Slide 1

JBoss World 2006 — LAS VEGAS

JBoss Subscription and Operations Network

JBoss ON — redhat

JBoss ON the Road

PRIVILEGED & CONFIDENTIAL, JBoss Inc.

Slide 2

JBoss Subscription

- Peeking into IT
- Support Services
- Connecting the network
  - ✓ Customers and Partners
- Drill Down
- Part of Support
- Roadmap
- Red Hat + JBoss + Network

redhat | JBoss

2   PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Slide 3

Enterprise Customers Q & A

How do you get product information from your commercial products and your open source products?
- (a) Subscribed to mailing list
- (b) Check the website occasionally
- (c) Word-of-mouth
- **(d) When we have a problem we check for a new version**

How many of the environments will your application be deployed to before it goes to production?
- (a)1
- (b) 2
- (c) 3
- **(d) 4**
- **(e) more**

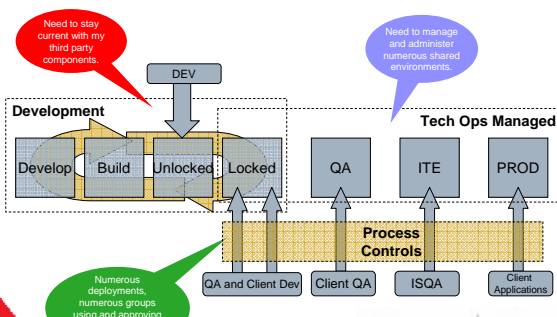How do you synchronize patch levels, configuration information within a J2EE Cluster?
- (a) Not Applicable, we don't use a cluster
- (b) Our configurations and machines vary, they are not in synch.
- **(c) We try to keep everything in synch manually, by applying updates**
- (d) To keep things in synch we use _____

redhat | JBoss

3   PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Slide 4

Build to Production in large IT organizations

4   PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Slide 5

IT Pain Points

- System/Vendor Defects later in the lifecycle
  - ✓ Defects found further down the chain are expensive to get back through the process
  - ✓ Defects found in production have HIGH financial impacts to the business
  - ✓ Vendors have different mechanism for pushing patches
  - ✓ No mechanism to keep environments in synch

- QA, Security, Tech Ops, Development organizationally separate
  - ✓ Process heavy for moving from development through production
  - ✓ Approval process has to go through multiple groups
  - ✓ Multiple levels of testing (regression expensive)

- Shared Resources (Systems and Resources)
  - ✓ Overwhelmed technical operations group
  - ✓ Locked down environments
  - ✓ Defect resolution in clustered environments takes a lot of time
  - ✓ System resources and configuration conflicts

- COST!
  - ✓ Hardware cost
  - ✓ People management cost
  - ✓ Middleware licensing cost

redhat | JBoss

5   PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Slide 6

Integrated Support

- Looked at IT Pain Points, how Software Vendors operate, and how they both integrate
- Evaluated our current offerings
  - ✓ Consulting, Training, Support
- Extending Support to be more than someone to answer your questions.
- Support Network connecting customers, partners and communities.
- When the pipes and information flow on the network are defined, there will be a change in how IT and Software vendors think about service.

redhat | JBoss

6   PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Slide 7 — Introducing the JBoss Operations Network

Dev | Dev | Dev
Community
Customer
SI
JBoss
Enterprise Customer
QA
Production
ISV/OEM
Customer
Customer
Customer
PERF
Production

| Knowledge and Services | Distribution | Application Management |

Goal: Deliver seamless support by integrating knowledge access, software distribution and application management

7 — PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Slide 8 — Operations Network

- Management Server
  - ✓ Built on JEE (JBoss AS)
  - ✓ Provides secure mechanism to communicate to clients and agents
  - ✓ Provides access to
    - Inventory
    - Administration
    - Monitoring
    - Software Updates

- Management Database
  - ✓ Metrics Collection
  - ✓ Inventory Management
  - ✓ Postgres 8.0 or Oracle 8,9i

- Agents available for
  - ✓ Windows (2K3,2K,XP,NT4)
  - ✓ Linux (RedHat, SuSe Gentoo)
  - ✓ Unix (Solaris,AIX,HP-UX)

8 — PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Slide 9 — Operations Network

- Agents Container
  - ✓ Agent are containers for plugins
  - ✓ Agent Container is Pure Java (not all plug-ins are)
  - ✓ Secure communication with Server
  - ✓ Can run disconnected from server
  - ✓ Plugins can be developed

- JEMS Plugins
  - ✓ JBoss AS
  - ✓ Tomcat
  - ✓ JGroups
  - ✓ Hibernate

- Web Tier
  - ✓ Apache
  - ✓ Tomcat Standalone
  - ✓ IIS
  - ✓ iPlanet
  - ✓ IP Monitoring

- Operating System
  - ✓ CPU
  - ✓ File Server
  - ✓ Network Traffic

9 — PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Slide 10 — Operations Network

- Integrated With Support
  - ✓ Software Update Repository
  - ✓ Inventory (Q3)
  - ✓ Direct links to support
  - ✓ Knowledge (Planned)

KEY BENEFITS

Pro Active Support
By integrating support/subscription with Operations Network availability to support is in front of you, never hidden.

