



Highlights

- Expedite problem determination
 - Restore service quickly
 - Bridge the gap between Dev and Ops
 - Analyze and improve operational health
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IBM Cloud Event Management

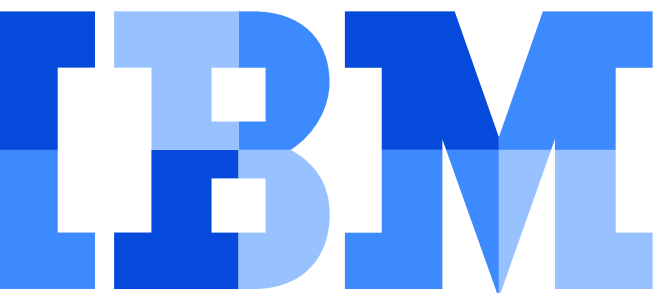
Restore service and resolve operational incidents quickly from the cloud. Get a consolidated view of problems that occur.

Increasingly, business professionals are being asked to respond with agility to business needs. Why? Because the rising demand for continuous application roll-outs and for infrastructure updates are adding pressure on small and under-staffed, time-constrained teams. These teams are distracted by hundreds of disparate sources of measurement, disconnected perspectives and lengthy troubleshooting efforts.

When business-dependent services slow down or have an outage, chaos ensues. IT operations and DevOps teams need to improve how they coordinate (and prepare for) continuous application rollouts into production. Operations “first responders” need to expedite responsiveness and resolution of events quickly and turn knowledge and observed activity into guidance and automation. These first responders need to identify and resolve application and operations performance issues before the issues frustrate customers and before the issues damage the company’s reputation.

In an environment that puts great value on business agility, it’s growing ever harder to keep up with constant change and service disruption. Increasingly, company leaders are expecting operations-focused team members to juggle important business requirements: the support of constant changes, the support of new functionality, and the need to promptly restore service to problematic applications that are already in production — all without introducing further disruptions.

DevOps teams need to quickly configure and maintain an integrated solution for events, runbooks and alerts within minutes — not hours or days. These teams need to quickly and effectively cut through event “noise,” such as false duplicate alarms, in order to prioritize, diagnose, assign and resolve incidents from a single service. They also need to adapt quickly to ever-changing needs and continuous roll-outs, and must create and publish automatically triggered guidance and automated resolution actions.



Why is cloud event management so critical?

Cloud event management is growing in popularity for many reasons. Developers and DevOps teams need to know how to keep up with changes and rollouts. IT operations teams need to know how to restore service fast. And Operations Engineers need to identify the on-going problems if they are to improve efficiency.

The need for a unified event management system is being driven by the growth of cloud-native applications and services that are business-critical. Another driver for unified event management is the growth of ownership and management of the applications and services that fall outside of central IT operations.

