

iAM:TotalView

Understand the impact of IT on your service availability

When a problem occurs within your IT environment - either with hardware, operating systems, applications or networks - you need to know what business processes are affected. iAM:TotalView is a brand new Service Level Management solution that allows you to instantly see the state of your computer delivered "business services", by linking problems with IT objects to business processes (like web services, accounts, e-mail).

In short, iAM:TotalView lets you see the "wood for the trees".

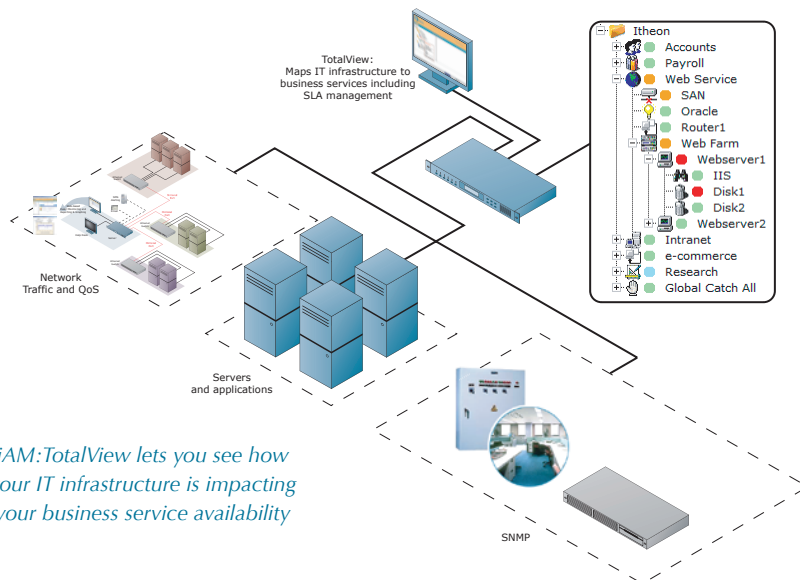
Introduction

The Itheon family of Fault Management solutions¹ look for problems with your applications, systems or networks that could potentially lead to unavailability of key components of your IT Infrastructure. Where possible, automated fixes are applied to prevent the problems having an impact, but there are times when human intervention is required and in these cases an event is generated.

These events are sent to operators and/or management staff to deal with, but the impact on the business is not always known. For example the loss of a particular network connection, or the filling of a certain disk could lead to the complete failure of the company's accounting system. Previously, this would only be known by someone being able to link the event to the business process(es) affected using personal knowledge, but now with iAM:TotalView this can be done for you.

iAM:TotalView allows you to define the components of your business processes and then when events occur it is immediately clear which processes are affected. This way you are able to tell at a glance what is happening within your business and what the priorities are for problem resolution.

This is ideal for at-a-glance management of your IT together with a sophisticated drill-down approach to finding the exact cause of any problem.



iAM:TotalView lets you see how your IT infrastructure is impacting your business service availability

Overview

iAM:TotalView is a solution that gives you a complete view of your business processes and the issues that cause problems. Whether you are a senior manager or a member of the operations team, you are able to create a view that gives you the level of detail you need in order to understand the health of your business and the underlying IT infrastructure.

With a familiar tree view, you can easily see which components belong to which business processes and where the problems are.

In our example (Figure 1) you can clearly see that the company's Web Service is comprised of 2 servers (Webserver1 and Webserver2), each with 2 key (private) disks and running Internet Information Server (IIS), together with a key router, a Storage Area Network (SAN) and an Oracle database.

Now if Itheon management software reports an event on any of these components, then the appropriate icons will change colour to represent the severity of the event. The impact on your business processes is seen and you can assess the impact of such events immediately and effectively.

Events

When events occur, Itheon management software will assign each one a severity level. These severity levels are colour coded so that, at a glance, you can see the impact of the various events on your business.

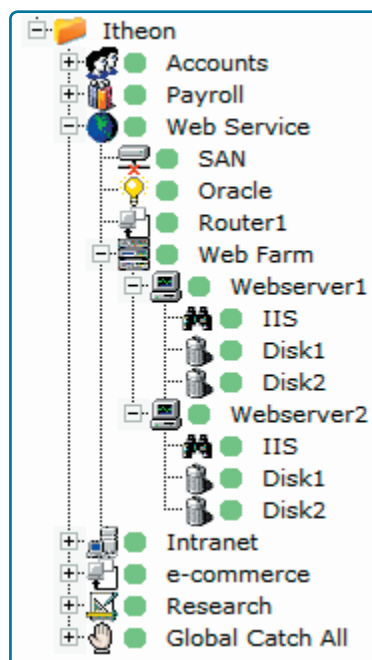


Figure 1

Whether you want an overview of your IT as shown in Figure 2, or a detailed view of the exact problem, you can let iAM:TotalView give you just the level of resolution you want.

