

CA Event Integration for CA SPECTRUM® Network Fault Manager

CA EVENT INTEGRATION FOR CA SPECTRUM® NETWORK FAULT MANAGER (CA EI FOR CA SPECTRUM NFM) IS A NEW ADD-ON PRODUCT THAT ADDS VALUE TO INITIAL EVENT HANDLING, LAYING THE GROUNDWORK FOR HIGH PERFORMANCE AND COMPREHENSIVE EVENT MANAGEMENT. CA EI FOR CA SPECTRUM NFM COLLECTS EVENTS, NORMALIZES THE EVENT FORMAT FOR DIRECT COMPARISON AND CORRELATION WITH EVENTS FROM OTHER SOURCES AND ADDS CONTEXT TO CREATE AN ENRICHED, SMARTER EVENT. IT THEN DISPATCHES THIS SMARTER EVENT TO HIGHER LEVEL MANAGEMENT PLATFORMS WITHIN CA SPECTRUM® FOR ROOT CAUSE ANALYSIS AND ALERTING AND ALARMING, OR TO OTHER DESTINATION SYSTEMS.

COMBINING THE CA EVENT INTEGRATION MODULE WITH CA SPECTRUM NFM ADDS THE ABILITY TO MANAGE MANY OTHER EVENT SOURCES, SUCH AS CA NSM, WINDOWS EVENT LOG, APPLICATION TEXT LOGS, AND EVENTS SENT VIA WEB SERVICES. CA EI EXPANDS YOUR VIEW OF THE INFRASTRUCTURE, PROVIDING NEW INSIGHT INTO THE COMPLETE RANGE OF EVENTS SO THAT YOU CAN MANAGE MORE. IN ADDITION, CA EI ENABLES YOU TO ENRICH EVENTS FROM OUTSIDE SOURCES TO MAKE THEM MORE ACCURATE AND COMPLETE.

Overview

Event management is a critical aspect of infrastructure management. CA EI for CA SPECTRUM NFM is an optional add-on module that provides a solid foundation for comprehensive event management.

Benefits

Through event collection, normalization, and enrichment, CA EI for CA SPECTRUM NFM creates high quality events that can be easily correlated with other events. This improves root cause analysis and mean time to repair by leveraging cross-domain, multi-source analytical data and supplemental operational and business event information.

The CA Advantage

CA EI for CA SPECTRUM NFM integrates with a wide range of event sources, enrichment sources and destinations to ensure that your investment in CA IT and network management software is maximized.

CA's Enterprise IT Management solutions provide an integrated approach to help you reduce IT complexity and achieve better business results.

The Importance of Event Integration

Event management is often viewed as a sequential process consisting of:

- Event Integration in which events are collected, normalized and dispatched for further handling.
- Event Processing in which complex events are created from correlations and aggregations of raw events. During event processing, automation initiates activity, such as running diagnostics, to gather more information. Event analytics are also applied to real-time and historical event data to obtain and deduce additional information on the event.
- Event Visualization that displays the higher level complex events, alerts, and alarms on a console and makes appropriate notifications.

The top layer, Event Visualization, is the most visible, but it is only as valuable as the information that the earlier processes provide to it. Event Integration, at the foundation of the stack, is an essential building-block in providing the highest quality, most informative event to the processes that follow. CA EI for CA SPECTRUM NFM provides this functionality.

CA Event Integration for CA SPECTRUM NFM

CA Event Integration (CA EI) is a new add-on product for CA SPECTRUM NFM that includes enhancements to each of the three main functions of event integration.

Event Collection:

- Out-of-box event collection from multiple sources, including: Windows Event Log, application logs, SNMP trap sources, Web Services eventing sources, CA NSM, and CA SPECTRUM NFM.
- Modular adaptors for event sources, to increase the number and types of sources and for extensibility.
- A software development kit (SDK) for homegrown adaptors.

Event Normalization and Enrichment:

- An internal normalized format (structure) and grammar (terminology) enabling all events to be processed uniformly and consistently regardless of source.
- Isolated and independent operations against an event.
- Event enrichment from CA NSM and CA SPECTRUM NFM, CA CMDB configuration items, and custom database sources. This additional enrichment is explained in more detail below.

Event Dispatching:

- Out-of-box event dispatching to the CA EI reporting database, Windows Event Log, CA NSM and CA SPECTRUM NFM.
- Modular adaptors for destinations for extensibility.
- An SDK for homegrown adaptors.

