Webinar Azure Platform Solution: een Azure omgeving zonder zorgen

Azure Platform Solution

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The world is changing ...

Traditional DC

Nextgen DC
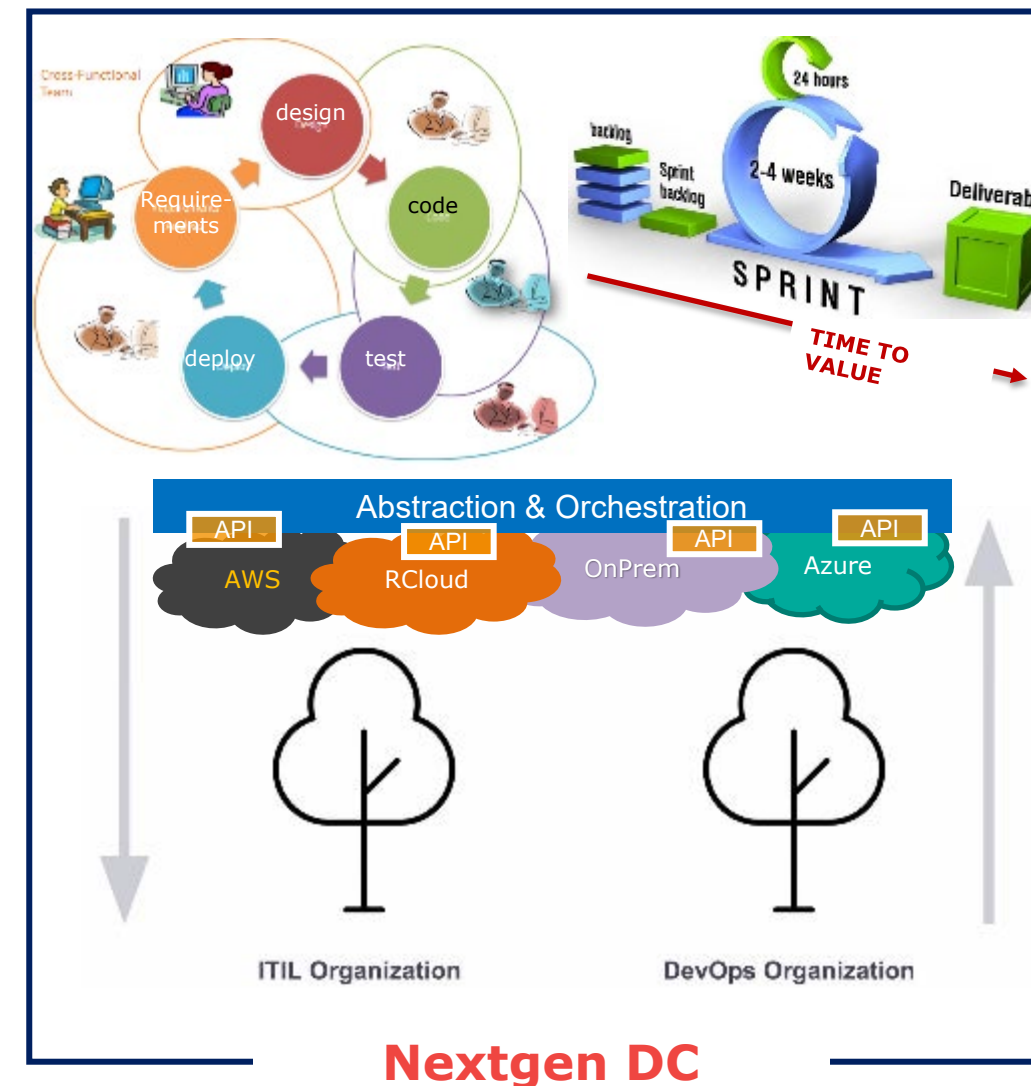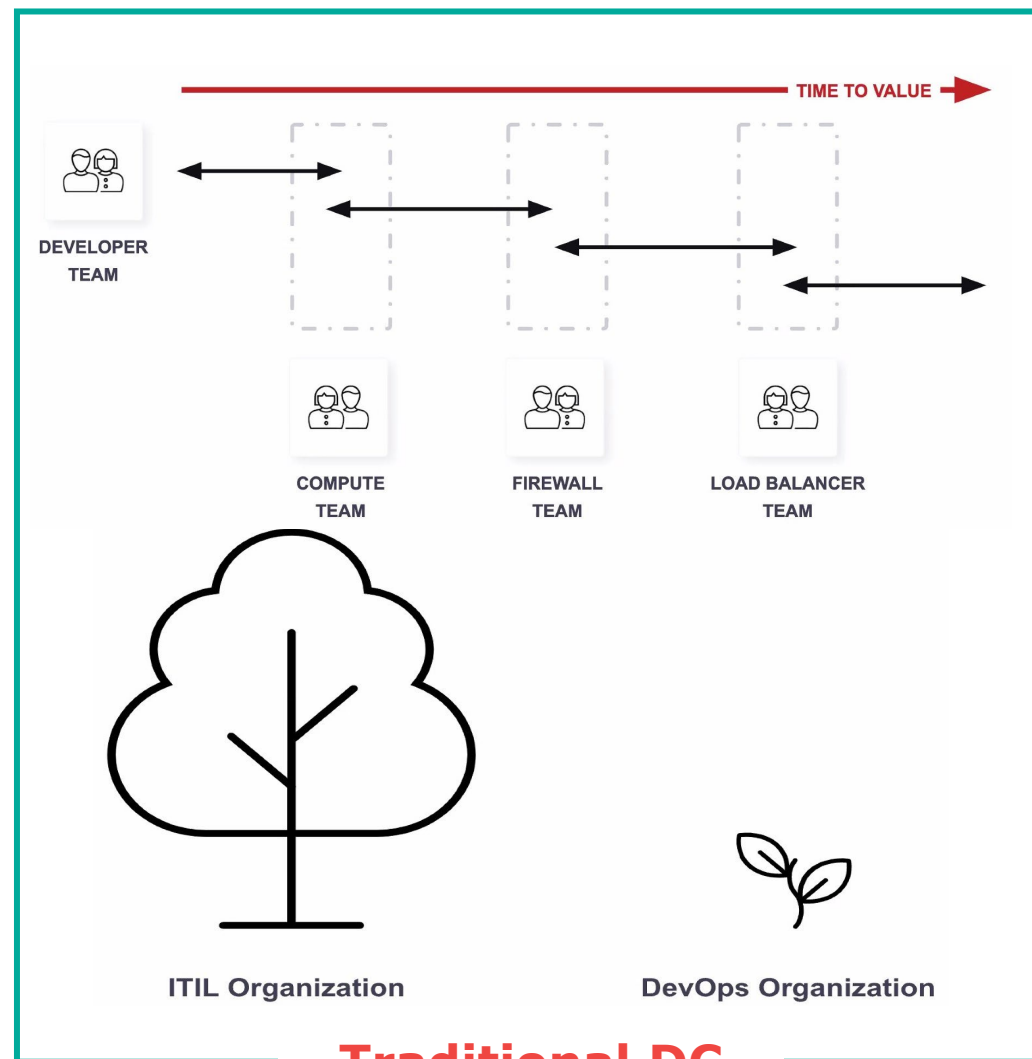
Dynamic infrastructure:
agile, IaC, cross-clouds, integrated, secure

