



Novell® Business Service Level Manager™

We all recognize that IT services are essential to successful business operations, so much so that more than 75 percent of companies have established formal contracts between the business users and their associated IT organizations—commonly referred to as Service Level Agreements (SLAs)—to measure the performance of the IT infrastructure.

Traditionally IT has only been able to provide the business with SLA on technical components (e.g., mainframe availability, network uptime). Whereas the business requires SLA based on their use of IT (e.g., an SLA for SAP).

High-quality IT Services

Novell® Business Service Level Manager™ enables organizations to more effectively deliver high-quality IT services to the business—in terms that the business requires. Because Business Service Level Manager monitors, measures and reports on SLAs both in real-time and historically, IT organizations can accurately ensure that committed levels of IT service quality are met today, while spotting trends in IT service quality that will lead to proactive actions to ensure high quality levels in the future.

Real-Time Analytics

Novell Business Service Level Manager allows you to monitor and measure SLA compliance automatically and in real-time, removing manual cost overheads and delays in

responsiveness. In addition, Novell Business Service Level Manager provides integrated SLA analytics that allows IT operations to analyze SLA breach warnings and perform root-cause analysis to find and fix problems fast, often before end users experience problems with availability or performance. With Novell Business Service Level Manager, you're no longer limited to monthly trouble ticket analysis—you see IT service availability and performance in real-time—in the context of a single Service Level Objective (SLO) or for an entire SLA agreement.

Predictive SLA Compliance Breach Warning

Novell Business Service Level Manager integrates predictive early warnings of imminent SLA breaches. In this way, IT operations can be notified immediately of impending SLA breaches through a pre-configurable pop-up window on their desktop or PDA. No longer do SLA managers need to stare at long streams of alarm messages or check monthly trouble tickets; rather, they can rely upon a simple

■ Solutions:

Business Service Management

■ Products:

Novell Business Service Level Manager

Novell Business Service Level Manager provides a powerful monitoring, measurement and reporting solution featuring:

- Fully automated real-time and historical analytics
- Predictive early warning to impending non-compliance issues
- Complete integration of both IT and business service metrics
- Real-time dashboard analytics and reporting
- Flexibility to choose any service, component or metric as a bases for an SLA

Outlook-style message to notify them of impending out-of compliance situations.

SLA Compliance Health

When using traditional SLA reporting mechanisms—like trouble ticket analysis—SLA compliance is usually reported in binary terms, IT is either in or out of compliance. With Business Service Level Manager, IT can monitor the health of an agreement over time, allowing IT operations or SLA managers to spot negative trends in SLA compliance and take proactive measures to reverse negative trends and ensure SLAs remain compliant. IT Managers can also more easily identify areas for improvement in their service delivery based on their knowledge of how well they performed in meeting their SLAs.

Benefits of Novell Business Service Level Manager

Novell Business Service Level Manager provides your IT and SLA management teams immediate benefits, such as:

Position IT as a profit center, not a cost center. When you can correlate IT performance to revenue streams, cost reductions or production throughput, you establish IT as a mainstream business function. It's a way to validate IT investments and show you're contributing to the bottom line.

Create SLAs with the business in terms they care about. These agreements guarantee IT delivers the service the business needs, and that the business understands

how the service IT delivers improves the business. That's far more compelling than pursuing a "management-by-the-nines" strategy—especially to your end-users.

Provide predictive early warning for SLAs and SLOs that are about to become non-compliant. Unique to Business Service Level Manager is the capability to provide sophisticated algorithms that provide exact calculations on when an SLA will breach—as well as the root cause analysis to let IT operations know what to do to prevent the breach. Now, you'll see SLA trends in real-time, well before they reach a breach condition.

Delight your customers. You can provide reports on service status in real-time or over-time giving you the power to find and fix IT issues before they ever impact your customers. If you're an enterprise service provider, Business Service Level Manager provides you with a powerful mechanism to prove the value of the service you are providing to your customers—a tremendously compelling competitive advantage.

Contemplating outsourcing? Get your money's worth. When negotiating SLAs with outsourcers, Novell Business Service Level Manager provides real-time transparency into the IT services you receive. This helps you track the services you receive from your service provider. Show outsourcers the quality of service you're getting and what you expect from them.



Contact your local Novell Solutions Provider, or call Novell at:

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