



# Novell® myMO™ Dashboard

In today's fast-paced world, competition is intense and dependency upon IT systems and their availability has never been higher. IT service quality is essential because when IT systems or applications fail, the business suffers. Executives in both IT and lines of business have learned this and now demand better visibility into the services IT provides to the business. Dashboards are becoming the de facto standard in providing that visibility.

Novell® myMO™ provides users with a simple, personalized and portable Web 2.0-based view into IT infrastructure along with the services it supports. Novell myMO itself is a JSR-168-compliant dashboard interface that allows users to customize their own Web page environment with content from Novell Business Service Manager or other IT management and business data sources—or from anywhere on the Web that is JSR-168 conformant.

Within myMO, pre-defined and user-created portlets provide specific functionality to allow users to view and analyze IT management data in real time—in a variety of meaningful ways—from performance and availability, to transaction volume and throughput, to overall IT health and SLA compliance. Novell myMO portlets are Web-based applications built for easy drag-and-drop integration into the myMO dashboard environment. Each portlet

not only provides critical analytical functionality, but also serves as a frame or container for content that can include: alarms, events, KPIs, RSS feeds or just about any other personalized IT or business data a user may need. Novell myMO comes with dozens of standard portlets. Out-of-the-box portlets can be used to easily add a broad spectrum of real-time content to the dashboard environment. In addition, because myMO is JSR-168 compliant, any third-party portlets built with this standard can be deployed in myMO. What's more, built-in analytics within myMO provide instant reporting, root-cause, impact or other analytics, all with the click of a mouse button.

Dashboards within myMO can be tailored to an individual role, or users can share Web pages and belong to communities, which have pages that are shared among a group of users. Content can be distributed

### ■ Solutions:

Business Service Management

### ■ Products:

Novell myMO

Novell Business Service Manager

- Next-generation dashboard interface
- Provides real-time role-based interface for any IT or business user
- Novell myMO is Web 2.0 based and JSR 168 compliant so dashboards are easy
- Intuitive dashboard views can incorporate a variety of IT management and business metric data

Novell myMO provides an effective means to empower IT managers with the accurate, real-time information necessary to running a successful and competitive business.

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

among communities and the responsibility of moderating content within communities can be delegated to various users.

### Automatic Data Update

Leveraging AJAX and COMET techniques, myMO utilizes push technology to update dashboard elements as they occur within the IT infrastructure—rather than having to request new data on a scheduled interval as with other dashboard products. In this way, users are assured that virtually all relevant information within the myMO dashboard environment is current and accurate.

### Alarm Operations

The myMO dashboard environment is fully interactive—allowing users the option to perform most operations on alarms as they would on any other operations or administrative console.

Now, from a single pane-of-glass interface, authorized users can easily assess, diagnose and take action on performance and availability issues.

### One Common Interface

Novell myMO serves as the single common real-time dashboard interface that is both intuitive and easy to learn. Because of this integrated single-interface approach, users have a much easier time learning each new product as well as transitioning from one solution to the next.

### Dashboards and Outsourcing

For companies looking at business process outsourcing or reviewing entire IT operations, myMO dashboards provide an effective means to monitor, measure and report on the quality of services provided by an outsourcer. Through its real-time, role-based interface, it's easy for IT to demonstrate that it's providing high-quality service; subsequently, there's going to be less pressure to consider outsourcing as an alternative.

### Benefits of Novell myMO

By consolidating and correlating essential metrics for application and service availability and performance, myMO dashboards provide a real-time and historical window into critical business applications and services.

Since myMO dashboards can easily incorporate application and business metric data, like transaction volumes or inventory, dashboards can be easily tailored for business executives as well, giving them instant awareness to answer that ever critical question, "are we open for business?".

### Make IT Work As One

In today's world of fast-paced technology, a complete real-time end-to-end understanding of service availability is critical. Without it, IT and business managers are simply flying blind. Learn more about Novell myMO today.



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

1 800 714 3400 U.S./Canada  
1 801 861 1349 Worldwide  
1 801 861 8473 Facsimile

#### Novell, Inc.

404 Wyman Street  
Waltham, MA 02451 USA