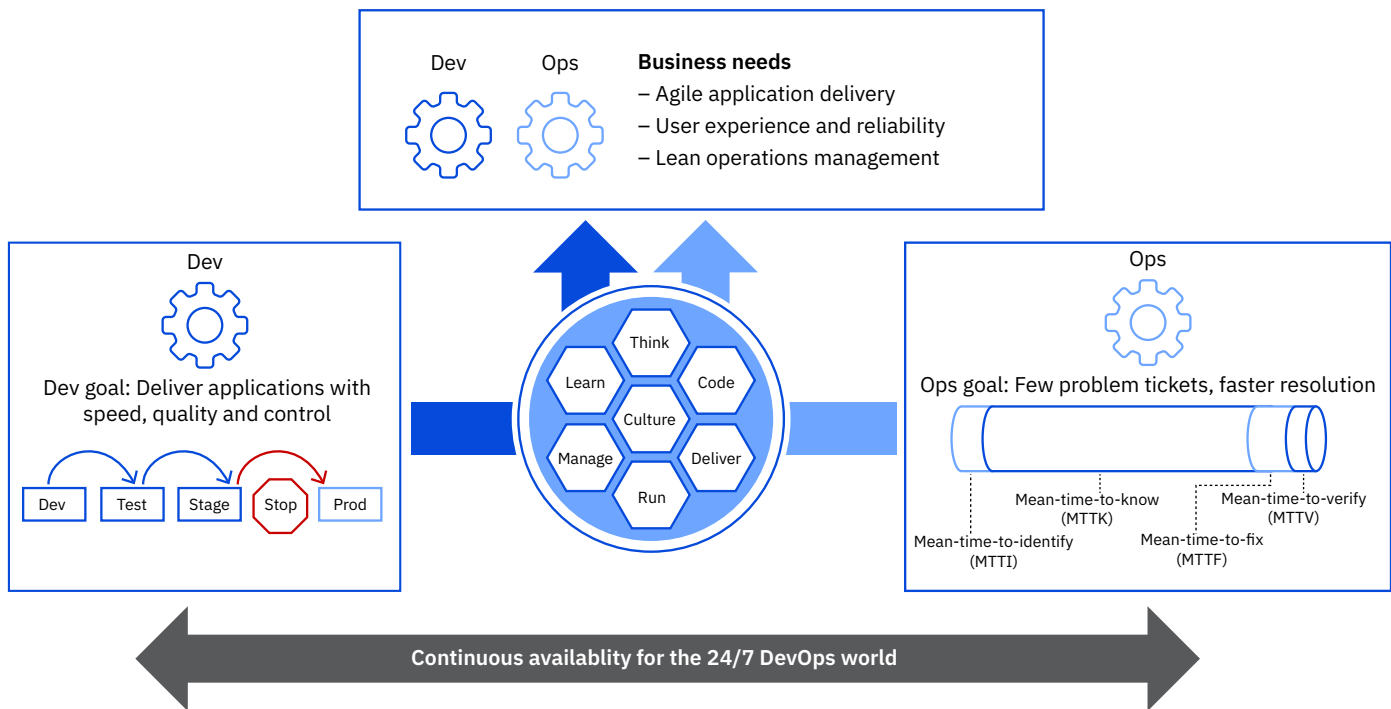


Figure 1: Shift Dev right and shift Ops left to deliver applications with speed, create a reliable end-user experience, and support lean operations management.

IBM’s solution

IBM® Cloud Event Management provides consolidated operational event and incident correlation, prioritization and resolution in the cloud. Events can be pre-configured and integrated from cloud-based and on-premises sources. IT operations teams can more easily configure alert, event and incident reduction from one console. These teams can also track and analyze operational efficiency, activity and trends.

With one holistic solution to ingest, correlate, notify and resolve operational incidents within minutes, IT operations teams can be proactive, rather than reactive, in their efforts to resolve issues. The automated event correlation and prioritized incident resolution capabilities make it possible for “noise” to be removed. And integrated notifications are available to ensure that the right person is notified at the right time. With in-context runbooks to ensure speedy resolution of issues to triage, actions can be resolved quickly without writing code or paying for expensive consultants.