And requires a new IT approach...

Azure Platform Solution

Cooperation

Flexibility

Insights

Unburden

Traditional way of work

Agile operation teams

Efficiency

Incident & request

Auto treatment

Analysis & Improvement

orting auto

Business
Customers
E-mail
Servers
DB
Containers
Micro Svc
Apps & Svc
Network
Security
Cloud

Incident

Request

Opportunity

Ongoing collaboration

SysOps
DevOps
ArchOps
Expert
SecOps
FinOps

Robots

Actions Complex

IA Ops

Data Gov

IA Sec

SWAT Team
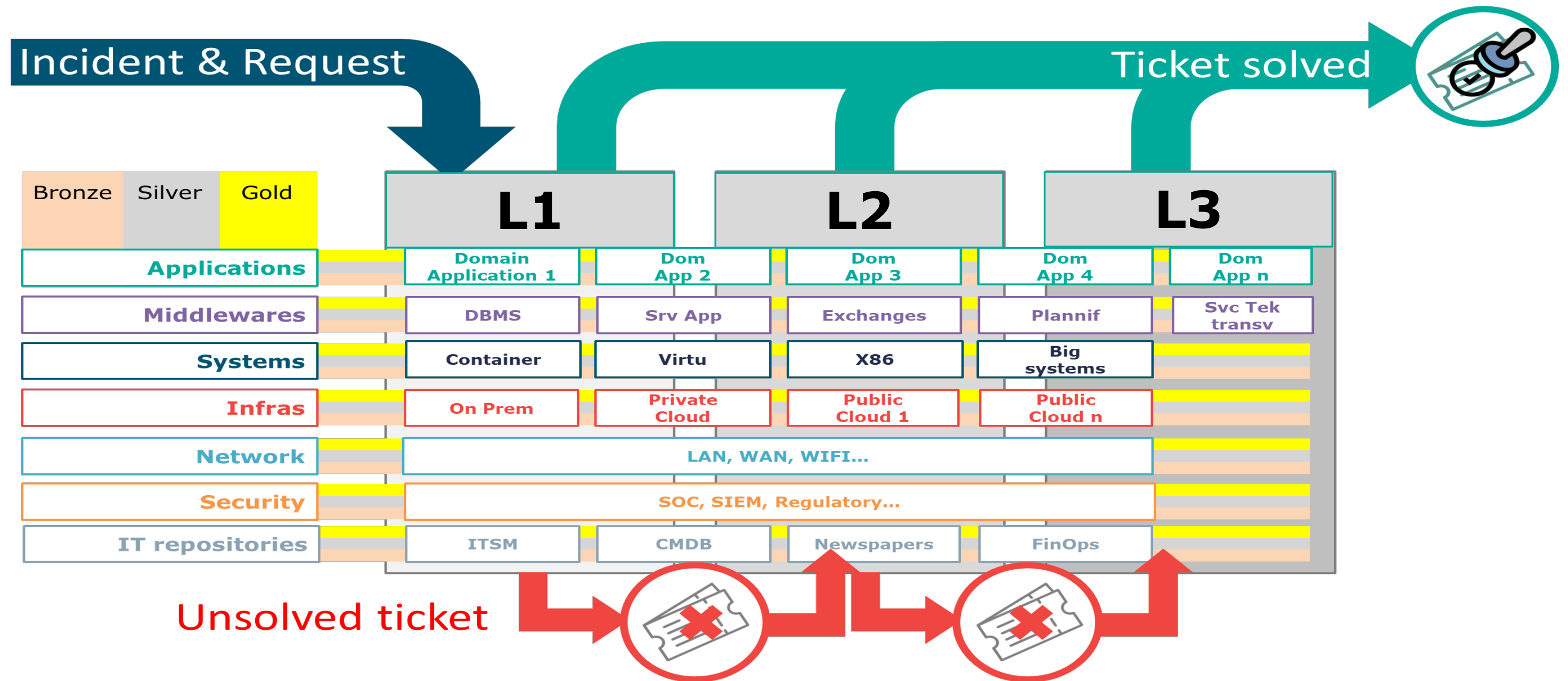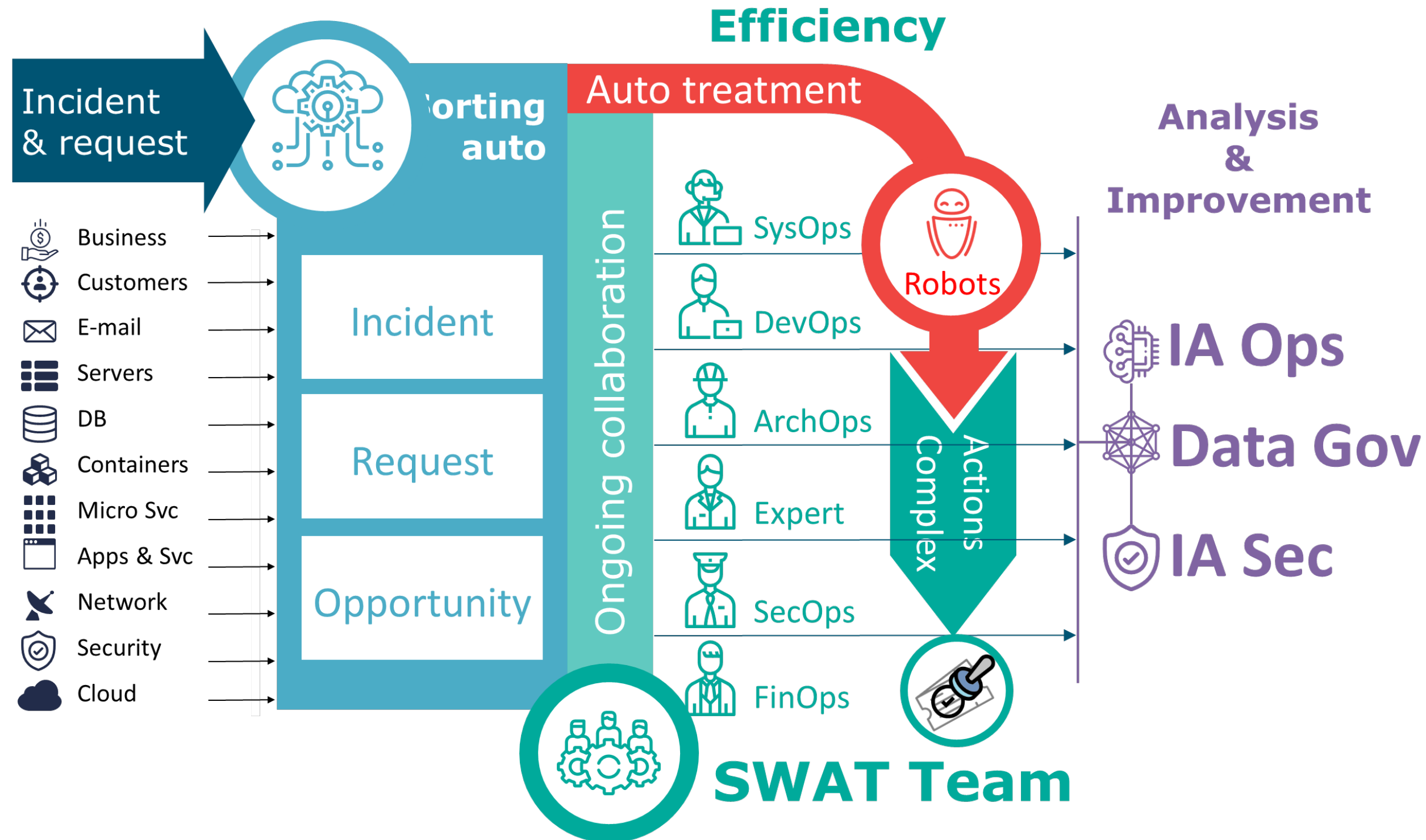
The Azure Platform Solution