Notifications
See patches that are available when you are managing your network.

10 — PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Slide 11 — Management Portal

- User Access Control
- Portal/Command Line
- Custom dashboards
- Built on JBoss AS
- Integrated Map
- Static and Online Help
- Search for resources
- Direct link to other JBoss resources

KEY BENEFITS

Security and Control
User control can be limited by functionality and resources.

Unified View
A single management console to access your middleware resources, no need to go machine by machine

High Availability
The management and server are built using J2EE running on JBoss Application Server.

11 — PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Slide 12 — Inventory Management

- Platforms, Servers, Services
- Groups: Mixed, Like
  - ✓ Group Operations
- Applications
- Interfaces can operate on logical or physical
- Auto Discovery
  - ✓ Process tables
  - ✓ File System
  - ✓ Registry

KEY BENEFITS

Brings Visibility
"What is installed where?"
You only manage what you can see
Enables server consolidation

Allows Audit & Control Processes
Notification when new JEMS software is installed on a "managed" server
Identify rogue installations

12 — PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Administration

- Control operations (start/stop/restart)
- Administration is pluggable in the agent interface
- Schedulable operations
  - ✓ On-demand
  - ✓ Basic, Recurring
- Operations triggered on alerts
- Group based operations
  - ✓ Parrallel
  - ✓ Serial (ordered)

KEY BENEFITS

Increases IT Ops Reliability & Quality
No manual XML configuration anymore

Increases Efficiency
Define configuration changes once and apply to multiple servers

Improves Uptime granular control
means you can bounce individual services instead of the entire application server

Automates Administration tasks
Schedule pre-defined tasks

13   PRIVILEGED & CONFIDENTIAL. RedHat Inc.

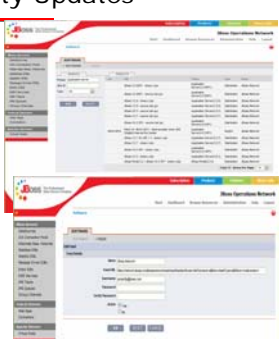## Software and Security Updates

- Feeds
  - ✓ Select feed add repository
  - ✓ Query feeds
  - ✓ Add new feeds
- Types of notifications
  - ✓ Security Advisories
  - ✓ Patches
- Manage Patches
  - ✓ Coming in JBoss ON 1.4

KEY BENEFITS

Brings Consistency
Centralized database showing the revision level of each JEMS installation
Provides audit trail of all updates
Allows updates to be "rolled back"

Saves Time
Manually downloading source code, compiling, testing, and installing updates
VS
"Windows Update" for JEMS

Improves Security
Updates for other customers are immediately available to all **subscribers** (e.g. security patch)

14   PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Roadmap

- Roadmap Intact with Red Hat integration

- 1.4 – Q3
  - ✓ Patch availability display for inventory
  - ✓ Patch installation

- 2.0 – End of Q4
  - ✓ Provisioning
  - ✓ Advanced plugin architecture
  - ✓ Group configuration
  - ✓ Further JEMS integration

- 2.1 – Q1 '07
  - ✓ Advanced provisioning
    - • More configuration options and details
  - ✓ Network operations center (NOC) view
    - • Dynamic interfaces

15   PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Road Ahead

- RHN and JBoss ON
  - ✓ have a common vision
  - ✓ have a base platform to build from
  - ✓ Significant development efforts
- One Network, bringing in partner and community
  - ✓ End to End Management
  - ✓ Cross OS support for MW
  - ✓ Cross MW support for O
- Focus on our current expertise to mgmt of
  - ✓ Middleware, OS, Virtualization in progress
- Driving towards a community for operations networ
  - ✓ First step towards making a manageable agent

16   PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Other resources

- JBoss Operations Network Documentation
  - ✓ http://network.jboss.com/confluence
- JBoss Operations Network Webex
  - ✓ http://jboss.webex.com/
  - ✓ This one coming soon
- JBoss Operations Network Marketing
  - ✓ http://www.jboss.com/services/jbossnetwork

17   PRIVILEGED & CONFIDENTIAL. RedHat Inc.

Contact Us!

Website: www.jboss.com

Email: info@jboss.com

Tel: +1 404 467 8555

PRIVILEGED & CONFIDENTIAL, JBoss Inc.