



# SERVICE MANAGEMENT

## Overview

For today's enterprises IT Service Management (ITSM) and Service Level Management (SLM) have evolved beyond their original "feeds and speeds" functionality. Whether as a provider or a customer, failure to properly meet or receive service levels ultimately results in a financial impact. With new state and federal legislation that requires compliance accountability, the risks for significant financial impact as well as negative publicity have never been greater. No matter the size, every IT operation is a service provider. Inherent to the task, each must stay lean and competitive using effective service level management disciplines to support and audit key business processes.

To many within the industry, service management has been described as the ability to report on performance and measure availability of specific components. However, this functionality serves only as the foundation. Service level management must also encompass everything needed to deliver specific services at acceptable business levels. From fault detection to workflow and task management, service level management is by definition, the processes and procedures that are established to support your business directives.

## The Solution

Fortunately, EM7 Management Systems include sophisticated embedded management applications that support such business initiatives. EM7 offers enhanced reporting and trending, with advanced data collection, continuous improvement, compliance reporting, and workflow management. The result is a unified suite of embedded applications that helps improve your IT management and business strategy. EM7 takes the complexity out of Service Level Management and business assurance objectives by providing a truly revolutionary suite of embedded and integrated applications that were designed within ScienceLogic's own pioneering Relational Infrastructure Management (RIM) architecture. Out-of-the-box, EM7 monitors and manages all facets of availability, from the hardware layer thru the application layer, and finally up to the operator layer. Across diverse multiplatform infrastructures, EM7 helps ensure that customers and constituents get reliable, robust service. EM7 integrated applications share a common data repository, which greatly simplifies IT management tasks, while increasing auditing and reporting of related components. Together these powerful applications help increase visibility and control of your enterprise while saving time and costs typically associated with traditional framework and disparate point solutions.

## MANAGEMENT APPLICATIONS

- Network
- Asset & Configuration
- Application
- Event
- Ticketing
- Service Level
- IP & DNS



## KEY BENEFITS

- Improved Availability
- Continuous Improvement
- Compliance Auditing & Reporting
- Process Management
- Fault Prevention
- Reduce MTTR
- Incident Tracking
- Flexible for your needs



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## Performance Management

Performance management is a key component of EM7's service level management solution. EM7 automatically collects and manages performance metrics for networking equipment, servers, and business dependant applications. Incorporating ScienceLogic's patent-pending Dynamic Application™ technology, users can create custom reports and trending that are specifically focused on their business needs. This flexibility allows for greater control over the management of your enterprise, while enabling granular alerting over definable performance thresholds. EM7 performance management goes a step further, by incorporating business relation mapping and custom business process views. Thus, allowing management and operators to quickly view interdependent systems and processes.

From network usage to application and system performance to fault prevention and capacity planning, EM7 provides complete efficient solutions that were designed by, and for IT managers.

- Email policies and reports that monitor availability of email servers and speed of round-trip emails, with granularities as small as five-minute intervals.
- Web content policies and reports that monitor the availability of web content, page size, download speed, DNS speed, connection speed, and transaction time with granularities as small as five-minute intervals.
- Service policies and reports that monitor the services running and not running on each device, the memory and CPU time used by each service, and allow users to automatically stop and restart services and devices.
- Process policies and reports that monitor the processes running and not running on each device and the memory and CPU time used by each process.
- Processor load reports that monitor processor load with granularities as small as fifteen-minute intervals.
- File System Usage reports that monitor percent of file space used, with granularities as small as fifteen-minute intervals.
- Hardware thresholds that can be customized for each device and generate events when exceeded.

## ▼ KEY FEATURES

- Device Availability
- System & Network Latency
- Bandwidth Usage
- Interface Errors & Discards
- TCP Port Availability & Security
- System and Device Status
- Event trends and status
- Ticketing trends and status
- IP usage & allocation
- CPU, file-system, Memory
- Assets & Hardware inventory
- Web content verification & performance
- Email server availability and performance
- Services & Processes
- Software and patches



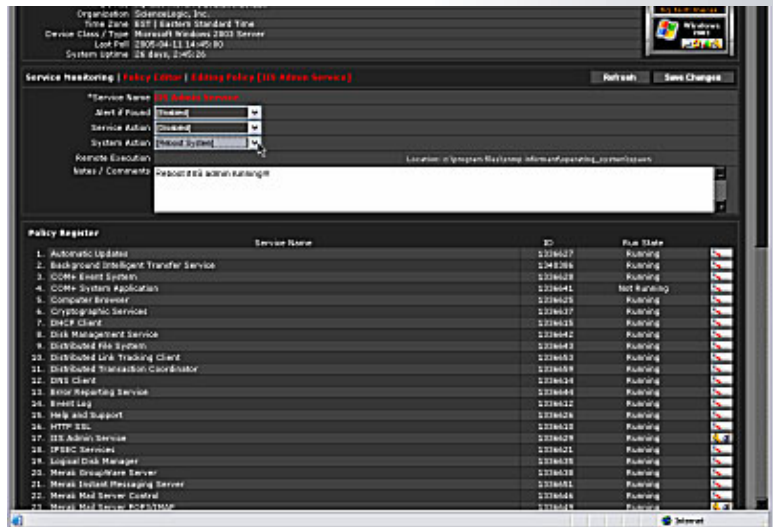


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## Process and Windows™ Service Management

EM7 Process and Windows™ Service Management provides a comprehensive, end-to-end solution for automating, managing, and monitoring your Windows and Unix based services. Through automated discovery EM7 correlates services and processes that are running on your systems and provides the tools to ensure that appropriate business-dependant services are running properly. EM7 can easily be tailored to meet the needs of your enterprise. Enforcement and implementation of policies for processes and service management can be tailored to meet your service level requirements. With the use of EM7's powerful and cost-effective Windows™ WMI agent you can execute service restarts and even system reboot in the event of a service failure, in addition, you can even launch a local script. EM7 also allows you to create policies to limit or shut-down processes that you don't want running without manual intervention.

