



## eHealth<sup>®</sup> Health Reports

Provide comprehensive reports for purposes of capacity planning, probable fault detection, and service level documentation.

### Product Benefits

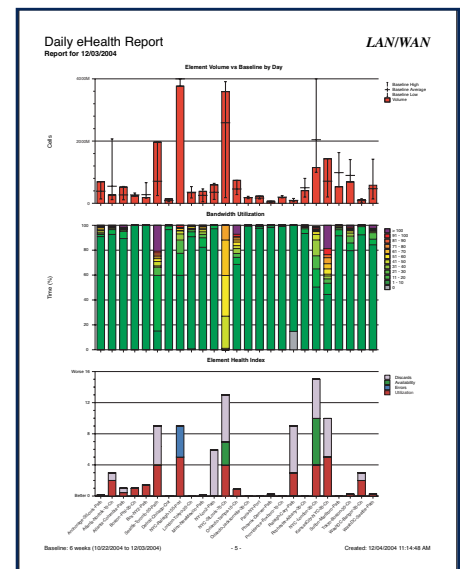
- Quickly determine the status of your internet infrastructure based on actionable data
- Generate Health Reports for applications, systems, and networks— all from a single console
- Analyze reports based on element technology type

As a service provider or corporate IT manager, you need to deliver reliable, high-performance access and services to thousands of users in locations worldwide. Traditionally, IT managers have judged the health of their Internet infrastructure by what complaints they hear—or don't hear—from users. The fact is there haven't been useful mechanisms to quantitatively answer the question "How are things doing?"

Now you can answer this with eHealth<sup>®</sup> Health Reports from CA. Health Reports provide comprehensive information for capacity planning, fault detection, and service level documentation for applications, systems, and networks from a single eHealth E2E Console.

Health Reports leverage historical data from the eHealth E2E Console, which collects vital system information from multi-vendor system agents residing on your workstations, servers, and network devices. Using this end-to-end historical data from the eHealth database, Health Reports help you analyze trends, calculate averages, and evaluate the health of your IT environment. Using this information, you can determine how efficiently applications and systems are running, whether critical resources are available, how much network downtime is costing, and what capacity planning initiatives make sense.

Key performance indicators such as volume, utilization, collisions, and errors are used to assign a Health Index to individual elements. eHealth Suite can report on individual elements, or can average the Health Index for all members of a group. A high Health Index indicates problems, while a low one indicates a healthy environment.



**Quickly determine the status of your Internet infrastructure based on actionable data.**

**Technical Specifications for eHealth 5.7 English Standalone**  
eHealth® E2E Console required.

**Minimum System Requirements**  
UNIX

**Workstation**

- Sun SPARCstation or UltraSPARC
- HP-9000 Series

**Operating Systems**

- Solaris 8, 9 (32 and 64-bit)
- HP-UX 11.i (64-bit)

**Windows Manager**

- OpenWindows, OSF/Motif, CDE

**Memory**

- 2 GB

**Free Disk Space**

- 3.5 GB—eHealth files and apps
  - Oracle - 2400 MB
  - eHealth 5.6 - 1200 MB
- 2.5 GB—Minimum Database Size
- 1.5 GB—System swap space

**Web Browser**

- Mozilla 1.6 (or higher)

**Minimum System Requirements**

Windows

**Workstation**

- Intel Pentium III processor, 1 GHz (or higher) or equivalent

**Operating Systems**

- Windows 2000: Professional Server, Advanced Server/Windows 2003: Standard, Enterprise

**Memory**

- 2 GB

**Free Disk Space**

(NTFS Format)

- 2.6 GB—eHealth files and apps
  - Oracle - 2400 MB
  - eHealth 5.6 - 835 MB
  - NutC - 80 MB
  - Acrobat - 12 MB
- 2.5 GB—Minimum Database
- 1.5 GB—System swap space

**Web Browser**

- Netscape Communicator 7.0 (or higher)
- Internet Explorer 6 (or higher)
- Mozilla 1.6 (or higher)

## A Wide Range of Standard, Customizable Reports

Health Reports include pre-built graphs and/or table reports for numerous dimensions and aspects of your internet infrastructure, including LAN/WAN, Frame Relay, Router/Switch, Servers, Remote Access, ATM, Wireless LAN, Mobile Wireless, VoIP, QoS, DSL, and Cable.

These reports have the following sections:

**Summary**

- Total network volume
- Average network volume
- Health Index
- Situations to watch

**Top Ten**

- Volume leaders
- Health Index leaders
- Volume change leaders
- Health Index change leaders

**Element Detail**

- Volume vs. baseline
- Bandwidth utilization
- Average Health Index (LAN/WAN, Frame Relay, Server, and ATM only)
- CPU utilization (Router/Switch and Server only)
- Element Health Index (Router/Switch only)
- Partition utilization (Server only)

**Availability/Reachability/Latency**

- Availability
- Reachability
- Latency

## Application Health Reports

Health Reports also include reports on application performance based on data from CA's multiple application response technologies. These reports rank response to identify the worst performing paths, in addition to trending group performance over time. Health reports for response cover:

**Daily, Weekly, and Monthly Summary**

- Worst performing response paths by day for each application
- Worst performing response paths by week for each application
- Worst performing response paths by month for each application
- Group performance historical trend
- Delay leaders
- Delay change leaders
- Situations to watch

**Response Detail**

- Response performance objective
- Response performance as a percent of service level
- Average response
- Response breakdown by segment