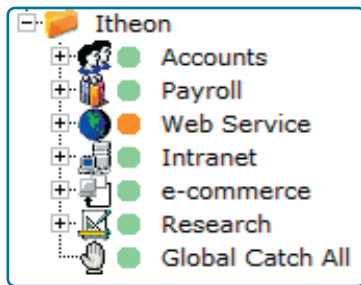


Figure 2

In the example below (Figure 3), we can see that several events have occurred. A severity 4 event (blue) is affecting the Research application, whilst there are two events affecting the web service - a severity 2 event (orange) with the SAN and a severity 1 event (red) affecting Disk1 on Webserver1. Notice that the 'Web Farm' icon has changed to orange (severity 2) - there is not a critical situation because Webserver2 is in a normal state. This reflects the impact of these events on the business process.

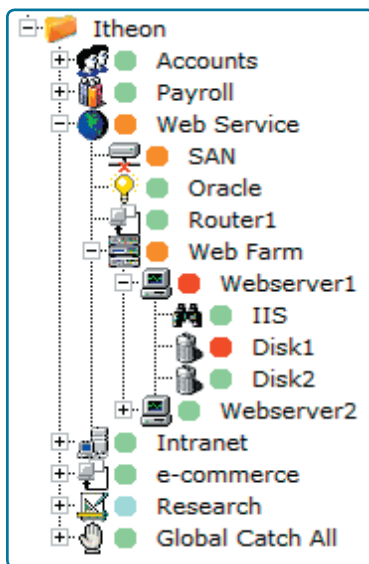


Figure 3

If you wish you can set rules up such that the Web Service icon only changes to severity 2 (or any severity you choose), as the problems beneath it are not fatal to the whole service, just some components of it.

In this way, we can spot any problems quickly and create the necessary level of resolution to see exactly what has caused the problem, and why.

Different users can have totally different views, thus creating a fully flexible analysis of your IT infrastructure at multiple levels. For example, the operations team could have a geographical view of the company servers, so that they can see where the problems have occurred and alert the appropriate staff.

There are many other groupings available - the choice is up to you. Events can be grouped by any sensible criteria within the events - e.g. computer name, class, subclass, severity, event type, text within the event and so on.

Event Display

Once the Business Process Tree is defined then events will start to appear in the display. Each icon represents a collection, either of events or of other collections. By clicking on any Collection you can open its Event window and see the current events for that Collection. Multiple Event windows can be opened for simultaneous viewing. In Figure 4 we can see the severity 1 event for Disk1 on the computer Webserver1.

iAM:TotalView fully understands the Itheon concept of Event history, and creates a single entry in an Event window for the latest status of a problem. For example the problem might be New, or have been Updated due to its continued existence, or finally Closed if it has gone away. In any problem state there is a single entry in the Event window, but clicking on the event itself allows you to

see the full history of the event (Figure 5). In this way, iAM:TotalView keeps Event 'clutter' to a minimum and allows you to see exactly what matters.

Risk Analysis

TotalView allows you to **simulate** problems in your IT Infrastructure and see the impact on your Business Processes. Either using the 'live' display or by taking an off-line copy, you can create events of any severity for any chosen objects so that you can see the effect of failure at any point. In this way you can carry out risk analysis of your complete IT Infrastructure to assess the impact of problems at any point. Once these test events have been created, they can be cleared by either creating the matching 'close' event or by manually closing the problem in the Event Display.

Summary

iAM:TotalView offers you a completely new view of infrastructure problem management - by business process rather than by physical entity.

This means that the business impact of any given infrastructure problem can be seen at a glance and a clear understanding of the health of your IT is always visible.

Ideal for use by senior IT management down to operational teams, iAM:TotalView gives you the level of resolution needed to be able to manage your IT more effectively and efficiently.

If you have SLAs in place you will be able to see the state of compliance at a glance and also be able to assess the necessary steps needed to ensure you remain compliant.



Figure 4

The Itheon family of Fault Management solutions includes:

iAM:Servers - Uses intelligent agents to proactively monitor and manage mission-critical servers.

iAM:Applications - Proactively monitors mission-critical applications

iAM:QoS - Allows you to see what the users are actually experiencing by measuring the response times they are getting from your key Business Services.

iAM:Networks - Monitors Network Traffic on key network links and also monitors Network Devices for problems within the network infrastructure.

iAM:Storage - Monitors the availability and performance of storage and SAN devices ensuring that the data is readily available

iAM:Environment - Monitors the key health indicators of your computer room and ensures that optimum conditions are maintained.

iAM:Consoles - Provides centralised, agentless console monitoring and management of distributed IT infrastructure components.

For full product descriptions visit www.itheon.com.

About Itheon

Itheon specialises in automated, high availability solutions for applications, systems, network and storage performance management. With over 16 years experience in automating the monitoring and management of an IT business environment, Itheon understands the importance of relating IT to the business. Many of Itheon's world-class customers are using Itheon products to monitor and manage Windows, OpenVMS, Unix and Linux environments.

Your local Itheon office or Itheon Authorised Distributor can provide you with the information you need to determine which solution best fits your requirements.

Sort By	Sorted By	State	Class	Brief Text
Details	1	U	DISK	Disk 1 is low on space
Details	2	U	DISK	Disk 1 is low on space
Details	3	N	DISK	Disk 1 is low on space
Details	1	U	DISK	Disk 1 is low on space

Figure 5



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