OmniAnalyser™ 9.0
Instant Messaging Reporting

Microsoft Live Communications Server 2005
Microsoft Office Communications Server 2007
New OmniAnalyser™ Reporting

To complement on the growing popularity of instant messaging and its use in a global, enterprise-wide networks, OmniAnalyser has extended its state-of-the-art reporting to measure Microsoft Live Communications Server 2005 and Microsoft Office Communications Server 2007 quality levels, traffic volumes and users activity.

Fully compliant with all latest ITIL practices, new OmniAnalyser™ reporting allows service delivery monitoring with true transactional end-to-end measurements.

Instant messaging reporting contributes to the IT delivery framework of maintaining SLA compliance levels, consolidating back-end structural units and controlling IT process budgeting and accounting.

Service Level Management

OmniAnalyser’s ability to measure end-to-end service delivery from an end-user perspective guarantees real-world reporting for keeping KPIs within manageable levels. Highly configurable, end-user action simulation assures accurate monitoring of service delivery. Proactive measures can be taken for maintaining service contracts either within the organization or between service provider and receiver.

Back-End Consolidation

With a powerful ability for deployment across an infrastructure of any size and diversity, the organization can assure its back-end structural adaptation to any future business changes, thus leveraging on technology demands.

IT Process Budgeting Implications

With a broad scope of usage and activity statistics and a variety of reporting formats, OmniAnalyser presents an effective way to plan ahead and cut down on IT expenditure. Identifying areas to reclaim unused resources, developing policies for message transfer and reconciling actual statistics to financial models leads to efficient costing allocation and lower TCO. Additionally, OmniAnalyser’s service definition framework with its enterprise costing model can strengthen the process of IT financial management and ensure that services are both cost and quality driven.
1. OmniAnalyser™ Instant Messaging Reporting.
   Reports Overview.

OmniAnalyser™ supports Microsoft Live Communications Server 2005 and Office Communications Server 2007. With its reporting on Quality, Volume and Client activity, most vital parts of instant messaging are fully covered delivering a complete picture of end-to-end and back-end service delivery.

Statistics are provided with the following set of reports:

- ✔ SIP End-User Experience by Time
- ✔ SIP End-User Experience by Service Level
- ✔ SIP Trends of End-User Experience
- ✔ SIP End-User Experience Details
- ✔ Instant Messages
- ✔ Archived Instant Messages
- ✔ Messages Traffic by Unit
- ✔ Messages Traffic between Units
- ✔ Instant Messages by Service Level
- ✔ Instant Messages by Delivery Time
- ✔ Sessions
- ✔ Sessions Details
- ✔ User Activity
- ✔ Usage by Unit
- ✔ Usage between Units
- ✔ Users List
- ✔ Inactive Users
- ✔ Client Versions
1.1 Reporting on Quality of Service

With the increasing importance of instant messaging quality-of-service, OmniAnalyser offers extensive reporting techniques that give insight into the quality-of-service performance of Microsoft Live Communications Server 2005 and Office Communications Server 2007.

Quality reporting is provided from an end-user perspective, exposing real-world statistics for instant messaging and its service performance.

These reports are useful for measuring delivery time statistics for the IT infrastructure. They can be helpful in reorganizing servers’ infrastructure to keep up with service provision and higher efficiency.

1.1.1 SIP End-User Experience by Time

With this report it is possible to see user action timings for SIP messages. The overall probing which is applied through the configuration of SIP transactions (end-user experience) simulates specific end-user actions, carrying out robotic probes and then presenting overall probe results.

The report view depends on the settings of the delays filter, where it is possible to set timings of less than, more than or between, add or remove extra columns as well as specify interval ranges to view time-slice delivery picture.

1.1.2 SIP End-User Experience by Service Level

Checks SIP service level compliance. The SLA filter provided with this report gives an opportunity to set bonus, normal and penalty levels for action set tests. Use the Graph feature to visualise the results of service level compliance.
1.1.3 SIP Trends of End-User Experience
This report provides statistics and visualization into different response times for specific SIP transactions or groups of transactions. The ability to check minimum, maximum and average response times over a period of time allows detection of different trends and thus prompts action required to minimize adverse effects.

1.1.4 SIP End-User Experience Details
See detailed statistics for every SIP action set test that was carried out. You will be able to see action set name and timing in ms for every action set test. Failed action set tests will be shown as 0.

