

Rocky Mountain CMG

SPRING '09 FORUM

Greenwood Village, Colorado – Thursday February 26, 2009

Held at: **Colorado Technical University,**
5775 Denver Tech Center (DTC) Blvd,
Greenwood Village, CO.

303-694-6600 (for directions ONLY)

<http://regions.cmg.org/regions/rmcmg/CTU-map.gif>

8:30 Registration, 9:00am - 4:00pm Presentations

Agenda

Morning (1):

**Where are Server Virtualization Technologies
Taking Us?**

**Paddy Heywood
IBM Corporation**

About the Presentation:

Virtualization is being rapidly embraced by IT organizations large and small. The technology touches all elements present in data centers, on all platforms, and includes servers, storage, networks, applications and infrastructures. The abstraction that this technology provides is causing a fundamental shift in how IT is delivered, and in why companies are adopting the solutions. It will become the standard way data centers will do business in the near future. Paddy will discuss those changes, and how IBM's Strategic Outsourcing is approaching this effort.

About the Speaker:

Paddy Heywood is a Senior Technical Staff Member at IBM based in Boulder, CO.

He is the global lead for managing distributed servers in IBM's Strategic Outsourcing group. Paddy and his team are responsible for the definition of the global technical strategy for the tools, architectures and processes used by IBM's Strategic Outsourcing arm to run over 220K distributed servers around the globe that IBM supports for our outsourcing customers.

Paddy has been with IBM for 29 years, and has a wide range of experiences covering mainframes, distributed systems, storage, networks, application design and deployment, and he has supported a wide variety of operating platforms for all server types.

Paddy is now spearheading the transformation of Strategic Outsourcing's customer base to virtualized solutions, and is leading the New Enterprise Data Center Initiative for Global Services Delivery, a project that is focused on virtualization and cloud computing capabilities for all of IBM's Strategic Outsourcing customers.

Morning (2):

A virtual yardstick for measuring virtual machines

**Wade Satterfield
Hewlett-Packard Company**

About the Presentation:

After hearing that the virtual CPU time gathered from the OS running inside of a VM was not to be trusted, I set out to measure the error in these measurements. This talk will cover some sources of the errors in collecting CPU data from virtual machines, benchmarks that show the magnitude of these errors, and the techniques we use to get reproducible CPU usage data for virtual machines.

About the Speaker:

Wade has been with HP in Fort Collins since 1989. He was an R&D engineer on HP Softbench, a software development environment for HP-UX. He has worked on dynamic kernel tuning, and is currently the lead architect for Capacity Advisor, HP's capacity planning product.

Wade has a BS in Math and Physics from Nebraska Wesleyan University and a PhD in Computer Science from the University of Nebraska.

Far more than anything else, Wade is known for driving a bright yellow, three wheeled, electric Corbin Sparrow to work each day. It is known to local school children as the “Banana Car.”

Lunch

**Active Context Tracking™ technology
Enabling business transaction management in a
distributed environment.**

OpTier is a corporate sponsor for this event

**Ron Gidron
OpTier Corporation**

About the Presentation:

ACT technologies associates work units with the logical business transaction instances to which they belong, all in real time. The result is true cross-tier production monitoring of business transactions and the ability to view transaction response times and resource consumption broken down by tier, in real time. This capability enables multiple parts of the IT organization to work in tandem, with the same accurate, real-world picture of service delivery issues. This presentation will describe ACT in details and discuss real world examples of its use.

About the Speaker:

With over nine years experience in application and datacenter management, Ron Gidron currently heads up the product marketing initiatives at OpTier. Ron has an extensive background in software and sales engineering and experience working on global projects across the telecommunication and financial services industry sectors. Ron is a veteran in the enterprise software space and has an 11 year track record with Fortune 500 corporations and companies such as HP/Mercury. Prior to Joining OpTier Ron headed up a team of product managers focused on go to market strategy and business development for Symantec's Datacenter Management group., Symantec(VERITAS/Precise) and software start-up companies.

Afternoon (1):

**Apdex (Application Performance Index):
A Rational Way to Report Delivered Service Quality
to Users of the IT Resource?**

**David Halbig
First Data Corporation**

About the Presentation:

Apdex (Application Performance Index) is an open standard developed by an alliance of companies that defines a standardized method to report, benchmark, and track application performance.

