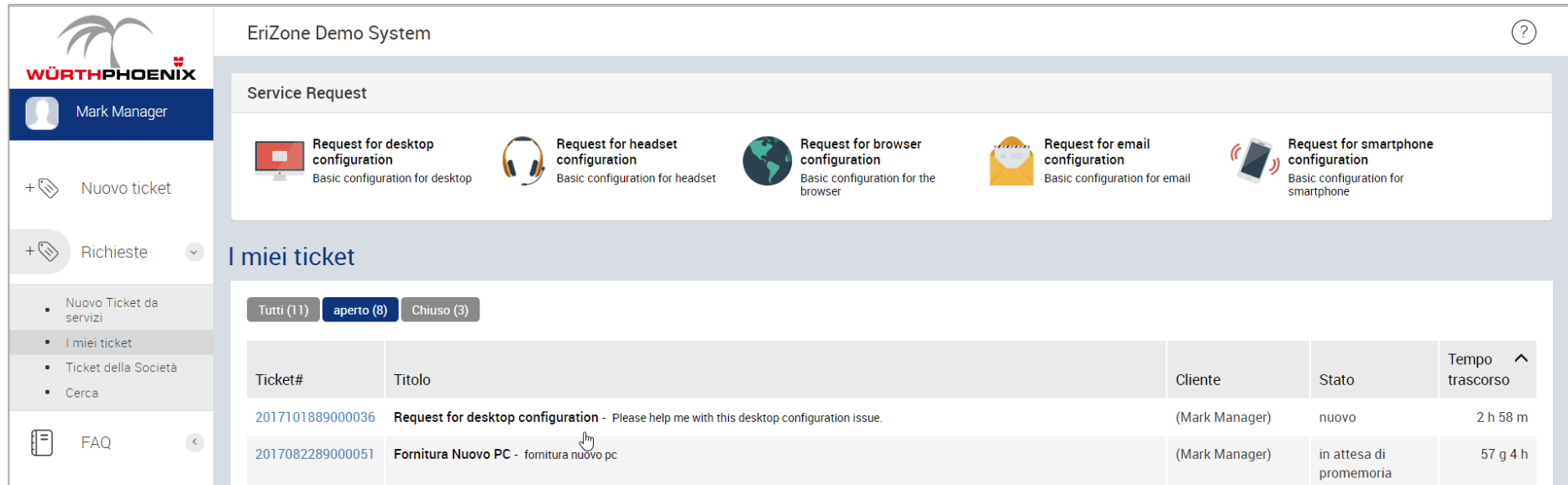
Subject:

Text:

Submit

Cancel

# Disponibile in preview su Demo Online (da oggi)



**EriZone Demo System**

**Service Request**

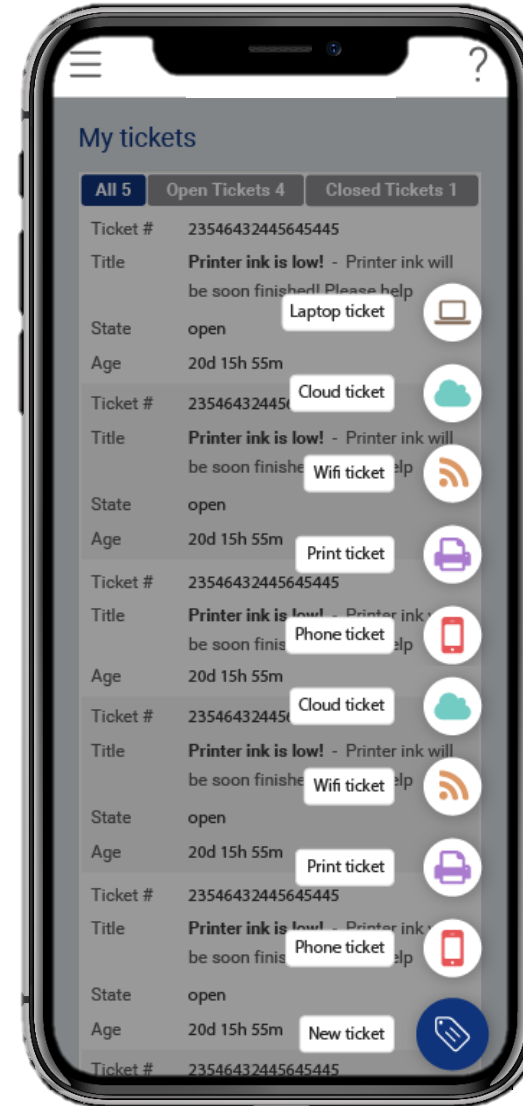
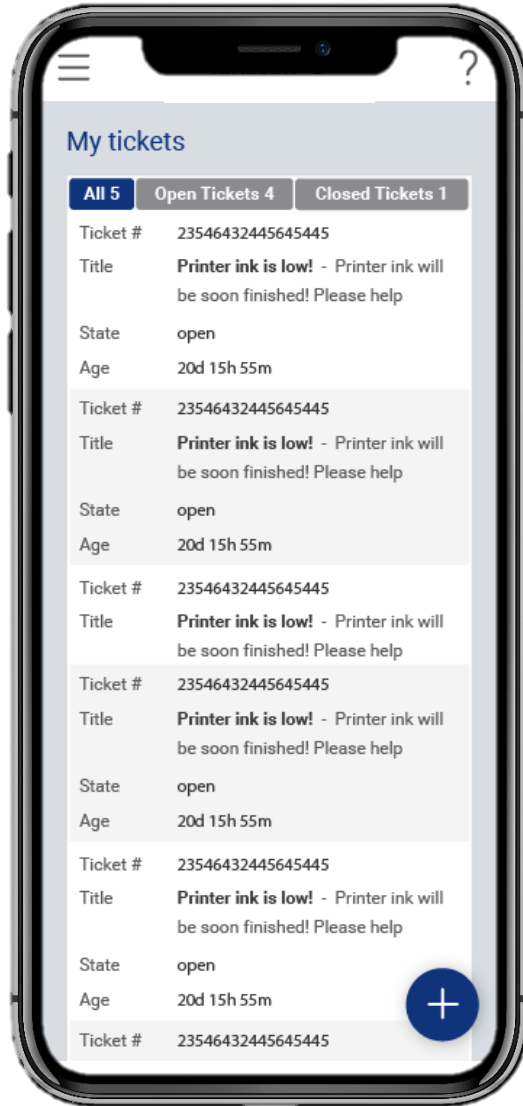
- Request for desktop configuration**  
Basic configuration for desktop
- Request for headset configuration**  
Basic configuration for headset
- Request for browser configuration**  
Basic configuration for the browser
- Request for email configuration**  
Basic configuration for email
- Request for smartphone configuration**  
Basic configuration for smartphone

**I miei ticket**

Tutti (11) **aperto (8)** Chiuso (3)

Ticket#	Titolo	Cliente	Stato	Tempo trascorso
2017101889000036	<b>Request for desktop configuration</b> - Please help me with this desktop configuration issue.	(Mark Manager)	nuovo	2 h 58 m
2017082289000051	<b>Fornitura Nuovo PC</b> - fornitura nuovo pc	(Mark Manager)	in attesa di promemoria	57 g 4 h

<http://www.wuerth-phoenix.com/it/soluzioni/system-management/erizone/demo-online/>  
o più semplicemente cerca “EriZone demo” in Google! 😊