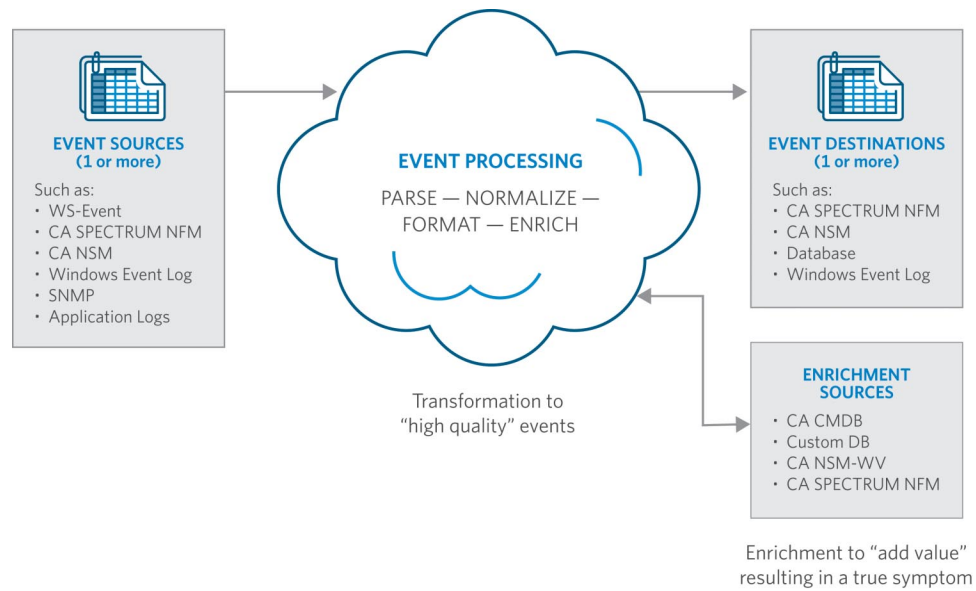
Here is an example to illustrate how CA EI works with CA SPECTRUM NFM and adds event enrichment: If a router or a circuit that provides WAN connectivity to a number of customers goes down, there is a great deal of information needed to resolve the outage quickly; What customers are affected? What is the asset (router or circuit) location? Who is the router manufacturer? Is there a support number to reach the device manufacturer? If the circuit failed, do I call Provider A or Provider B?

Today, the answers to all those questions are located throughout the organization in different databases. CA EI lets these databases become enrichment sources that improve the quality of the events. CA EI reaches into the appropriate database in real-time, ensuring accurate information to add to the event. This automation improves the quality of the event, and with the architecture of CA EI, this operation can occur close to the source or within the highest level manager.

FIGURE A

A broad range of event sources send events to the processing engine for normalization and enrichment before dispatching to an event destination.

CA EVENT INTEGRATION FOR CA SPECTRUM NFM



Value of CA Event Integration

CA SPECTRUM NFM already provides event services, handling events from SNMP traps. In addition, CA SPECTRUM NFM proactively polls components for status to indicate parameter-based threshold violations, response time measurement threshold violations, etc.

CA EI is an add-on product that improves the quality of management events via:

- Enhanced integrations through modular adaptors, schema independence and out-of-box provisions
- Uniformity and consistency
- Additional event sources for new insight into the complete range of events
- Supplemental information through a scalable and flexible enrichment capability
- Flexible operations to the event, such as parsing out content from an event, filtering of events per some criteria, reformatting an event, and so forth.

CA EI handles a variety of events beyond the typical IT events, such as a Server Down or WAN Link Down event notification. In addition to handling typical events, including system, network, performance and application management events, it also handles events that are less commonly managed, such as business events and user events. All events, regardless of type, are formatted identically for simplicity of comparison and correlation and contain information relevant to type.

For example, an event that combines business and IT information to improve the quality of the event and to enable a more directed IT response, might be formatted as:

Event

- Date = Aug 13, 2008 10:05:00
- Device = Server
- Name = XCNAJ20.zbi.com
- Problem = "CPU1 has exceeded utilization threshold"
- Threshold = 90 (%)
- Severity = Critical
- Location = New York Data Center
- Onsite Technician = Bill.Lavitz@zbi.com
- Impacted System = Eastern Region Inventory Management
- Impacted Line of Business = Consumer Products Division
- Impacted Line of Business Owner = Sarah.Jillian@zbi.com

Enriching this IT event with information, such as the critical business applications, processes and organizations that will be impacted, and the name and contact information of the responsible IT and business personnel, is invaluable in speeding up event handling. It directs IT and business remediation from the data center right to the warehouse floor.

Better Events for Better Management

CA EI for CA SPECTRUM NFM offers the following benefits for CA SPECTRUM NFM users:

- Simplifies and enhances integrations with CA NSM
- Improves uniformity and consistency of events for better correlation
- Adds events from additional event sources for a greater range of management
- Adds supplemental information through event enrichment, creating a smarter event
- Provides flexibility in the processing of events

In summary, CA EI improves event quality and increases insight into the wider infrastructure.

The CA Advantage

CA is committed to providing central infrastructure management to improve the performance and availability of critical business services. Event management is an important component of a smoothly running infrastructure. With CA Event Integration for CA SPECTRUM® Network Fault Manager, you have an option to enhance the existing, high quality event management that is currently provided by CA SPECTRUM NFM. This gives you the ability to take that important first step towards comprehensive event management for the benefit of your business services.

CA's unique vision for Enterprise IT Management ensures that individual products work in concert with other IT management components across the enterprise. This commitment simplifies IT management and preserves the value of your investments.

To learn more about the CA Event Integration architecture and technical approach, visit ca.com/spectrum.