

Power Trip

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Novell Business Service Management Dashboard: Find and Fix Problems Faster Anywhere Across Your Physical and Virtual Infrastructure

Virtualization is one of the hottest trends in enterprise data centers today, and for good reasons. Adding virtualized resources to an underutilized physical infrastructure allows IT managers to meet business needs for ever-greater processing power and storage capacity while minimizing the need for new IT investments and maximizing the return on existing investments.

With a typical enterprise server running at perhaps 15 percent resource utilization, virtualizing and consolidating multiple services on one physical server can yield up to a seven-fold increase in data center efficiency making a compelling business case for virtualization.

At the same time, virtualization reduces cooling, electricity and floor space requirements—potentially delaying or even eliminating the need to build expensive new data centers. It can also enable a much more “fluid” data center, allowing dynamic resource allocation and workload migration to adjust to ever-changing business needs. In short, virtualization is a breakthrough technology for more efficient and responsive IT services in support of a more competitive business enterprise.

> Managing the Challenges of Virtualization

In addition to efficiency, however, virtualization can also significantly increase your IT complexity. As a result, it can increase your risk, especially when it comes to managing changes to the IT infrastructure. As you create, deploy and migrate mission-critical applications, your IT organization can't afford to have its engines of commerce performing poorly or even becoming completely unavailable.

You must deal with several virtualization challenges, including:

- **Identifying and isolating IT issues when they arise.** Because virtual machines and their associated application workloads can be so dynamic and fluid, it's often difficult to isolate IT infrastructure problems.
- **Re-creating IT issues in the correct context.** To ensure predictability when creating and testing fixes, IT issues need to be re-created using the same parameters that existed when the workload failed in the first place. In a dynamic, virtualized environment, diagnosing and reproducing the specific mode of failure can be difficult.
- **Determining the root cause of IT issues so you can develop effective fixes.** Even if you can

isolate a problem to a specific workload, discovering the root cause often requires manual correlation and analysis of data from any number of siloed IT management tools.

> Novell Business Service Management Dashboard: Designed to Simplify Management of IT Complexity

To simplify management and reduce risk in a complex IT environment, Novell has created a solution that aggregates and correlates data from disparate IT management systems—presenting the data in formats tailored to the specific decision-making needs of IT, operations and business managers. (See [Figure 1](#).)

Novell Business Service Management Dashboard (BSM Dashboard) gives you availability and performance monitoring for both the physical and the virtual IT infrastructure, aggregating data from multiple management platforms. It breaks down silos by showing in real time how virtual resources map to physical resources. It also shows how these IT assets map to the business services they support, such as e-commerce, order processing and online trading.

In this way, BSM Dashboard provides you, business executives, IT managers and operations directors with the specific information you need, in one place and in a format that's easy to analyze and act upon. (See [Figure 2](#).) Instead of manually monitoring and collating data from multiple management platforms, while the problem continues to fester, you can drill down to the root cause with just a few clicks.

