



# Business Service Management from Novell— Delivering Quality IT Services

Business Service Management from Novell enables IT to communicate service performance and align with business objectives, while maintaining control over the infrastructure. Monitor, map and measure complex mixed IT infrastructures as services rather than technology. Deliver quality, meet compliance standards, and communicate service achievement with confidence and reliability.

### Move from Reporting on Technology to Communicating Service Performance

Business Service Management, a WorkloadIQ™ solution from Novell, moves data center operations from monitoring technology to delivering services in real time. Today's data center is complex with varying technologies and many management tools. Our solutions provide a live view of the infrastructure to assess impact prior to a change, proactively avoid impacting events, diagnose events with speed and communicate service value. The end-to-end view of your infrastructure with prioritization based upon business objectives will turn your data center operations into a true service provider.

### Novell Business Service Management Core Capabilities

#### Service Monitoring

Monitoring services requires connecting existing silos of IT data sources and then relating that data and presenting it in a live,

single-pane-of-glass view. This view ensures IT monitors availability and performance, which can avoid service-impacting events and improve responsiveness to those events. Novell® Operations Center provides complete Service Monitoring with end-to-end management, an event manager and an experience manager that combine to deliver service quality.

#### Service Mapping

Mapping services requires knowing what pieces of your infrastructure compose the service of your environment and how these pieces are all connected. This includes physical inventory, communications between devices and network topology mapping. Building a logical service model view is the first step. The second step is automatically keeping the service model accurate and in compliance with change policy and configuration standards. Novell Operations Center provides complete service mapping with a configuration management system, federated

- **Solutions:**  
Business Service Management
- **Products:**  
Novell Operations Center

Business Service Management solutions:

- Avoid 75 percent of all service-impacting events
- Reduce diagnosis time by more than 90 percent and restore service faster
- Improve resource utilization by more than 30 percent



Novell Operations Center is a WorkloadIQ product. WorkloadIQ is our answer to intelligent workload management, an emerging industry arising from the intersection of dynamic infrastructure, virtualization, identity management and the discipline of software appliance development. Learn more at: [www.novell.com/workloadiq](http://www.novell.com/workloadiq)



Whether it is monitoring to deliver service quality, mapping to meet service compliance or measuring to communicate service achievement, Business Service Management solutions from Novell will help you transform from a technology operator to a service provider. As one customer (one of the largest global banking networks) puts it, “No more one-size-fits-all, meaningless data.”

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CMDB, and an integrated approach to discovery and dependency mapping that meets service compliance.

### Service Measuring

Measuring services requires a live view of service performance. After-the-fact reporting is just that—merely reporting the score. The unique power of Novell Operations Center lies in measuring service performance and correlating technology and business data. This live view empowers you to take action and correct business or technology trends before a service-impacting event occurs. Novell Operations Center provides complete service measuring with service-level management, service-level agreements and role-based service dashboards for real-time service performance and historical trend analysis.

### Business Service Management from Novell Is a Complete Solution

The core capabilities of service monitoring, mapping and measuring grow from a common intelligent service model that lets you choose your starting point and pace of progression. The intelligent service model at the heart of the solution only becomes richer as you bring in additional data sources, rules and relationships. The Novell solution has a unique differentiator of live views, thanks to its ability to federate data from its source. It also weighs and prioritizes the appropriate response and presents it in a graphical view. Business Service Management solutions from Novell allow you to get more out of your current investments in technology and provide higher quality service at a lower cost, while driving service value into your organization.



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

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Challenges	Solution	Benefits
Technology downtime and business impact	End-to-end, live view as services	Live view proactively avoids costly service-impacting events that can cost organizations 1–2 percent of revenue.
Changes causing service and business impact	Service map and impact analysis	Proactively reduce service impact caused by change collisions and poorly timed changes, and reduce risk with proper impact analysis.
Auditability, regulatory compliance and adherence to standards	Configuration management system	Comply with standard configurations, policy for change and auditability with an automated configuration management system that discovers and presents noncompliance.
Service alignment to business objectives	Service-level management	Real-time service monitoring and measuring to prioritize and manage to business metrics and priorities.
Managing heterogeneous, complex and dynamic infrastructures	Intelligent service model and end-to-end, live view	Model logical services from physical, virtual and cloud infrastructures with live feeds from a multitude of management technologies in real time.
Consolidation projects and management tool migrations	End-to-end, live view	A single-pane-of-glass view indicating what's what in your environment, what is still under management and what is at risk when it is not monitored. Leverage lower cost, commodity solutions.