

Systems Management Pack 2.0

THE SYSTEMS MANAGEMENT PACK (FORMERLY KNOWN AS SERVICE AVAILABILITY MANAGEMENT PACK OR SAM PACK) HELPS YOU TO MORE QUICKLY INSTALL AND INTEGRATE CA NSM WITH YOUR OTHER IT MANAGEMENT SOLUTIONS. BY USING A RICH SET OF WIZARD-DRIVEN PREWRITTEN SCRIPTS AND POLICY PACKS, THIS SOLUTION ACCELERATES THE DEPLOYMENT OF CA NSM r11.1 AND r11.2 SO YOU CAN RAPIDLY MAP YOUR BUSINESS SERVICES TO YOUR IT RESOURCES AND GAIN IMMEDIATE OUT-OF-THE-BOX VALUE.

Overview

Enterprises are relying on increasingly complex IT infrastructures to deliver critical and highly available business services. Service availability is an absolute requirement. Companies find they must invest more time and resources to deploy their service availability solutions. The Systems Management Pack offers a combination of easy to use tools and procedures that can enable customers with CA NSM r11.1 or r11.2 to more quickly map their business services to their IT resources.

Benefits

The Systems Management Pack is an out-of-the-box solution that allows you to more quickly install and integrate CA NSM with your other IT management solutions.

It accelerates CA NSM deployments, integrations and upgrades.

The Systems Management Pack does not require extensive service engagements and it is downloadable and provided for use by customers with CA NSM r11.1 or r11.2.

The CA Advantage

CA Services has provided their unique, collective expertise and best practices knowledge in delivering the CA Service Availability Management solution into the policy packs and tools included in the Systems Management Pack.

The Systems Management Pack can integrate easily with other CA tools and products and contributes to the CA Enterprise IT Management (EITM) vision, which is to Unify and Simplify™ the management of complex computing environments across the enterprise.

The Systems Management Pack Leverages Your CA NSM to Improve Service Availability

Making an investment for improved service availability is a sound decision, but realizing value from that investment may be more time consuming than initially thought. Typical IT organizations are already under pressure to deliver more with less and are often under staffed. They may find it difficult to allocate the time needed to learn how to initially get and continue to get value from service availability investments. It's important to bring your CA Service Availability Management solution up to full operation quickly because your critical business services, many of them customer-facing, are the heart of your business and must be readily accessible. Service availability promises visualization of service status, improved MTTR, service degradation prevention and intelligent automation. Making all of this work requires time and effort.

Systems Management Pack — Policies and Knowledge

The Systems Management Pack is a module that provides prewritten scripts and policy packs to leverage the functionality in the CA NSM tool so it can apply accepted fault management and reporting recommendations. The Systems Management Pack is a combination of tools and processes that align infrastructure events and faults to:

- IT services with notification
- Maintenance and schedule based SLA changes
- Automatic incident creation
- Tracking remediation and reporting

The Systems Management Pack handles solution software installation, integration of third-party products and the definition of business services based on business process and assets. Additionally, it provides diagnosis of common faults and creation of policies that enable automation to function with intelligence.

Included in the Systems Management Pack are policy packs, custom ILP definitions, sample reports, custom menus, custom actions and Automated Event Correlation (AEC) rules. A configuration wizard is provided to guide users through the process of defining server importance, identifying the impact of specific IT services, and selecting the appropriate notification method. A variety of notification methods are available including notification through the Service Desk, email, pager (SMS), SendKeep and custom method (both with and without alert), and via the IIF workflow. Alert queues, classes, AEC rules and custom Message Records and Actions (MRA) policy are automatically generated based on the selections made in the wizard.

The Systems Management Pack provides the tools, process and guidelines for identifying, managing, and remediating faults in the following ways:

- Filters insignificant events and automatically suppresses duplicate events to streamline the Event Console views
- Performs Root Cause Analysis (including cause and action list)
- Normalizes message formats
- Maps infrastructure faults to IT Services, for service-based management

- Provides Automatic Service Level Reporting
- Includes Knowledge Documents to help clients interpret management information for easier problem analysis and remediation
- Manages alerts during maintenance
- Provides a Service Calendar for monitoring suspension
- Bases fault impact on the Service Calendar's business hours
- Includes a Policy Pack Generator wizard with automated tools and templates that will create custom policy packs

