

BMC Event and Impact Management

Consolidate Event Management for Rapid Problem Detection and Resolution

Many IT organizations are grappling with a patchwork of different monitoring and management tools to accommodate different technologies and applications. The result is that the IT organizational staff must deal with events that are siloed by technology and by application. What's more, they have to do it using a multitude of different tools that are isolated from each other and have different management interfaces. In this fragmented environment, it is difficult to gain insight into the impact of events on IT services. This increases the difficulty of resolving incidents, consumes valuable staff time, increases both time to resolution and IT costs, and ultimately hinders IT's ability to support the business.

UNDERSTANDING EVENTS IN THE CONTEXT OF THE BUSINESS

The BMC Event and Impact Management solution consolidates alerts and events from many monitoring and management tools, filters and correlates them providing insight into IT root cause, determines business impact, and provides comprehensive reporting — all to minimize downtime, reduce mean time to repair (MTTR), and improve operational efficiency.

This solution enriches events with contextual information and correlates events across applications and technologies. This facilitates root cause analysis and reduces the amount of information that your IT staff has to digest. Furthermore, the solution assesses these events against service impact models to provide insight into the impact of the events on the business.

The BMC Event Management solution enables you to:

- » Improve staff efficiency and service availability by automatically prioritizing events according to business importance, allowing your IT operations staff to focus on those issues that have the greatest impact on the business
- » Reduce MTTR by filtering and correlating event data to deliver meaningful and actionable information to IT staff
- » Maintain service level agreements (SLAs) by quickly identifying which events put the business at risk
- » Identify and prioritize critical issues before they impact the business service
- » Reduce second-level calls by accurately routing incidents to the appropriate teams, providing the service desk with automated notifications that contain IT outages, business impact information, and impacted users
- » Reduce operational cost per service
- » Improve availability and service quality
- » Provide timely and accurate availability reports on key metrics agreed upon with the business

BMC Event and Impact Management consolidates events from monitoring and management tools and links them to business services, so that IT can assess impact, prioritize actions and fix problems before users are affected.

THE BMC DIFFERENCE

- » Handles a wide variety of technology and event types — from mainframes to distributed systems
- » Integrates all event and monitoring tools into a single view through bidirectional communications
- » Quickly assesses the business impact of any event
- » Resolves problems before service levels are impacted
- » Provides event correlation, remote execution capabilities and contextual help improving overall MTTR
- » Meets service levels with dramatically lower management costs
- » Provides an integrated workflow between event identification, incident tracking and problem remediation
- » Removes repetitive event isolation and resolution by up to 90% via BMC Atrium Orchestrator integration

A COMPLETE SOLUTION

Built-in interoperability with other BMC and third-party solutions enables the BMC Event and Impact Management solution to handle events from a broad set of sources, including mainframes, distributed systems, networks, databases, and applications. The solution filters, prioritizes, enriches, correlates, and automatically responds to events according to business and operational priorities, enabling IT to resolve incidents and problems faster based on business context.

The BMC Event and Impact Management solution's ability to automatically prioritize events based on business and operational importance allows you to detect and resolve problems before they impact critical IT services, thereby empowering your IT operations staff to evolve from a reactive to a proactive mode of event management. What's more, it enables your staff to move up in IT service management maturity, from a technology-centric approach to a business-centric approach.

AUTOMATED EVENT MANAGEMENT

The BMC Event Management solution filters, prioritizes, enriches, and correlates events, transforming them into actionable information and reducing both complexity and time to resolution. Remote execution capabilities direct your efforts to where the business impact is the highest using patented, real-time computation methods to find and fix issues. In addition, the solution integrates with other technologies and frameworks, and interoperates with other management systems such as service desk, notification, and escalation systems.

BUSINESS SERVICE IMPACT

The BMC Event and Impact Management solution helps you understand the impact of outages or performance degradations on the delivery of critical IT services to your customers. It also provides insight into how that impact affects the business processes that depend on services.

