

Operations Center Overview

Deliver service quality and control and get the data you need to communicate success

Events that affect IT services cost organizations revenue and customers every day. Today's data centers face daunting tasks, such as meeting the demand for high-quality services in dynamic market times, reducing costs, and gaining control over complex physical, virtual and cloud infrastructures. Communicating service value is also imperative to meeting the demands of today's market—and requires a new approach to IT management.

Monitor, Map and Measure Your Way to Service Quality, Control and Communication

Operations Center monitors, maps and measures complex infrastructures and mission-critical services. Ours is the only solution on the market built on an architecture that leverages current management investments, optimizes data center resources, provides flexibility to manage new technologies and offers a business-centric view of technologies in the data center. It is also the only solution that delivers service quality, meets service compliance and communicates service achievement. With Operations Center, you can choose the starting point from which to build your business service management initiative.

Operations Center creates an intelligent service model that presents information in live views. This enables your IT operations staff to proactively avoid service-affecting events, helping your company drive value and lower costs. In addition, our solution:

- Unifies and integrates the management of your complex data center infrastructure by aligning IT and business in real time
- Mitigates risks by automating control over mixed physical, virtual and cloud infrastructures
- Gives you increased flexibility to respond to changing market conditions

Service Monitoring

Monitoring services delivered to the business requires connecting existing silos of IT data sources, relating the data and presenting it in a live, single-pane-of-glass view. This view enables your IT staff to monitor availability and performance, which helps them avoid service-impacting events and improve responsiveness when events do occur.

Operations Center provides complete service monitoring with end-to-end management, an event manager and an experience manager that delivers service quality. These core features provide impact avoidance, prioritization, and diagnosis and root-cause determinations.

Service Mapping

Mapping services delivered to the business requires knowing what all of the infrastructure components are and how they are all connected within your environment. Components include physical inventory, communications between devices and network topology mapping. Building a service model view is the first step; automatically keeping this view accurate and in compliance with change policy and configuration standards is the second step.



SOLUTION

Service Management

PRODUCT

Operations Center

"You have done in days what we have not been able to do with another big four, BSM vendor in 6 months!"

Financial Institution

To help you meet service compliance, Operations Center provides complete service mapping with a configuration management system, federated configuration management database (CMDB) and an integrated approach to discovery and dependency mapping. These core features provide relationships and dependencies, impact analysis, standards and change control.

Using Operations Center, a financial service company saved US \$500,000 annually from speed-to-root-cause discovery, business-driven IT priorities, reduced meantime to recovery (MTTR) and improved communication across the organization.

Service Measuring

After-the-fact reporting is just that—reporting the score. In contrast, Operations Center measures service performance by correlating up-to-the-second technology and business data. Our solution features complete service level management, service level agreements and service dashboards that communicate service achievement. As a result, you enjoy real-time insight into service performance, service improvement, trends and more.

Realize the Business Value

- **Deliver service quality in the most complex environments** – Operations Center helps organizations prevent 75 percent of service-affecting events. A mission-critical service outage can cost your organization 1–2 percent of its revenue. People and process challenges cause 80 percent of all outages, and customers report 70 percent of them.

Operations Center enables agility with control. Its intelligent service models and live view into service operations help you reduce the risk of service-impacting events. When an unavoidable event occurs, the liveview reduces by 90 percent the time it takes to diagnose the cause, restore service and resolve the problem.

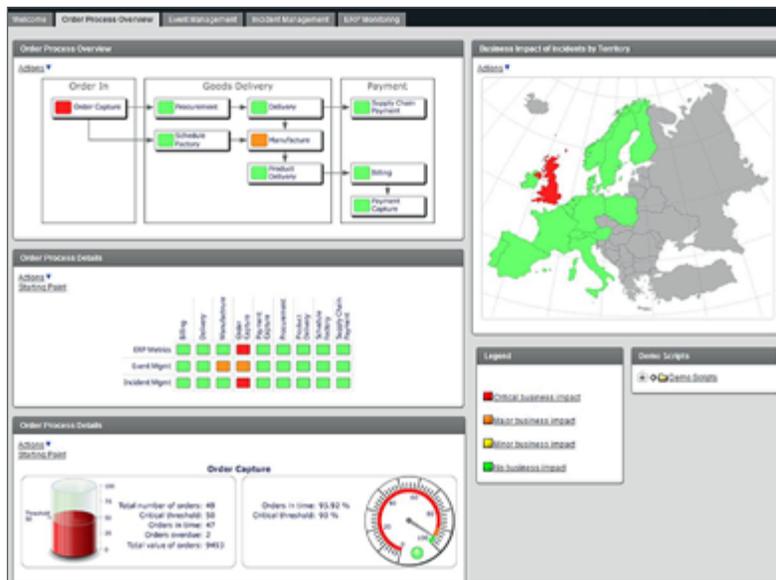
- **Meet Service Compliance to Policy and Standards** – Operations Center can help your organization achieve compliance with change policy and standard configurations. It also ensures auditability, which helps companies avoid 75 percent of service-impacting events. Change causes most events, and companies make 50 percent of all changes in response to emergency situations. Not surprisingly, 50 percent of these changes fail. Rising complexity and ever-more dynamic infrastructures will increase the number of events, risk of downtime and failure to meet regulatory audits.