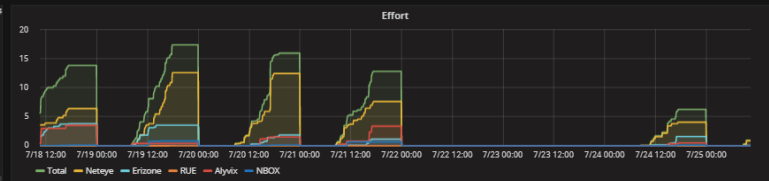
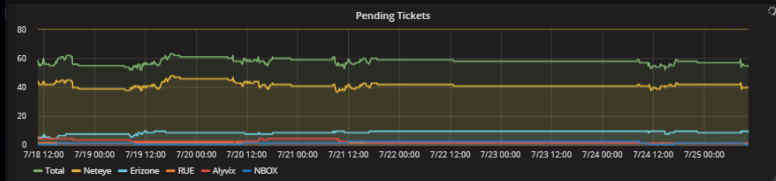
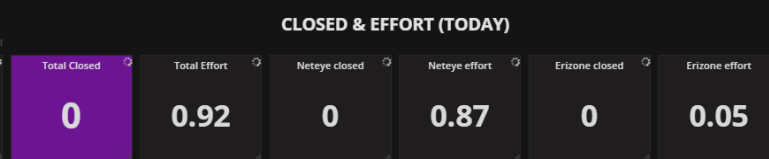
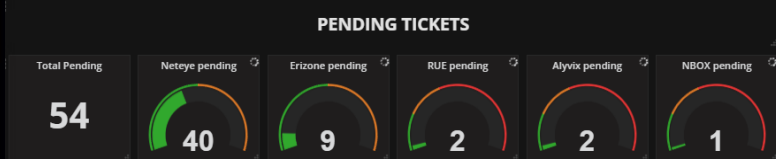
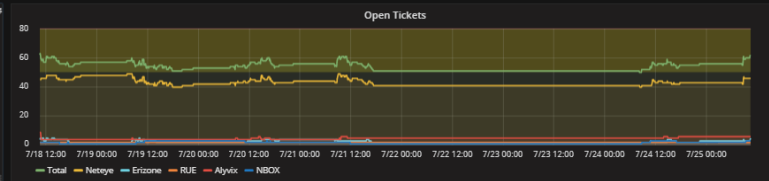
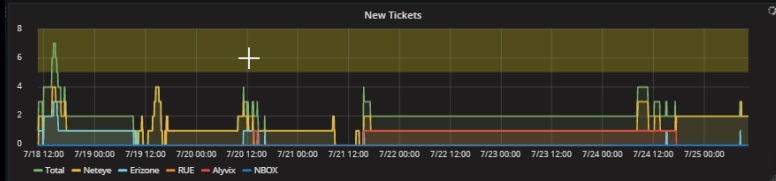
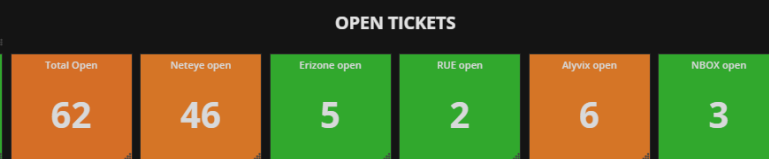
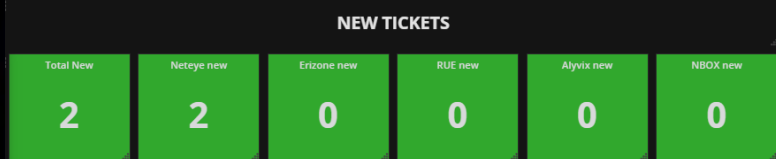




WÜRTHPHOENIX  
**EriZone**

25/07/2017

**10:33:09**





**31.12.2017**

Quick ticket by image

Template (form) HTML per interfaccia cliente

Compatibilità per integrazione con lo strumento di chat di OTRS Business Solution

Possibilità di aggiungere campi dinamici in estrazione dal DataWarehouse

Interfaccia con nuovo NetEye Asset Management (GLPI 9.1)

Signature canvas per soluzione mobile

**ROADMAP**

Customer User Information Panel

**ROADMAP**

Preparazione all'integrazione di OTRS 6

Grafana dashboard

**ROADMAP**

NetEye Business Process REST integration

**TO BE CONTINUED**



Produttività e compatibilità



Scalabilità e performance



Sicurezza



Integrabilità



Accessibilità

# I vantaggi ottenibili tramite l'implementazione di EriZone

Unico punto di  
contatto con il  
cliente

Corretta  
distribuzione del  
carico di lavoro

Riduzione costi e  
accentramento della  
conoscenza

Target chiari ed  
allineati con il  
business

Controllo e  
coordinamento

Ripristino di  
operazioni e servizi  
con il minimo  
impatto con il  
rispetto di SLA

Semplicità ed  
efficacia nella  
comunicazione

Priorizzazione  
allineata con le  
esigenze del  
Business



**TRAINING**



## WÜRTHPHOENIX NetEye

Training	Data
NetEye ITOA	06-07 Giugno
NetEye Log Management / SIEM	18-19 Giugno
NetEye 4 Unified Monitoring	23-25 Luglio
NetEye 3 Unified Monitoring	3-5 Settembre
NetEye Asset Management	24-26 Settembre

## WÜRTHPHOENIX EriZone

Training	Data
EriZone Administrator (2017)	6-9 Novembre
ErZone Administrator	7-10 Maggio
EriZone Administrator	22-25 Ottobre



Training	Data
Alyvix Test Case	21-23 Maggio



Training	Data
OTRS Administration Training	5-8 Aprile



Training	Data
ntopng: high-speed Web-based Traffic Analysis and Flow Collection	Da definire

# Come possiamo aiutarvi?



**Experience**

**Simplicity**

**Processes**

**Organization**

**Training**





**GRAZIE!**