Specialized Workloads

Proactive Services

Site Reliability Engineering

Platform layer

The Platform Layer

We take operational responsibility, monitor your environment and report about costs and events.

Transitioning towards Azure Platform Services

We take over the **operational responsibility** and capture your **requirements** to become your **partner** in the cloud.

We **MONITOR** your environment

Our platform monitors your cloud environment as a swift **catch & dispatch** system delivers critical alerts to your support team

We **SUPPORT** your business

You gain access to a **24x7** support system

We deliver **INSIGHT** into your environment

Our security, financial and service **reports** deliver the correct insights into your environment.

Site Reliability Engineering

We use a software approach to IT operations where software is used to manage your systems, solve problems and automate operational tasks.

We handle your **INCIDENTS**, **CHANGES** & **REQUESTS**
We handle your incidents, changes and requests based on your priorities and needs.

We **FOCUS** on **AUTOMATION** to improve our services.
Our team will continuously **improve your service** by focusing on automation. In order to **deliver** your **operational requests** more **quickly** and **efficiently**.

We **OPTIMIZE** your environment to better suit your needs
Your environment will be optimized to fit your needs, with a focus on **reliability**, **security**, **cost** and **performance**.

We empower **FLEXIBILITY**
Change is the only constant within the IT landscape, That's why our **service** will **scale** to fit your needs.

Specialized Workloads

Our Specialized workloads are standard solutions that extend the capabilities of our Azure Platform Service.

ADVANCED Virtual Machine Service
Are you migrating to the cloud and have a lot of **virtual machines**? Let's also handle these Virtual Machines on our **platform**!

Easy **BACKUP** & **RESTORE***
Do you have **critical** services that need extra attention? Remove stress with our **Backup** & **Restore** service.

Let's focus on **PATCHES***
Let's keep your virtual environment **up-to-date** with the Patching workload.