What's New in r2.0

- **CA Service Level Web-based Reporting** If Web Reporting Service (WRS) is detected during the installation or upgrade process, the Systems Management Pack will automatically install SLA report updates and configure WRS. This makes preconfigured SLA reports, such as those identifying SLA failures, immediately available.
- **BlackBerry Enterprise Management Policy Pack** The BlackBerry Enterprise Server (BES) policy pack enables you to use CA NSM agents to monitor and manage the BlackBerry Enterprise Server Infrastructure — including the mail server, the database and application servers and other BES components.
- **Custom Configuration Item (CI) Mapping Enhancements** This allows you to create custom Knowledge Documents for selected servers, execute a script if a fault occurs for a specified CI, generate an email and have custom annotations.
- **Integration with Unicenter Configuration Manager Feature (UCM)** The Systems Management Pack detects if the policy pack requires UCM profile registration and automatically publishes the new agent profiles within UCM.
- **Service Level Reporting Feature (SLR)** The Service Level Reporting (SLR) component allows you to use Business Process Views (BPV) to set Service Level Agreements (SLAs) against IT Services. This utility dynamically updates the status of all maintained SLAs and can predict when an SLA will fall short of the required level.

REALIZE THE FULL VALUE OF YOUR CA NSM SOLUTION

The Systems Management Pack enables you to rapidly receive all the benefits of the CA NSM and to help you improve service availability, accelerate time to value and increase your ROI.

The Systems Management Pack provides:

- Service and Data Integration
 - Alert management, notification service, CA Service Desk Manager, CA agents and other sources
- Fault Normalization
 - Normalized fault messages associated with a Knowledge Document (symptoms, probable cause, corrective actions)

- Product Integration
 - Framework for other products to integrate with CA NSM with easy-to-install access to high level functions
- Service Aware (built-in integration with CA Service Desk)

The Service Management Pack Helps You:

ALIGN WITH BUSINESS

- Analyzes significant faults for impact to the business and reports accordingly
- Incorporates features, such as the Service Calendar, to determine the fault impact based on business hours
- Provides a maintenance flag that enables temporary suspension of fault, at process or device level, allowing maintenance to be carried out without impacting SLAs

IMPROVE SERVICE

- Provides framework for CA NSM integration that goes beyond merely forwarding events to console
- Includes policy and Knowledge Document with each forwarded fault
- Visualizes business impact faults, in context, through CA NSM's WorldView feature and MCC
- Suppresses duplicate faults to minimize console noise
- Shows resolved events and automatically closes corresponding alerts
- Matches fault management response to core hours of business

MANAGE COSTS

- Includes policy packs to immediately start monitoring faults
- Custom policy packs are designed for ease of deployment on remote nodes, significantly reducing implementation costs

The Systems Management Pack Is Extensible

The Systems Management Pack is used to configure CA NSM so that it can manage an entire IT enterprise environment, not just a subset. This is important because the IT environment involves more than just systems management; it requires management for databases, CMDB, service desk, applications and networks. The Systems Management Pack also enables new policy packs to be created (by CA or clients) with large enough scalability to enable CA NSM to manage the whole environment.

Custom policy packs can also be generated through the Policy Pack Generator. The Policy Pack Generator is a wizard-based tool that can build, verify and publish a custom policy pack from a list of Message IDs.

Policy packs that are completed and available for download are:

