Service Assurance

service operations management
modeling IT services
what are we trying to achieve?

MITIGATE RISK TO BUSINESS SERVICES

- Improve operational efficiency
- Maintain SLAs
- Add new services and business value
- Move IT to a service delivery model

TRANSFORM

ASSURE REVENUE

- 54% of problems are reported by end-users before IT is aware
- 84% of IT organizations resort to cross-functional team meetings for triage
- 80% of IT’s time spent on troubleshooting

ACCELERATE
what is the problem today?

— IT is infrastructure focused
— too many tools
— too many silos
— lack of understanding of business or service impact
A phased approach to service operations management

**A four-phase approach**

**Unified event management**
- Normalize and transform cross-domain events into actionable alerts for IT services within a single console and escalation path to the Service Desk

**Priority service discovery and modelling**
- Real-time end-to-end management high priority business services to provide service impact, risk and root cause analysis

**Ongoing service discovery and modeling**
- Medium and low priority services, so that ultimately all IT assets are mapped to the business services they support

**Fully optimized operations**
- Alert escalation fully integrated with data center and cloud automation, service desk, change and SLA management
CA Service Operations Insight
next-generation solution for managing business services in traditional and cloud-connected enterprises

integrates/analyzes information from IT management tools

pinpoints/prioritizes/helps resolve service problems across your IT supply chain

minimizes risks to your business
one service, many perspectives
- no single domain has complete view

IT Executive Management

Service Desk, SLA & Change Management

Application Performance Management

CA Service Operations Insight

OMDB

Service Modeling, Service Impact Analysis & Automated Actions

Data Center/Cloud Automation

Mainframe & Workload Management

Other Domains

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CA Service Operations Insight

MANAGE BUSINESS SERVICE IMPACT AND RISK

UNIFIED PROACTIVE MANAGEMENT

Integrates and correlates data to build and maintain real-time, end-to-end models of business services

Unified event management correlates for higher quality, actionable alerts

Pinpoints causes of problems, automatically triggers tickets, notifications, escalations
Service Modelling
the encapsulated service model

Closed Loop Automation

Service Impact Policies and Analytics

Escalation Management

Correlated and Reconciled CIs

Scoped Relationships and dependencies

Discovery Policies

Real-time Service Analytics

CA Catalyst & USM

SOI Modelling and Discovery Engine
mechanisms for defining services

1. imported

— Services can be imported from a CMDB

— Silo managers such as CA NSM, CA Spectrum, CA APM, and Microsoft SCOM have a service concept
  
  - for example, Spectrum Service Manager service definitions
  
  - previously defined services in silo managers can be imported into SOI
  
  - leverages your existing investment
  
  - imported services can be modified and extended

— Imported Services will be synchronized with the source definition if it changes
  
  - for example, updates to a NSM BPV reflected in SOI
service modelling - imported
- leveraging CMDB and domain manager information

CA SOI automatically correlates CIs and Relationships from CMDB with underlying infrastructure information obtained from domain managers

CA SOI Bridges the Service Management and Operations Management Gap
mechanisms for defining services

2. manual
create and maintain service models in SOI based on user defined policy

— three levels of discovery:
  • detect matching CIs and automatically add to dynamic services
  • detect ‘unscoped’ domain topology relationships and bring into scope of service
  • detect correlation patterns across CIs and create relationship between them

— remove CIs when they no longer conform to the Dynamic Service policy
mechanisms for defining services

3. service discovery – matching CIs

- Automatically create and maintain service models
- Define policy to create relationship to Service when CIs match criteria
- Detect when new or existing CIs become compliant and add them in real time
- Remove CIs that are no longer compliant
In SOI 3.0, a Service Model can be configured as ‘low granularity’, allowing alerts affecting Child CIs to be automatically aggregated to the Top Level Entity without including those Child CIs in the model.

- For example, if I put Device (X) into a Service Model and set that model to Low Granularity, alerts affecting the Port (Y) will automatically be aggregated to the device without requiring the Port CI to be modelled, and will therefore show as impacting the Device and Service.

- Port not modelled as a CI (but relationship is known) Alarm impacts port.

- Alarm aggregated to Device.
determining service impact

— service impact is determined through alarm severity on associated CI(s) and the significance of the CI(s) to the service
SOI integrations

Service Operations Management
CA Service Operations Insight

Service & Change Management
CA Service Desk
CA CMDB
CA Business Service Insight
CA IT Client Manager
CA Service Catalog
CA Clarity

Application Performance Management
CA Application Performance Management
HP Business Activity Center

Security
CA Access Control

Infrastructure Management
CA Spectrum
CA Virtual Assurance for IM
CA eHealth
CA NetQoS Performance Center
CA NSM
CA Insight Database Performance Manager
IBM Tivoli Monitoring
IBM Tivoli Enterprise Console
IBM Tivoli Netcool OMNibus
IBM Tivoli Enterprise Portal & Monitoring Server
Microsoft SCOM
NetApp BalancePoint
NetApp SANsScreen
Oracle EM-Grid Control

Mainframe & Workload Management
CA OPS/MVS
CA Autosys
CA SYSVIEW
IBM Omegamon Terma Software Labs JAWS

Automation
CA Automation Suite for Data Centers & Cloud:
CA Server Automation
CA Virtual Automation
CA Configuration Automation
CA Process Automation
CA Clarity

Integration Tools
SDK
Event Integration
SNMP Connector
Universal Connector
Universal Service Desk Connector

IBM Tivoli Monitoring
IBM Tivoli Enterprise Console
IBM Tivoli Netcool OMNibus
IBM Tivoli Enterprise Portal & Monitoring Server
Microsoft SCOM
NetApp BalancePoint
NetApp SANsScreen
Oracle EM-Grid Control

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CA Service Operations Insight Summary

- Fastest, least-effort and most accurate way to build and maintain real-time end-to-end, cross-domain service models
- Fastest way to find the root cause of service-impacting problems and speed mean-time-to-repair

- Clearest risk analysis for preventing problems from escalating and impacting services
- Superior multi-vendor, cross-tool data integration, correlation, synchronization and automated actions for optimizing IT operations and enabling cross-discipline collaboration across the IT organization
Questions?

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