The solution delivers a real-time impact computation capability that assesses incoming infrastructure events against a service impact model to determine the service impact of the events. In addition, the model assigns priorities to the events based on business policies. The service impact model is stored and maintained within the BMC Atrium Configuration Management Database (CMDB).

COMPREHENSIVE REPORTING

The solution includes rich reporting capabilities that provide your IT operations staff with a complete view of overall performance, long-term trends, and multiyear comparisons. These reports quickly identify troublesome areas that require problem management action and immediate attention. Reports include response times, event summaries, availability, MTTR, and mean time between failures. IT operations can further categorize and link information by technology, customer, service, location, and severity, and customize the reports to fit your specific business needs.

SERVICE LEVEL MANAGEMENT

BMC Service Level Management helps align crucial IT infrastructure and service desk processes with the priorities of the business. BMC Event and Impact Management is a natural input to service level management with its ability to measure business service availability. The bi-directional integration between these two solutions ensures that business service availability is captured in BMC Service Level Management, while operators using BMC Event and Impact Management identify and work on issues that endanger service level agreements with dramatically lower management costs.

OUT-OF-THE-BOX INTEGRATION

Process integration — both within and across IT disciplines — is a key concept of the IT Infrastructure Library (ITIL®) framework. In line with ITIL best practices, the BMC Event Management solution delivers tight process integration right out-of-the box. It consolidates and simplifies previously siloed event management processes and business-relevant information across the entire IT infrastructure, regardless of event source.

For example, the solution automates interactions between operational teams, such as network operations and server operations, as well as between operational teams and the service desk. By orchestrating the flow of critical information and integrating processes across teams, the solution fosters more efficient and effective collaboration to speed problem resolution. The BMC Event Management solution offers out-of-the-box integration with other BMC and third-party solutions. Integration at the application level permits bidirectional interaction, while integration at the data level, through the BMC Atrium CMDB, permits all applications to share consistent and accurate data.

INTEGRATION WITH BMC PERFORMANCE MANAGEMENT

The BMC Event and Impact Management solution consolidates and simplifies event management by integrating with BMC Performance Management, integrating availability information for both distributed and mainframe environments. This integration delivers richly annotated events automatically — and then correlates those events and assess their business impact. Correlation and business impact assessment permit the operations group to respond to events more efficiently and effectively.

INTEGRATION WITH BMC INCIDENT AND PROBLEM PROCESS MANAGEMENT

This integration allows your organization to enhance collaboration between IT operations and IT service support, and to transform IT service support from a reactive to a proactive approach. BMC Event and Impact Management provides your IT service support staff with real-time, business-aware events and priorities, including proactive notification and escalation of exceptions. This enables the staff to detect and act on issues before they are reported by users, heading off problems before they result in service degradation or outages, and eliminating calls to the service desk.

INTEGRATION WITH BMC APPLICATION PERFORMANCE AND ANALYTICS

The BMC Application Performance and Analytics integration with BMC Event and Impact Management streamlines the event and impact management process by providing dynamic baselines that automatically filter out performance-based infrastructure alerts that are considered within a normal operating range for your business. This overcomes “data overload” or “event storm” challenges, greatly minimizing the amount of performance data that IT operations must process to determine the probable cause of events. As a result, it reduces events to a manageable few that require immediate attention and action, reducing the overall time it takes to identify and resolve problems.

This integration also adds insight into those tough to diagnose problems experienced by end-users by adding detailed application performance and response time information into the overall view. This enriches events with the business impact of transaction issues, enabling your operations group to set priorities that reflect the needs of the business, improving the end-to-end management and response times experienced by your users. As a result, operations personnel are more efficient and productive.