We'll create extra **WORKLOADS** to better suit your needs
Our team will focus on **creating** the right puzzle pieces in order to better **support** your environment.

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(*) These features require Advanced VM Monitoring

Proactive Services

Our proactive operations are performed on a recurring basis and is tuned to your cloud subscription. This will result in advice in order to improve your environment and create an SRE roadmap for your cloud.

Need some **ARCHITECTURE** guidance?
Through **in-depth knowledge** of your business and cloud environment, our **architect** can provide **recommendations** to ensure that you take the right decisions for your **cloud roadmap**.

Correct **POLICIES** can enforce your corporate standards.
Policy Management provides **automated guardrails** to keep **deployments** and **configurations** in line with corporate standards for different scenarios

We will help you **OPTIMISE** your cloud.
Cloud Optimisation Service analyses your resource configurations and usage telemetry to recommend optimisations with a focus on reliability and performance.

Want more control on cloud **COST**?
You will be able to **monitor** your cloud spending and resource usage and receive cost lowering **recommendations**.

Tighten down your **SECURITY**.
Gain more **insight** with our security management solution based on your security **policies** and **remediation** activities.

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The Azure Platform Solution

Projects

Specialized Workloads

Proactive Services

Site Reliability Engineering

Platform layer

Projects

The experts in our team are specialized in your environment. No one is better suited to handle your projects.

Cloud experts working within the **CONTEXT** of your environment.

Our cloud **experts** are ready for your projects. They are equipped with deep **knowledge** about your **existing environment** and will execute your projects to fit perfectly within your cloud environment.

Cloud Migrations with ease, from **BUILD** to **RUN** in one step.

Migrate your existing virtual machines to **native cloud solutions**, with the added bonus of our **Azure Platform Service** monitoring system.

A gateway into **Inetum-Realdolmen**

A larger Inetum-Realdolmen powered **ecosystem** is waiting for you. **Experts** from different domains can travel towards your team to assist in your projects and share knowledge.

Reporting

Inetum CxP (upcoming)
- ingest of data
- transform and publish reports

Monitoring

Jira SM
- alert and incident creation
- Costumer Follow up

Opsgenie
- Incident orchestration
- based on team configuration (SRE teams)
- full orchestration including call orchestration

Customer Tenant

Customer Shared Subscription
Dynatrace Environment Activegate as proxy for data transfer.

Customer Subscription x
Dynatrace OneAgent, Deployment depends on services monitored

Customer Subscription x
Dynatrace OneAgent, Deployment depends on services monitored

Customer Subscription x
Dynatrace OneAgent, Deployment depends on services monitored

Customer Subscription x
Dynatrace OneAgent, Deployment depends on services monitored

Service Providers
Service Provider Offers
Inetum Azure Managed Services
Inetum Managed Services

IRD APS LZ Dynatrace

Dynatrace Managed
- Cloud Monitoring → Platform + in depth
- metrics and setup based on customer workload choice (basic or complex)

IRD APS LZ Azure Workloads

we-{customerid}-slm-prd-rg01
- Azure Advisor Function Sec center advisor func
- SLA Function
- Cost management Function

Azure Active Directory

Azure Lighthouse
Delegations
MSP Solutions Offer

Platform Services

Inetum Tenant

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Azure Lighthouse

Inetum Platform Services ...

Details   **Role assignments**

Role assignments

The groups/users/service principals shown here from Azure Active Directory have access to your delegated resources.

7 items

Display Name	Principal Id	Role	Access Type	Multi-factor authentica...	Service Provider Appro...
ird-aps-mspdt06-cust-sg-contributor	42880f80-d520-477d-a5dd-4ea01a300cbf	Contributor ⓘ	Permanent	N/A	N/A
ird-aps-mspdt06-cust-sg-MspDeleteRole	b7dfbbb8-2555-40de-bdf2-9b7081c2a8da	Managed Services Registration assignment Delete Role ⓘ	Permanent	N/A	N/A
ird-aps-mspdt06-cust-sg-reader	956c0fe6-0ad7-4714-bb21-00fbb58abe24	Reader ⓘ	Permanent	N/A	N/A
ird-aps-mspdt06-cust-sg-TagContrib	bb50f912-81f1-448d-8d3b-4686624c07b8	Tag Contributor ⓘ	Permanent	N/A	N/A
ird-aps-mspdt06-cust-sg-TagContrib	bb50f912-81f1-448d-8d3b-4686624c07b8	Security Reader ⓘ	Permanent	N/A	N/A
ird-aps-mspdt06-cust-sg-TagContrib	bb50f912-81f1-448d-8d3b-4686624c07b8	Cost Management Reader ⓘ	Permanent	N/A	N/A
ird-aps-mspdt06-cust-sg-vmContributor	db8c87fa-91b6-4008-969b-97b17a76d578	Virtual Machine Contributor ⓘ	Permanent	N/A	N/A

