



# Novell® Operations Center Service Mapping for SAP\* IT Service Management

Are you ready to improve the quality of your IT services? By standardizing processes such as incident, problem and change management, IT organizations can reduce cost and improve business performance. How do you do it? With Novell® Operations Center. It enhances SAP's IT Service Management solution by providing a live end-to-end view of services so you can monitor, map, measure and manage your complete infrastructure.

## Novell Operations Center Service Mapping for SAP IT Service Management

Novell Operations Center, a WorkloadIQ™ product, integrates with SAP IT Service Management solution to deliver a near real-time view of the relationships and interdependencies of business services, workloads and IT infrastructures. As a result, IT organizations have an accurate end-to-end view into their infrastructures, ensuring fewer service-impacting events occur. Novell Operations Center Service Mapping for SAP IT Service Management solution delivers three key preconfigured views:

### *IT Service Desk Agent View*

The service desk must be able to view relationships of configuration items as services, navigate the infrastructure view, and pinpoint the root cause of an incident quickly. The preconfigured Service Desk Agent view provides a live view of your

environment from a single dashboard. It enables you to navigate, drill down and determine what is going on in your environment, so you can gather accurate information about how to most efficiently restore service.

### *IT Service Professional View*

During the change planning process, it is important to have a view of the infrastructure that gives you an understanding of services, change calendars and other planned changes. Understanding these events will allow you to assess the effects they could have on your environment and plan changes accordingly. The pre-configured Service Professional view provides a single dashboard that shows planned changes, the change calendar and navigation. It gives you everything you need to properly assess the effect change will have on your services, as well as the information to make those changes at the right time.

#### ■ Solutions:

Data Center

#### ■ Products:

Novell Operations Center

Novell Operations Center integrates with SAP IT Service Management solution to deliver a near real-time view of the relationships and interdependencies of business services, workloads and IT infrastructures. It helps your organization deliver and improve service quality by averting more than 75 percent of service-impacting events.



WORKLOADIQ.

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)



Novell myCMDB™ 4.6 and Novell CMDB360 have been certified by SAP AG to integrate with SAP IT Service Management application. Novell myCMDB and Novell CMDB360 are now the Configuration Management System in Novell Operations Center.

[www.novell.com](http://www.novell.com)

### **IT Service Manager View**

The Service Manager view is a global summary dashboard that gives you a broad overview of service performance. It can drill into the Service Desk Agent view to see exactly what is going on within the infrastructure. This view provides a summary of service health and basic statistics, which indicate both good and poor performance. These statistics show you which mission-critical services and potentially service-impacting events you should focus your efforts on to achieve the greatest benefits.

### **Key Benefits**

Novell Operations Center helps your organization deliver service quality by avoiding more than 75 percent of service-impacting events. It accurately prioritizes these events, providing an overall service view, diagnosing the root cause of an event quickly and restoring service up to 90 percent faster.

### **Impact Aversion**

The intelligent service model in Novell Operations Center provides a logical service view of your physical components. This view enables you to set thresholds that indicate the increasing risk of a service-affecting event and enables you to take action before an event can occur.

### **Prioritization**

The intelligent service model also lets you see the severity of an event, as well as its true business impact. It allows you to place the highest priority on the most critical events.

### **Diagnosis and Root Cause**

Once a service-impacting event has occurred, speed to restoration becomes critical. The intelligent service model provides a real-time, stateful view of services that enables you to more quickly discover the root cause of the event, diagnose and then restore your environment—all in minutes, rather than hours.

### **Monitor, Map, Measure and Manage Your Complete Infrastructure**

This is a unique opportunity to take advantage of the power delivered by Novell Operations Center Service Mapping for SAP IT Service Management solution. With this solution, you can leverage pre-configured views and services for a turnkey deployment. The solution you choose today can be leveraged in the future to fully discover, monitor, map, measure and manage your complete infrastructure as you align services to the business without re-implementation. This pre-packaged solution includes:

- *Implementation of a limited use Novell Operations Center Service Mapping license with a SAP IT Service Management license*
- *Three preconfigured views: Service Desk Agent, Service Professional and Service Manager*
- *Implementation and training services to configure the service models*

For more information about the Novell Operations Center Service Mapping for SAP IT Service Management solution, contact your local Novell Solutions Provider.



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

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**SAP® Certified**  
Integration via Enterprise Services

**Novell.**