EM7 Process and Windows Service Management is an embedded software component that provides enhanced assurance of application delivery and service availability. Along with EM7's TCP-based port discovery and management, these features ensure the deployment of successful IT Service Management solutions from day one, and the scalability and robustness of a solution that lowers your total cost of ownership and increases return on investment.



## Ease-of-Use

EM7's Service Level Management features provides performance monitoring, diagnostics, and reporting, to help keep mission-critical applications up and running.

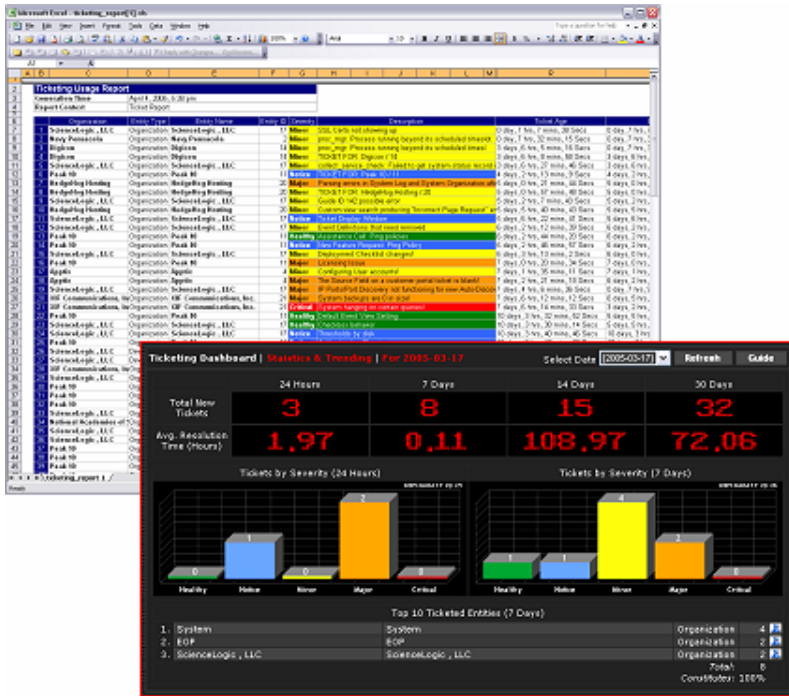
- EM7 automatically discovers devices and networks.
- EM7 intelligently builds heuristic knowledge about the devices attached to your network
- EM7 automatically applies the appropriate performance and events to devices on your network
- Thresholds and policies can be established for individual entities or for groups of managed entities.
- Use of EM7 Ticketing & Incident system ensures fault resolution and audit tracking.
- EM7 Ticketing includes both single-click searches and sorts and sophisticated regular-expression-based searches and sorts so finding a specific ticket is always easy and painless.
- When a ticket is assigned to an EM7 user, EM7 automatically sends an email notification to the user.
- Centralized secure web-based portal provides granular permission-based access to designated users.
- Whole-infrastructure view that allows quick identification of root cause and relationships.
- Precise and accurate troubleshooting that saves hours of tiresome diagnostics.



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## Fault Resolution

EM7 takes IT service management to a new plane, by including an embedded Ticketing & Incident Management system. A core component of ScienceLogic's pioneering RIM standard, EM7 delivers a fully integrated workflow system which includes a suite of tightly integrated, highly scalable applications. Operator performance is just as critical as service levels. The ability for an IT department to respond and repair incidents can mean the difference between making your service levels or not. EM7 helps IT departments measure actions against their specific business strategies in order to ensure that objectives and strategies are aligned at all levels. Automatic ticket escalation workflow logic ensures that available resources are always notified against you most critical issues. Simply put, EM7's ticketing technology helps ensure that goals are consistently met in an effective and efficient manner.



A strategic business advantage, EM7 Ticketing & Incident Management can increase operator productivity and efficiency significantly, while saving your business both time and money. As fully integration component of the EM7 Management System architecture combined with unprecedented ease of use through a unified and secure portal, EM7 Ticketing & Incident Management is fully integrated with other EM7 application features, so users always have access to the information they need to resolve incidents. With a single mouse-click, tickets can be created in response to events. When viewing or responding to tickets, users can view relevant system details and status, directly from the Ticketing session. EM7 Ticketing includes metrics, reports, and historical data that make it easy to track trends, improvements, and productivity.

## Continuous Management

Focused on process effectiveness, service availability, financial accountability and security, EM7 enables IT organizations to improve performance, reduce costs, and drive process disciplines within your IT team.

- Pro-active diagnostics on all aspects of availability and performance.
- Usage metrics allow more efficient capacity planning for equipment and services
- Intelligent, customizable logic reduces false positives and erroneous data.
- Related incidents are grouped together for efficient, holistic diagnostics and resolution.
- Automated escalations and corrective actions allow staff to focus on strategic tasks instead of routine maintenance.
- Event trending and integrated event best practice resolution recommendations provide real-time data on network health and standard operating procedures for consistent issue resolution.

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