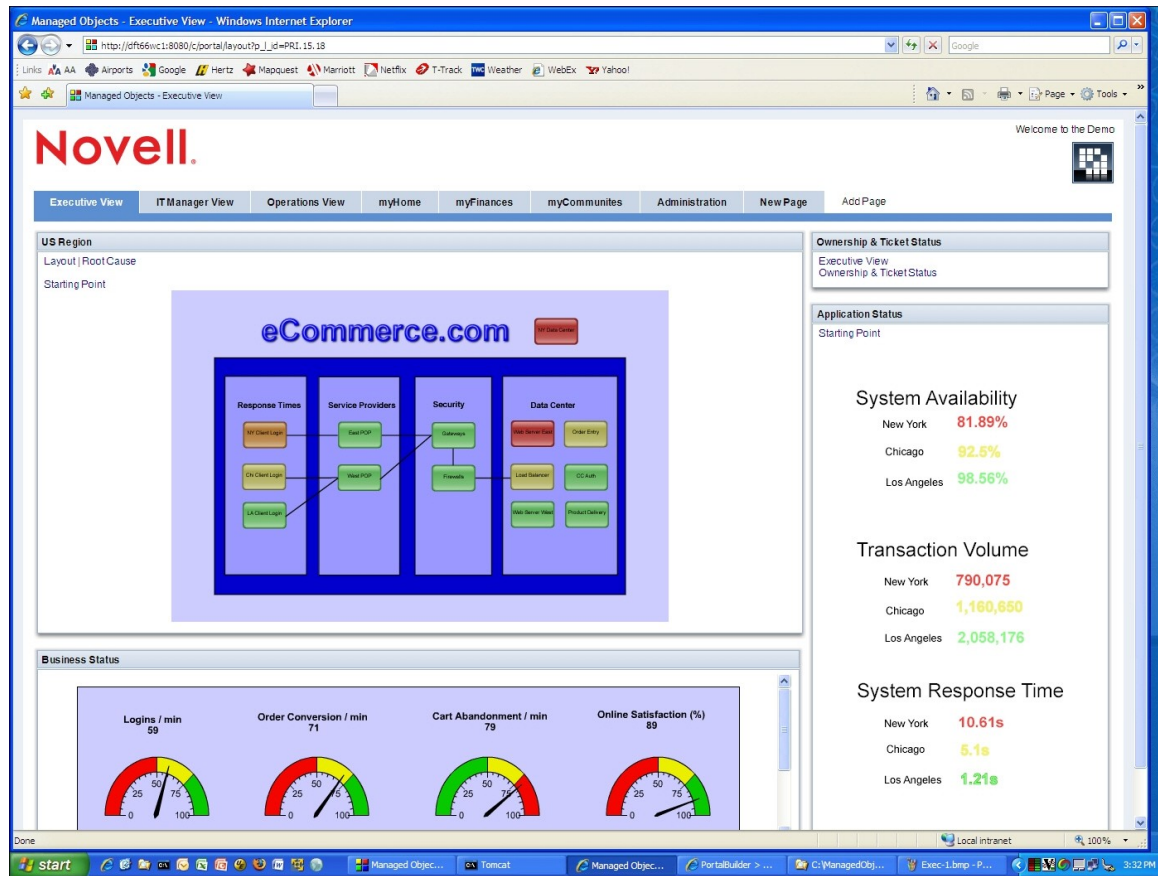
> How It Works

If you're like most large IT organizations, you use any number of IT network, system and application management tools to monitor the health of your enterprise. For example, a typical set of data sources in a virtualized data center includes (listed alphabetically):

- BMC Remedy
- HP OpenView
- Platespin Recon
- Tivoli IBM Micromuse NetCool
- VMware vSphere
- Company-specific business service data, such as e-commerce key performance indicators

All these tools and data types exist as silos of information that you must be manually correlate, which makes effective end-to-end enterprise availability and performance management a daunting, resource-intensive task.

Figure 1: *BSM Dashboard consolidates and correlates data from across all your existing IT management sources.*



However, working within the Novell BSM Architecture, BSM Dashboard employs adapters that reside on the Novell BSM server to cull essential IT management data from all the sources listed above. The information includes performance data for physical and virtual resources as well as key performance indicators and business metrics.

BSM Dashboard then aggregates, normalizes and presents the data from all these sources in role-based views that provide you with single-pane-of-glass visibility into your specific areas of management responsibility. BSM Dashboard monitors availability and performance data across the entire IT environment, including both physical and virtual resources. It extends and adds value to your existing investments by making it easy to analyze the technical and business processes that depend on your IT resources.

At a glance, you can see the logical relationships between IT components and processes, the flow of IT issues from the source to other affected systems, and the type and severity of problems that business applications, processes and metrics are experiencing as a result.

Role-based views and integrated analytics, such as impact and root-cause analysis, enable you to spot an

emerging problem at a high level of operations, then quickly drill down to determine the root cause and analyze the impact on dependent processes. Relieved of the need to perform forensic analysis across multiple, independent management platforms, you can monitor and manage the complete end-to-end environment in real time, finding and fixing problems with just a few clicks.