INTEGRATION WITH THIRD-PARTY MANAGEMENT TOOLS

The BMC Event and Impact Management solution integrates with BMC solutions, as well as out-of-the-box integration with third-party availability and event management tools that may already be in place in your environment, such as CA Unicenter, HP OpenView, HP Network Node Manager, HP Business Availability Center, Microsoft MOM, and Tivoli Enterprise Console. Additionally, it offers unlimited support for raw message sources, such as SNMP, TCP, and UDP. The solution can also receive events from enterprise applications such as enterprise resource management (ERP), e-procurement, and human resources (HR) applications. The ability to bring all events, both Mainframe and Distributed, together at a central point provides a holistic, enterprise-wide view of your IT infrastructure while preserving and enhancing your investment in existing event management and monitoring systems.

BUSINESS NEED

BMC Event and Impact Management is part of the BMC Service Assurance solution, delivering predictive intelligence for IT operations. With BMC Service Assurance, you gain adaptive, automated, and predictive technology across your entire enterprise, reducing business risk and service disruption, allowing you to deliver on your business goals with confidence. With BMC you get to the heart of your IT problems more quickly — with less effort and lower costs.

ENSURING MAXIMUM VALUE

BMC pioneered Business Service Management to ensure effective and efficient alignment of IT with business, and now has the most customers using BSM to positively impact their business. BMC delivers complete BSM solutions, including industry-leading software and the following services:

Consulting Services

- » Leverage proven methodology to implement BSM with predictable results and consistent quality
- » Accelerate ROI when addressing specific IT process areas or the entire BSM spectrum
- » Engage industry leaders to maximize the benefits of BSM

Customer Support

- » Ensure successful deployment and optimal operation of BMC solutions
- » Benefit from quality support using global strategy and superior technology

Educational Services

- » Experience quality “solution-based” classes oriented around BSM processes and technologies
- » Learn from the leading provider of ITIL Certification training

A STRONG FOUNDATION FOR BSM

BMC Event and Impact Management is the foundation to workflows that truly enable BSM in an organization, bridging the gap between IT and the business by identifying the impact of a technical issue on the services that are enabled by the IT infrastructure. BMC Event and Impact Management leverages the BMC Atrium CMDB, providing a natural tie into other high-value processes such as service support and service level management.

BSM combines best-practice IT processes (such as support for ITIL), automated technology management, and a shared view of how IT resources directly support the business. BSM brings you a step up in service management maturity level: You transition from managing IT from a technology perspective to managing IT from the perspective of the business.

ITIL® V3 established event management as a key process to service operations, tying into other key processes such as incident and problem management. BMC Event and Impact Management fully supports the implementation of event management by supplying the functions needed to collect, filter, enrich and correlate events, determine business impact, create incidents and automate response.

With BSM, you can integrate the goals of IT with the goals of the business to realize such benefits as:

- » Reducing cost and risk by optimizing IT processes to meet business goals and objectives
- » Improving business agility through streamlined application development to speed delivery of new applications that drive business growth
- » Optimizing data center resources to reduce operating costs, while also maximizing performance to meet business
- » Ensuring cost-effective regulatory compliance through comprehensive IT controls

LEARN MORE

To find out more about how BMC Event and Impact Management optimizes IT service delivery and speeds problem detection and resolution before service levels are impacted, visit: www.bmc.com/eventandimpact.

BUSINESS RUNS ON I.T. I.T. RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended Dec. 31, 2008, BMC revenue was approximately \$1.88 billion.

RETURN ON INVESTMENT IN ACTION

Large Computer Manufacturer

- » A large computer manufacturer significantly reduced the volume of events requiring attention by implementing and adopting standard event processes.
- » Increased the number of handled sustained events from six per second to more than 200 per second
- » Accelerated problem resolution designed to ensure all events are reported without delay.
- » Laid the foundation for sophisticated service impact management and global standards and processes

Major U.S. Healthcare Provider

- » A major U.S. Healthcare provider optimized their overall IT staff productivity by automatically identifying root causes of events, resulting in reduced business impact and outages.
- » Improved productivity by 20 percent by centralizing event management
- » Reduced technical events and escalations by 50 percent
- » Reduced unscheduled downtime of mission critical business services by 50 percent