1.1.5 Instant Messages by Service Level
Check your actual instant messages service level provision with this report. The SLA filter allows bonus, normal and penalty levels in % and required message delivery time. More extensive filtering is available with the mailbox and servers filter – this is helpful in measuring service levels on different parts of the network, like offices, departments, mailboxes. A click on the column with a defined SLA target drills-down to a detailed Instant Messages report.
1.1.6 Instant Messages by Delivery Time
The Delays Filter provided in this report enables a custom made report on instant messages. It is possible to add or remove columns, each of which will show the number of messages transmitted within predefined time intervals with a column that shows a % weight of total delivery time. View overall delivery time distribution and problems with message delivery that could be further investigated, either by use of filters or with help of other reports.

1.1.7 Usage by Unit
This report shows the number of instant messages sent and received by any of your company units. You can get detailed information for every mailbox, server, office, or any custom group, which you can define yourself. This report can be very helpful in identifying heaviest users, sites or departments.
1.1.8 Usage between Units
With the help of this report you can get detailed information about instant messaging traffic between your company's users, departments, sites and/or any custom groups of servers that have a specific Attribute value defined in the Server Groups and Attributes tool. User groups, such as users, servers, offices etc. represent actual units that exist in your Directory. You can therefore generate reports on traffic between any particular user and some definite distribution lists, or between items of the same level, such as 2 different departments. In any case, there will be a special row in the table for every combination of units you specified.

![June Usage Between Servers](image)

1.2 Volume of Service
Generate statistics on numbers of messages transferred with this set of reports. Since every transaction is taken into account, reports from this section show actual volumes of instant messages passing through the IT infrastructure. You can identify heaviest traffic users or organisational units and check mail flow between them.

1.2.1 Instant Messages Traffic by Unit
Get the information about instant messaging traffic within specific units, defined using the User Groups filter. You can identify the most active units by using TopN filter which will present data by top units that sent or received messages.
1.2.2 Instant Messages Traffic between Units

Whilst Messages Traffic by Unit provides traffic statistics for only one selected unit, this report allows measuring a number of messages that have passed between different areas. It can be helpful in identifying the heaviest traffic between units. Use TopN filter to get this information.

1.3 Client Activity

Here you can get data about people using the instant messaging environment. A variety of reporting statistics gives an insight into user activity. This can be helpful in identifying idle client accounts, making sure that all latest software is used and what predominant sessions took place.

1.3.1 Users List

This report produces a list of all users that are involved in instant messaging.
1.3.2 Inactive Users

Ability to produce a list of Inactive SIP URIs for a specific period of time with the help of Inactivity Filter identifies inactive users. This is helpful in keeping user accounts up to date.

1.3.3 User Activity

Here you get detailed information for every user and status activity concerning instant messaging like online and offline time, for how long a particular user was active, busy or away.

1.3.4 Instant Messages

This report shows detailed information on all messages that have passed through your instant messaging environment throughout a period of time specified in Date Filter. It is also accessible as a drill-down from Instant Messages by Service Level and Instant Messages by Delivery time reports described earlier.
1.3.5 Archived Instant Messages
Archiving messages is adopted sometimes in response to government regulations or corporate policy. This report provides statistics of all archived messages throughout the network. It is possible to handle message bodies by corresponding configuration of OmniAgent.

1.3.6 Sessions
Use this report to get statistics for all sessions that took place. As well as producing statistics for all sessions for a specified period of time, statistics of every session (Message, Audio, Video and Application sessions) type is produced as well, enabling the identification of most used types of sessions and average session duration. A click on date column will produce a drill-down Sessions Details report described below.
1.3.7 Sessions Details

This is a detailed report for sessions that were created within a specified time period. It shows the number and names of participants, session duration, start and finish time for session that was created, session ID number and server that was associated with specific session. Session ID column is linked directly with Instant Messages report.
1.3.8 Client Versions

Use this report to get all users client versions to check whether is necessary for some clients.

Methodology Notes

All reports mentioned use different logs and databases. Instant Messages, Usage by Unit, Usage between Units, Instant Messages by Service Level, Instant Messages by Delivery Time reports use level 4 Flat File logs. In order to generate Archived Instant Messages, Messages Traffic by Unit, Messages Traffic between Units reports archiving must be enabled on your Live Communications Server or Office Communications Server. User Activity report requires Flat File Logging of level 3. Enterprise directory is required for getting information about Users List report. All other reports require Flat File Logging of level 2.

Note: For OCS statistics is only generated from data contained in archived database.

The OmniAnalyser™ reporting package provides real-world business data for effective service level management and different IT applications. In addition to
instant messaging, OmniAnalyser™ and OmniContext™ collect and process data from databases, web and messaging environments as well as other key or custom-based elements of IT services.