

Monitoring Manager

BENEFITS

With the Valuemation Monitoring Manager, you'll ensure the availability of mission-critical business processes by being able to do the following:

- Automatically monitor all IT systems and applications
- Automatically receive alarm ("interrupt") notifications in the event of faults/malfunctions, allowing you to take prompt action
- Employ rule-based incident processing and see how these incidents correlate with IT infrastructure components
- Benefit from graphical displays of faults/malfunctions, allowing you to better interpret conditions
- Initiate remote fault analysis and, as far as possible, promptly start the correction process
- Monitor agreed-on service levels and take proactive steps to adhere to them.

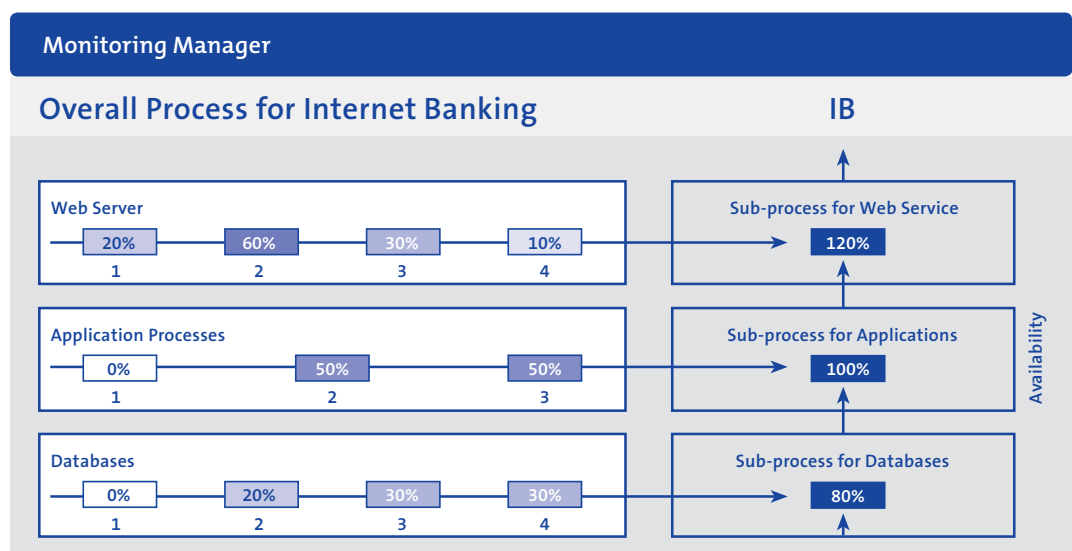
The Valuemation Monitoring Manager is a comprehensive solution for monitoring and automating the IT systems in your data center. Its graphical displays and event correlation capabilities give you reliable information on the availability of your business processes. The integrated alarm management and the embedded operating interfaces permit rapid fault analysis and correction.

The Challenges Facing IT Operations

How do you monitor the availability of your business processes and their underlying IT systems? Can you graphically depict your business processes and their related IT services? Do you have the ability to define threshold values so that you are notified in the event of system failure and can respond in a timely manner, even before users notice that something's amiss? Can you tell when your IT organization has violated a service level agreement (SLA) or might possibly do so in the foreseeable future? Can you reliably and securely document your compliance with SLAs?

Check Process Availability Right at a Glance

With the Valuemation Monitoring Manager, you'll be able to monitor all the IT systems and applications in your enterprise, regardless of their respective platform. The Event Monitor lets you consolidate all information and processes in one view, combine related process chains in order to reveal dependencies. Whether you use it as a comprehensive "umbrella system" to merge data from diverse monitoring systems or simply use it as a standalone system, the Monitoring Manager will let you easily keep a close, overall eye on the activities in your data center. The monitoring, and correlation of various types



of different information, runs automatically and unobtrusively in the background. The graphical depiction can be freely defined as needed, from showing a detailed, high-granularity system topography up to a more general view for IT managers. Traffic-light status functionalities inform you of faults and malfunctions, and drill-down functions let you retrieve the exact data needed for problem analysis (“Root Cause Analysis”).

Systems Management Starts with the Infrastructure

No matter how complex your systems may be, the Valuation Monitoring Manager offers you an efficient, centralized solution for systems management in your data center. With it, you’ll be able to seamlessly monitor your networks and IT infrastructure components, your centralized and distributed IT systems and applications, regardless of their respective platform. What’s more, the Monitoring Manager will let you keep track of your power supply, building services and security-related factors such as fire protection and access control. Its power management allows you to monitor and control the power supply to all your systems in different locations. This means that you have a truly comprehensive solution, also known as a “focal-point concept”, in which all information and control interfaces necessary for the operation of your data center are consolidated and displayed on one central console.

Alarm and Escalation Management

If one of your processes fails, you need to be promptly informed about the systems affected, the possible causes of the outage, the business processes impacted as well as what types of redundant systems are in place in order to respond in a fast and appropriate manner. Through the integrated alarm management, critical conditions are immediately reported to the right personnel, who will then be able to employ secure remote access tools and easy-to use interfaces to troubleshoot and correct the problem.

Key Data for Service Level Management

The recorded data of the process and resource management can be easily compiled into reports. You’ll be able to use real-time processing of availability values to trigger alarms whenever a threshold is hit. The evaluated data can be used to monitor SLAs, to document achieved service levels and also for capacity planning.

Seamless Integration

By integrating the Monitoring Manager with the Incident Manager, Problem Manager and Change Manager, you’ll be sure to have a very fast and efficient system in place for the correction of faults and malfunctions. Any changes in your infrastructure will be documented with the CMDB Manager in the Configuration Management Database using ITIL®-compliant change processes.

KEY FACTS

The Valuation Monitoring Manager is a module in the USU Valuation Suite.

The Monitoring Manager is based on LeuTek’s technology ZIS-System, offering you a comprehensive, integrated solution for monitoring

- *Your data center along with your networks and IT infrastructure components*
- *Your centralized and distributed IT systems and applications – regardless of their respective platform*
- *You power supply system and building services as well as security-related factors such as fire protection and access control, etc.*
- *You customer-related service level agreements (SLAs).*

Other relevant Valuation modules:

- *Service Level Manager*
- *Incident Manager*
- *Problem Manager*
- *Change Manager*
- *Asset Manager*
- *CMDB Manager*
- *Contract Manager*