≡ ▭ ⚲ Search ▭▭▭ ▽ ‹ Last 2 hours › **2** ▭ ⚇

Customer Dashboard

Owned by ▭▭▭▭▭ No tags applied › ★ Edit ···

Environment Health ⌄

Problems ⌄

2/2

Host health ⌄

All fine   **30**

Azure

Azure Logic App ⌄

Actions started ⚠ ⌄

0.008 /min   LA.Scheduled.W...

0.008 /min   LA.Scheduled.W...

Actions completed ⚠ ⌄

0.008 /min   LA.Scheduled.W...

0.008 /min   LA.Scheduled.W...

Action latency ⚠ ⌄

ılı Action latency

Actions succeeded ⚠ ⌄

1   LA.Scheduled.Webjobs.PROD

1   LA.Scheduled.Webjobs.TST

Actions failed ⚠ ⌄

No data available

Change timeframe, management zone or other filters.

Azure App Service Plan

CPU percentage ⚠ ⌄

⤳ CPU percentage

Data in ⚠ ⌄

◿ Data in

Runs started ⚠ ⌄

Runs completed ⚠ ⌄

Run latency ⚠ ⌄

Data out ⚠

Welcome to the Intetum-Realdolmen Help Center

Find help and services 🔍

Welcome! You can raise an APS Service Desk request from the options provided.

▽ **Contact us about**

Raise a question / Report a problem
Ask questions about the platform tools, Report a problem
›

Governance
Subscription, Resource Group, Key Vault, Azure Active Directory
›

Compute
Virtual Machine Scale Set, Virtual Machine
›

Storage
Storage Account, Netapp, File Sync Service, File Share
›

Network
Virtual Network, User Defined Route, Network Security Group, Application Gateway Rules, Application Gateway
›

Hybrid cloud observability

Hybrid cloud distributed tracing

Run-time vulnerability detection

Mobile, web browser and API

Real-time business insights

Closed-loop remediation

Ecosystem integrations

Fault domain isolation

Automatic code-level root-cause and profiling

Impact analysis

Feature adoption analysis

Impact and conversion

Quality gate, service level and delivery

Custom solutions

Serverless, container, pod and network

Front- & back-end availability and performance

DevSecOps automation

Visual session replay

BizDevOps Integration and automation

DevOps, SRE lifecycle

API programmability

Infrastructure Monitoring

Applications & Microservices

Application Security

Digital Experience

Business Analytics

Cloud Automation

Dynatrace Hub

dynatrace **Software Intelligence Platform**

OneAgent | PurePath | Smartscape | Davis AI incl. AIOps | Hyperscale

SaaS and Managed

Traces Metrics Logs + Topology Behaviour Code Metadata Network + API OpenTelemetry keptn

600+ Supported technologies

Kubernetes OpenShift AWS Azure GCP Tanzu Enterprise Hybrid cloud

Automatic and intelligent observability

Broadest multicloud and technology support

Figure 1: Magic Quadrant for Application Performance Monitoring and Observability

"It is an honor to be recognized by industry analysts like Gartner. To be recognized for the 12th time, we believe, is a testament to our durable innovation and ability to anticipate the market and our customers' needs in a sea of change."