Operations Center provides the intelligent service models and automation capabilities that detect change. It can also validate approved or unapproved actions and notify you when changes do not follow policy or are out of standard configuration. This helps ensure that audit and regulatory compliance in addition to change-policy and standards adherence.

- **Manage efficient resource use** – Operations Center helps organizations increase efficiency by 30 percent through improved resource use. The single largest cost to operations is people, who spend over 85 percent of their time reacting to events and maintaining IT services (equating to 1–2 percent of revenue). Rather than spending time simply monitoring events, your employees can be analyzing and applying technology changes to new or updated services.

In today's dynamic and complex environment, even monitoring can be difficult. Connecting the dots from components to services to priorities—and from required responses to restore services—is a challenge. Operations Center provides the intelligent service models that take data center operations from technology silos to services with automated thresholds for in-context monitoring of business priorities. Now, you can move from monitoring to service-improvement analysis.





Operations Center monitors, maps and measures services to increase service quality and compliance.

Large, global organizations with complex infrastructures that process millions of transactions a day trust the management of their mission-critical services to Operations Center. The live, end-to-end management view enables these organizations to deliver service quality, meet service compliance requirements and communicate service achievement aligned with business objectives.

- **Communicate service achievement** – Operations Center delivers business alignment in less than 90 days. Aligning technology components to business services and objectives requires integrating data from many sources. Our solution thrives in even the most complex environments, accessing data at its source and storing it in memory to ensure the most up-to-date and accurate information in real time. By aggregating data and its relationships, our solution defines the current state of services and components. This gives operations the automation and live view required to mitigate risks, reduce costs and manage business performance and objectives.

Knowing what to work on first when many components are experiencing events is difficult. With its embedded rules that improve prioritization by 100 percent, Operations Center eliminates guesswork. The product's live and historical measurements enable your IT staff to communicate the value of technology in driving business growth.

Key Features

- **Investments integration** – Operations Center allows you to consolidate monitoring and management tools at

your own pace, reduce costs and leverage your current technology investments by integrating them in real time. Integration is bidirectional, extensible with scripting and configurable, all of which speed implementation and improve the efficiency of your operations.

- **In-memory data** – Operations Center accesses data through integration at its managed source; it does not extract and duplicate data, which can lead to the necessity for additional processes to ensure accuracy. Its live view also provides data reconciliation and cleansing, giving you access to information you didn't have before and improving the clarity of your data.
- **Multi-tenancy** – Organizations use the same systems across multiple geographies and divisions, but almost always have varying rules for business objectives and data security. We built multi-tenancy into Operations Center from its inception, as opposed to adding it as an afterthought. As a result, you can add multi-use services—and secure and manage them—according to the needs of your organization and service providers.

Operations Center delivers service quality, ensures service compliance and

"We have never had a tool that could talk to so many back-end systems—both home grown and out-of-the-box."

Senior Product Manager
U.S. Telecommunications
Company

To learn more about
NetIQ Operations Center,
or to start a trial, go to
www.netiq.com/oc.

communicates service achievement. It aligns with business objectives in the most dynamic and complex physical, virtual and cloud infrastructures, driving costs down and value up.

- **Intelligent service modeling** – The heart of Operations Center is its intelligent service model, which includes super objects that contain data from multiple sources. You can weight, measure, manage and view these multiple metrics in accordance with business objectives and contexts. The model accesses data once and uses it many times, creating roles-based views.
- **State-driven services and components** – The state of a component is driven by a rules engine that is weighted and propagated up the service model. This means a component or service may have metrics for availability, performance or business-transaction volume. You can weight these metrics differently to drive the state of the service or component.
- **Model automation** – Operations Center builds its intelligent-service model from multiple sources and subsequently monitors it against what is operationally running in the last approved configuration, standard configurations or both. That's why Operations Center can automatically enforce standards and change-management compliance.
- **Scalability** – Global organizations have trusted the largest, most complex environments and mission-critical services to the monitoring, mapping, measuring and management abilities of Operations Center. The product can scale to more than two million objects.
- **Real-time configurable views** – The visualization layer of Operations Center uses web 2.0 technology and enables highly configurable, role-based views that you can lock down (or not). You can also add, modify or delete portlets in dashboard communities. This enables various functional roles within your organization to configure the views that are most meaningful to them in managing their business.

Our IT Consulting Team

Leverage our world-class services organization for all your consulting, training and support needs. Our IT Consulting team has deep technical knowledge and broad industry experience. These experts can help you design, implement and manage a solution that meets your demand for high-quality services, reduced costs and improved control over your complex IT infrastructure

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