Enterprises are swimming in IT performance numbers, but have no insight into how well their applications perform from a business point of view. Response time values do not reveal whether users are productive. Averaging the samples washes out significant details about frustration with slow response times. Time values are not uniform across different applications. There should be a better way to analyze and measure what matters.

Join us were we attempt to reveal the secrets of this simple, yet powerful, approach to reporting delivered service quality to executives, IT managers, and most importantly, end users.

About the Speaker:

Dave Halbig is currently a practicing Performance Analyst for Distributed Systems at First Data Corporation. Dave has several decades of experience in IT, from systems programming to applications development to consulting (on requirements) to management. He has worked for Internet start-ups, large companies (MCI, among others) and the federal government (US Senate, among others). He has published and spoken widely on the topics of capacity planning and computer performance management. Dave currently is Chairman of the Rocky Mountain Chapter of CMG. He holds a bachelor's degree in physics.

**Afternoon (2):
Emerging Technologies in Storage**

**Ronda L. McCain
IBM Corporation**

About the Presentation:

The presentation will focus on Emerging Technologies in Storage Management. Rhonda will be speaking about the latest IBM Storage which will include Storage Virtualization. Her focus will be mainly the Distributed Platform and Backup Technologies and the portfolio of Storage offerings currently available to help technicians. She will also touch briefly on the need for a Storage Strategy along with any Storage deployment.

About the Speaker:

Ronda McCain is a Storage Architect for IBM within the Strategic Outsourcing Storage Competency. Ronda has had the opportunity to support several clients working various aspects of Storage. Over 27 years of experience in Data Processing within both Mainframe and Distributed platforms. Ronda has a diverse background working with different industries such as telecommunications, retail, government and auto. Ronda has a B.S in Computer Information System Management and has worked on some high level projects involving standardization of infrastructures and creation of Storage Strategies for many accounts.

Cost and Registration Options:

(A continental breakfast, a served lunch, an afternoon snack and beverages for all three meals are included in the registration fee – meat and vegetarian options will be available for lunch)

Pre-registration fees:

Register by February 20th, 2009

\$20

Pre-registration options

[\(Click HERE to register via PayPal - \\$20\)*](#)

(even if you don't have an account)

<http://regions.cmg.org/regions/rmcmg/rmcmg.html#RMCMGpaypal>

Please print your confirmation and bring it to the meeting.

By Check (payable to "**Rocky Mountain
CMG**")

Mail to:

Linda Boyd

IBM Global Services

5045 Granby Circle

Colorado Springs, CO 80919

* You do NOT need a PayPal account to pre-pay by credit card. Look for the text "**Don't have a PayPal account? Use your credit card or bank account (where available)**" on the PayPal site.

Pay at the door fees:

\$25

charges at the door)

At the door payment options:

Cash or check only (**we cannot accept**

Seating is limited; make your on-line reservations early. We encourage and appreciate your pre-registration and on-line payment. If you are not-pre-paying, PLEASE send us an email that you intend to come so we can plan accordingly. Send your intent to:

raleb@us.ibm.com

or

david.halbig@firstdata.com

Note: The registration fee will be waived for students (with student ID) and anyone between jobs (bring copies of your resume).

Meals NOT included with complementary registrations.

Refund policy:

Pre-pay Registration fees will be refunded only if requested by Monday, Feb 23, 2009.

About CMG

The [Computer Measurement](#) Group is a not-for-profit, worldwide organization of IT professionals committed to sharing information and best practices focused on ensuring the

efficiency and scalability of IT service delivery to the enterprise through measurement, quantitative analysis and forecasting.

CMG members are primarily concerned with performance evaluation of existing systems to maximize performance (e.g. response time, throughput, etc.) and with capacity management where planned enhancements to existing systems or the design of new systems are evaluated to find the necessary resources required to provide adequate performance at a reasonable cost.

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For more information about this meeting or for dates and topics for future Rocky Mountain CMG meetings, please contact: **Dave Halbig at (303) 967-7753**. The calendar for this and all other CMG meetings can be found at: http://www.cmg.org/cgi-bin/calendar_2009.pl?format=cal

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