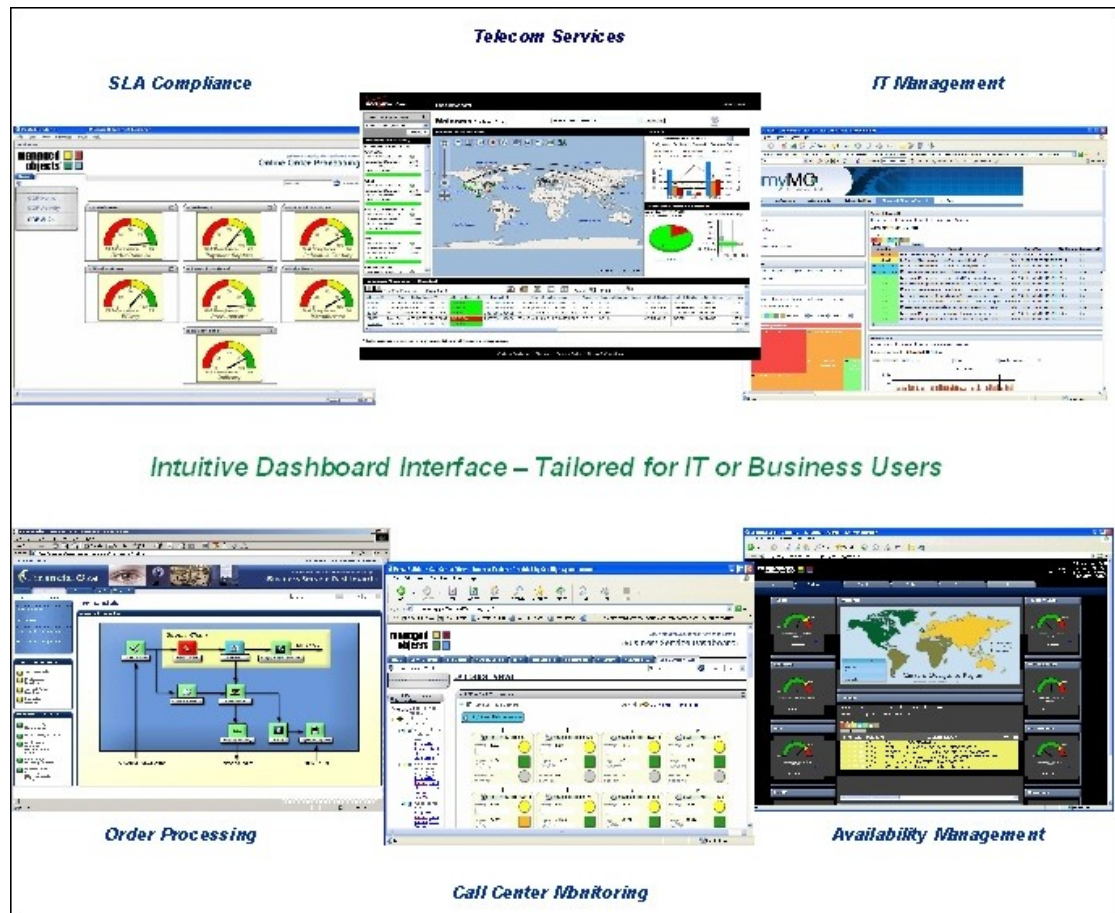
With performance data that's instantly available, easy to understand and analyze, and presented within its complete IT and business context, you can discover and remedy problems before they seriously impact the systems on which your employees and customers rely.

> One Solution, A Whole Bunch of Benefits

No other management solution available today can combine information from all these sources and deliver those kinds of results to all its users in a way that directly supports their decision-making responsibilities. By bridging all the information silos across your physical and virtual infrastructure—a feat that no other vendor today can match—Novell BSM Dashboard:

- Provides a solid starting point for adopting a service-driven strategy. Virtualization is a key

Figure 2: BSM Dashboard provides role-based views of your IT environment, with each view tailored to the needs of specific technical and business users.



tool in the development of a responsive, fluid, dynamically managed IT environment. BSM Dashboard simplifies event management to help maximize day-to-day service levels. At the same time, it provides the visibility and control you need to confidently use virtualization in support of service strategy, design, transition, operation and improvement, as defined by the Information Technology Infrastructure Library (ITIL).

- **Reduces the duration and frequency of IT outages.** Depending on the effectiveness of your current troubleshooting processes, customers report that the actionable information presented by BSM Dashboard can potentially reduce IT outages by 50 percent or more.
- **Provides a more effective physical and virtual IT infrastructure management platform.** Data centers inevitably grow in size and complexity to meet the ever-growing need for rich data that supports business competitiveness. But

complexity is the enemy of management efficiency. BSM Dashboard allows you to keep the various management platforms you've already deployed, while integrating all data and interrelationships into centralized, at-a-glance views with detailed drill-downs.

- **Supports real-time business analytics.** The health of your enterprise itself—not just its IT infrastructure—depends on the visibility into the performance of physical and virtual resources. For example, knowing how many customers are accessing a retail site and how well the site is performing can help you make decisions that keep more people on the site and drive them through to the order fulfillment page.
- **Serves as an information portal for customers and service providers.** By providing a role-based BSM Dashboard view for your customers, you can offer them a real-time view into service levels and problem remediation status. This is a

major competitive differentiator for your business compared to the dreaded “phone tag” that customers are used to playing.

- **Provides a rapid return on investment.** The Novell BSM solution is fast and easy to install and configure, so you’ll realize a return on your investment in BSM Dashboard in as little as 90 days.

> **Seeing is Believing**

If you’re intrigued by the possibilities, we’d like to show you a real-life example of how BSM Dashboard works from the viewpoint of an IT manager, operations manager and business executive.

Tune in to next month’s *Novell Connection* for a screen-by-screen walk-through of an actual usage scenario. We think you’ll be impressed enough to want to see a live demo. We can promise this: You’ve never seen anything like Novell BSM Dashboard before. **N**