Steve Tack
SVP of Product Management and Dynatrace

Source: Gartner (June 2022)

Problems

Auto-refresh every 1 min   Pin to dashboard
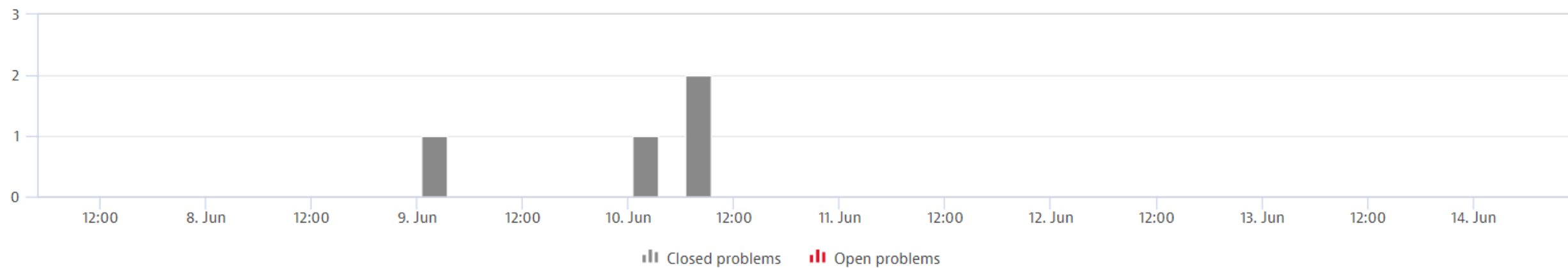
Status

- ◉ Any
- ○ Open
- ○ Closed

Severity

- ☐ Monitoring unavailable
- ☑ Availability
- ☑ Error
- ☐ Slowdown
- ☐ Resource
- ☐ Custom

Impact level

- ☐ Infrastructure
- ☐ Services
- ☐ Application
- ☐ Environment

◀

Chart axis values: 3, 2, 1, 0

Time axis: 12:00, 8. Jun, 12:00, 9. Jun, 12:00, 10. Jun, 12:00, 11. Jun, 12:00, 12. Jun, 12:00, 13. Jun, 12:00, 14. Jun

Closed problems   Open problems

4 Problems

▲ Problem ⇕	Impacted ⇕	Affected ⇕	Root cause ⇕	Start date ⇕	Duration ⇕	Alerting profiles ⇕
⚠ Network problem P-220623: Error		1		Jun 10 11:13	5 min	IR Service...
🔌 Multiple infrastructure problems P-220622: Availability		1		Jun 10 09:09	1 h 5 min	IR Service...
⚠ Network problem P-220621: Error		1		Jun 10 05:34	< 1 min	IR Service...

Affected applications
–

Affected services
–

Affected infrastructure
1

DAVIS ®
analyzed dependencies
across 750 monitored entities

1 impacted infrastructure component

jetty://

Process

Network problem

Packet retransmission rate for process _____ on host _____ has
increased to 45 %

Comments

ℹ

[   ]   Add comment

No comments posted

Root cause

Based on time correlation and analysis of all transactions that use these components, this issue has the
following root cause

jetty://

Process Group

Network problem
Packet retransmission rate for process _____ has increased to 45 %

Metric anomalies detected
Review the metrics which show abnormal or outlying behavior.

Retransmission base sent

+ 102 /s

Now ████████████████
Before |

Analyze metric anomalies

Dynatrace incidents

Dynatrace Incident

API interface

Jira SM API interface

Start new incident ticket → Fill Reporter OR Company → Assign Priority → Set Category → Set Description → Save Ticket

OpsGenie Realdomen Support

Mail notify CT ← NO

Assign CT call schedule ← YES — P1 or P2 — YES → Inside working hours ← Check time