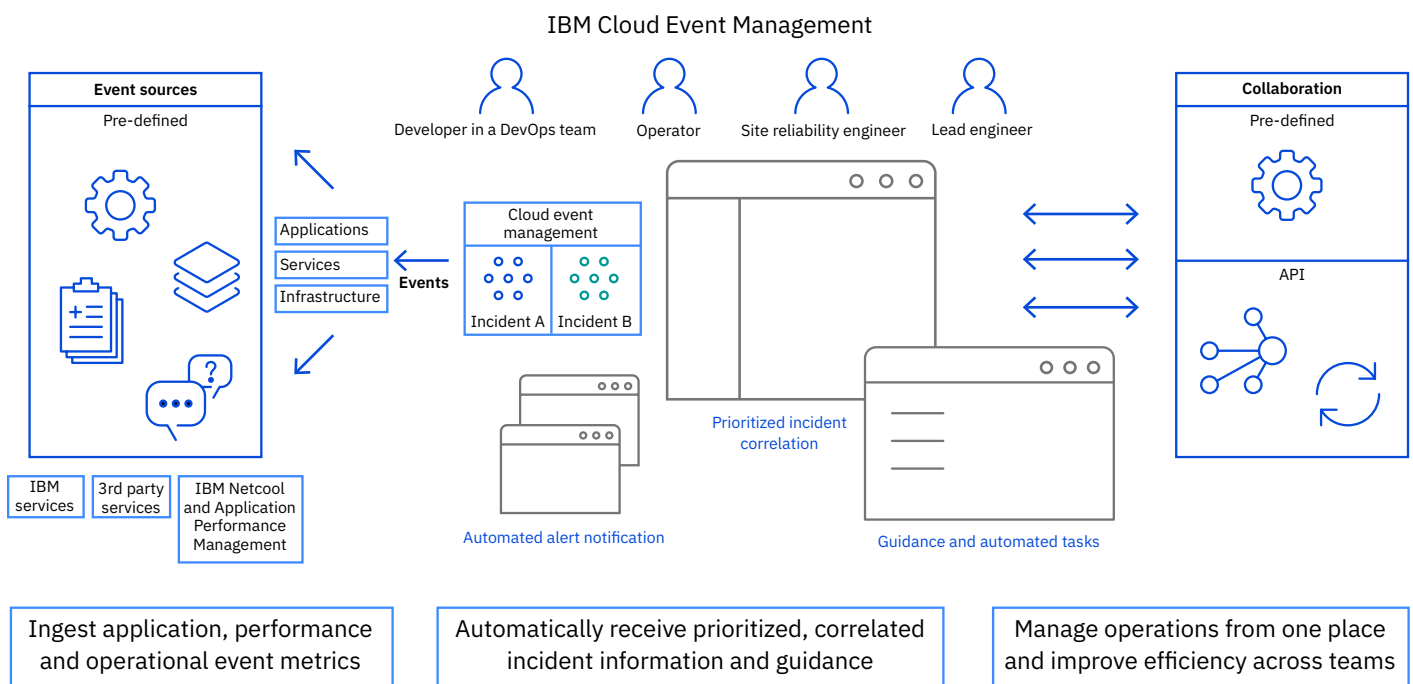


Figure 2: Consolidated operational event and incident correlation, prioritization and resolution in the cloud.

Structure and efficiency starts with automated event and incident management. Company professionals need to get rid of the “noise,” resolve incidents faster and focus on what matters most. With dynamic lifecycles driving constant change, it is imperative for companies to have the right solution for problem detection, event notification, event data correlation, team collaboration and rapid resolution.



The benefits of IBM Cloud Event Management

- Expedite problem determination
 - Automatically ingest thousands of events from disparate sources and consolidate the events into prioritized incidents that tell you what is causing faults
- Restore service quickly
 - Resolve simple outages automatically, freeing up first responders to concentrate on faults that need their attention and intervention
- Bridge the gap between Dev and Ops
 - Relieve pressure on teams by automatically routing incidents to the right people and bringing together development and operations teams to resolve complex faults fast
- Analyze and improve operational health
 - Empower operations leaders to improve efficiency; observe behavior and capture knowledge, then turn these insights into operator guidance and automation, so that incidents can be resolved more efficiently

IBM Cloud Event Management provides a consolidated view of problems that occur with your services, applications and infrastructure so that you can resolve the problems more efficiently.

Why IBM?

IBM Cloud Event Management provides ready-to-use, pre-set capabilities — all in a single comprehensive event management service. You can expect proven, industrial-strength scalability and increased ability to improve efficiency.

Ready to try it out?

[Install a trial](#) of IBM Cloud Event Management.

For more information

To learn how IBM Cloud Event Management can help you resolve operational incidents quickly throughout Dev and Ops, contact your IBM representative or IBM Business Partner, or visit the website at ibm.com/cloud/event-management

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