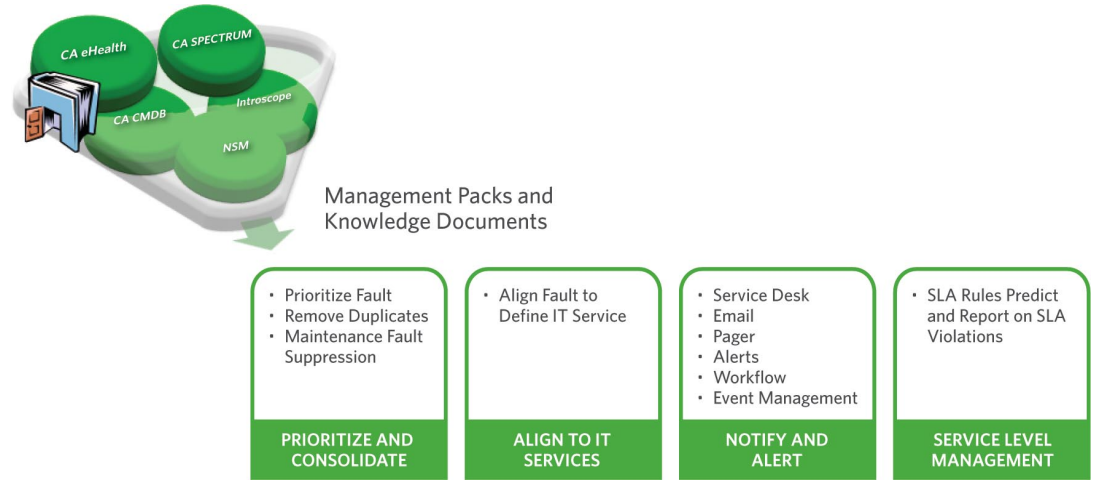
- Active Directory Agent Policy Pack
- Blackberry Enterprise Server
- HP Openview Policy Pack
- UNIX Agent Policy Pack
- UNIX System Agent V1 (CAIUXOS) Policy Pack
- Windows 2000 System Agent (CAIW2KOS) Policy Pack
- Windows Event-Based Monitoring Policy Pack
- Windows System Agent Policy Pack
- CA Unicenter® Management for Microsoft Exchange Agent Policy Pack
- CA Advanced Systems Management (CA ASM) Policy Pack - CA MSCS Agent
- CA AutoSys® Workload Automation Policy Pack
- CA eHealth® Network Performance Manager - Infrastructure Management (IM) Policy Pack
- CA eHealth® - Integration Policy Pack
- CA SPECTRUM® Network Fault Manager - Infrastructure Management (IM) Policy Pack
- CA SPECTRUM® Network Fault Manager Policy Pack
- CA Service Desk Policy Pack
- CA Wily Introscope® PowerPack™ Policy Pack for IBM WebSphere Application Server
- CA Wily Introscope® Power Pack™ Policy Pack for BEA WebLogic Server
- Job Management Policy Pack
- Performance Agent Policy Pack
- Ping IP Interface Policy Pack
- Script Agent Policy Pack
- Client Management Solution (CMS) Power Pack
- CMS Infrastructure Management (IM) Policy Pack

More policy packs are being developed including additional field submitted policy packs, so check the support site for the most current list.

FIGURE A

The Systems Management Pack addresses the breadth of your infrastructure to help ensure service availability across the entire service delivery pathway.

SYSTEMS MANAGEMENT PACK MESSAGE FLOW



The Systems Management Pack Helps You Accelerate ROI

There are two key benefits provided by the Systems Management Pack:

- Speeds time-to-value of your technology investments
- Optimizes service availability for your critical business services

Client environments are complex and the enterprise solutions designed to manage those environments are often just as complex. In contrast, the Systems Management Pack provides you with easy-to-use wizards and prewritten policies that leverage the monitoring and management strengths of CA NSM. These processes also provide a comprehensible, business-relevant view of the state of your IT environment.

The Systems Management Pack takes a huge step forward in improving MTTR. It leverages CA NSM components to derive the root cause of a problem and provide guidance on how to resolve the problem.

Immediate value, rapid root cause analysis and the availability of Knowledge Documents reduce the pressure on your IT staff, letting them work on other initiatives — while business-based policies and automation maintain high performance and availability of your business services.

The CA Advantage

The Systems Management Pack

Available policy packs increase the unique value that clients are receiving with current CA technologies and third-party solution can accelerate their integrations by:

- Focusing on processing and correlating specific third-party events to obtain the root cause and provide guidance on how to resolve the corresponding problem.
- Standardizing events, including those from third-party integrations.
- Providing Knowledge Documents that are attached to specific root cause events and contain detailed information on:
 - Symptoms
 - Causes
 - Remediation

Systems Management Pack supports CA's Enterprise IT Management (EITM) vision in that it enables you to install and integrate your CA Network and Systems Manager (CA NSM) with your other IT management solutions to help you improve and make things simpler for your IT environment. Using its wizards and embedded polices, the Systems Management Pack helps you quickly map your business services to your IT resources by building on the monitoring and management strengths of CA NSM.

Next Steps

System Management Pack delivers the unique, collective expertise and accumulated best practices knowledge to you through wizard based tools, that allows you to quickly deploy and implement CA NSM as part of a total management solution. It helps to quickly integrate other CA tools and products and contributes to the CA Enterprise IT Management (EITM) vision.

To learn more, and see how CA software solutions enable organizations to Unify and Simplify the management of complex computing environments for better business results, visit ca.com/products. The System Management Pack is available for download to CA NSM customers on: <https://support.ca.com>