Assign CT On call schedule ← NO

Run Call schedule

Engineer Confirms

Receive Ticket notification

P1 or P2 24/7

On call → wachtdienst 24/7
Call → customer team overdag
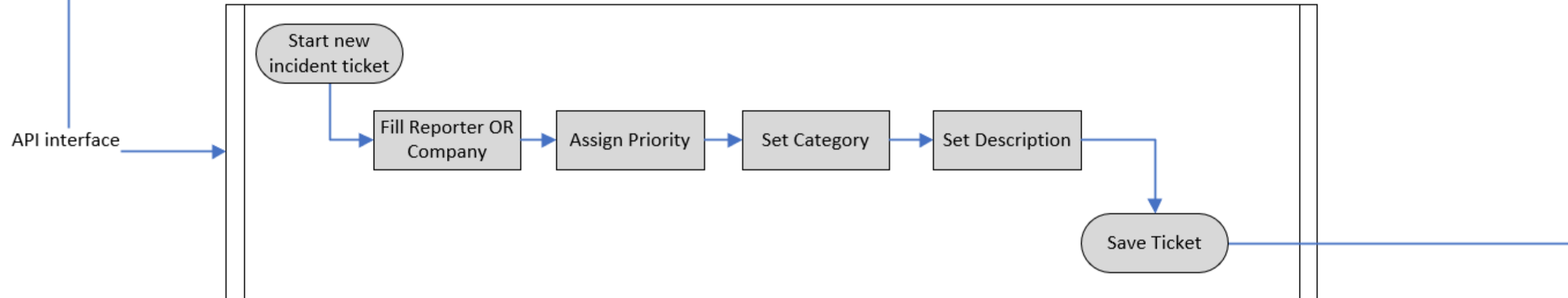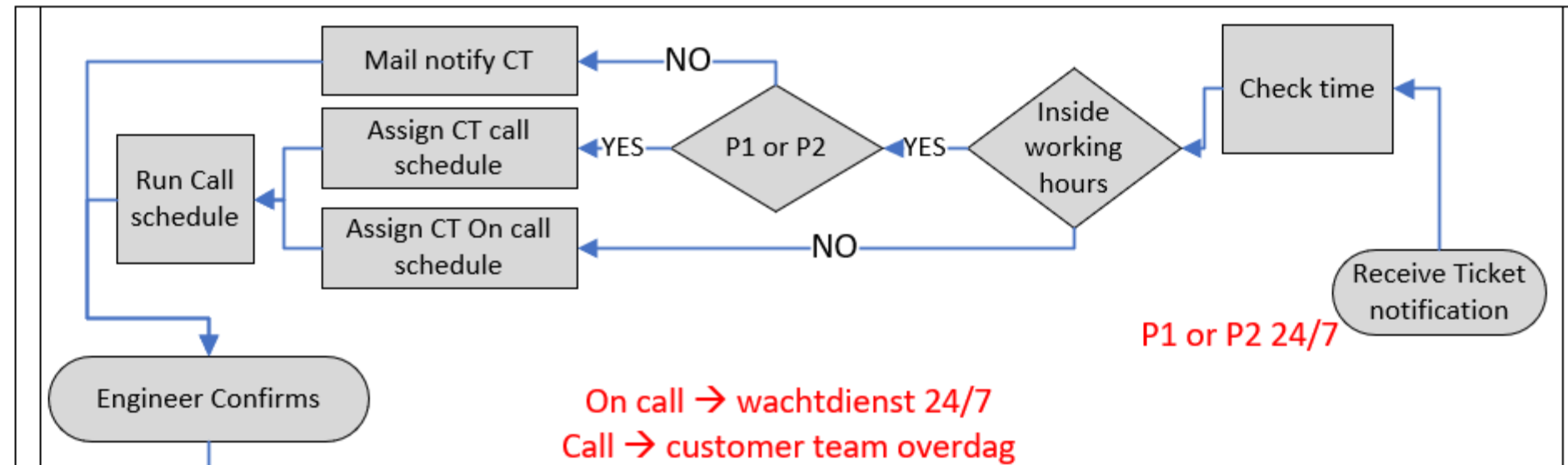
Requests Jira Service Management

Request via Portal

Choose Category

SRQ → Choose Category

Incident

General Question

Raise a question / incident

Raise a question / incident

Report a problem

Ask questions about platform tools

Start new SRQ ticket → Set required fields for resource → Fill in description → **Send request** → Automated?

Automated? — Yes → Request approval from CT

Automated? — No

Not Automated (processed by CT)

Close request ← Complete ticket ← Engineer pick up ticket ← **Ticket placed in queue**

General questions

Start new question → Set Description → **Send question**

Incidents

Start new incident ticket → Assign Priority → Set Description → **Save Ticket**

OpsGenie Realdomen Support

See "Incident Process Calls" tab Opsgenie process

Request approval from CT → Approved

Approved — NO → Hold until approved

Approved — YES

Msft Azure Environment — **Automated**

Deploy at customer tenant ← Execute correct subfunction ← Process request type ← Send to Customer facing Function ← **Receive request (Logic app)**

Deploy at customer tenant → response

response → Call Jira SM set field "Automated deployment" "Failed" + Jira notify CT by mail

response — Success → Call Jira SM set field "Automated deployment" "Success"

The Azure Platform Solution

Projects

Specialized Workloads

Proactive Services

Site Reliability Engineering

Platform layer

inetum
realdolmen
Positive digital flow

inetum.world