

Event management and monitoring – high level design

Highlights

- ***Provides business-driven event visibility to facilitate proactive problem identification and resolution***
- ***Readies business-driven event control to improve IT productivity and quality of service***
- ***Enables business-driven event action to enhance business service flexibility and innovation***

Aligning event management and monitoring with business priorities

Effective event management and monitoring is more than simply being informed about the status of your IT service and detecting any deviation from normal or expected operation, it must also be aligned with your business requirements, which dictate the services, and therefore the events to manage and how to respond. You may already have monitoring tools installed, but if your monitoring environment wasn't designed for business-driven visibility and control, the available views may not accurately represent the status of your business service environment, and you may be acting on the wrong information. To provide maximum value to your business, you need the ability to accurately filter key event data from the clutter of nonsequential events to ensure proper response. You must also be able to accurately assess event

patterns in realtime—and in context to your business rules—to quickly respond to any resulting impact upon business service quality.

Do you have the business-driven visibility and control you need to manage your complex IT infrastructure in a way that enables you to provide the best possible service to your customers? Event management and monitoring – high level design from IBM helps you to create manageable service models and apply them to your unique business objectives. Using a highly structured strategy for identification of target monitored IT components and services through analysis and decomposition of your environment, you receive detailed descriptions of the monitors that need to be deployed, and the specific events and messages you need with recommendations for appropriate action.

IBM delivers capability and value that transcends basic event monitoring and management technology. Through our proven methodology, assets, best practices and global experience, we enable you to obtain the most value from your event automation solution and effectively monitor and manage your IT service.

Identifying and correlating key event data

The power of event management and monitoring design lies in providing value to the business through proactive monitoring, rapid problem identification and notification—and by enabling appropriate responses by the right resources. This responsiveness is not possible unless you know which event-related data to take action on. With event management and monitoring – high level design services from IBM, skilled practitioners use their expertise and experience to analyze your environment and determine essential key performance indicators (KPIs) for your business. By leveraging our proven event management and monitoring design methodology, along with our EMM workbench—a patented IBM asset for practitioners to facilitate collection, normalization and understanding of event and metric data—we are better able to identify key event data and convert it into actionable information to help you improve IT productivity and quality of service. In SOA environments, our

assessment will enable you to monitor and manage composite applications that span multiple subsystems for quicker resolution of application performance problems.

Understanding and revealing key event data

After identifying and correlating your key event data, IBM can help you understand and analyze it in the context of your business requirements. Using IBM data-driven event management and monitoring design, event summarization, event throttling and correlation rule generation tools and methodologies, you receive a recommendation for what monitors need to be deployed on what systems, and what types of service reporting and dashboard views are best for your business. By applying IBM's system and business process insight derived from IBM Process Reference Model for IT, we can help you gain operational efficiencies, meet service levels in SOA environments, and proactively identify and resolve problems—before they impact business performance.

Facilitating appropriate action for key event data

Event management and monitoring – high level design from IBM builds a robust event management and monitoring baseline that contributes to your

business service flexibility and innovation. The result is a proactive event automation and correlation solution that can help you synchronize IT services with business objectives across the entire service life cycle. You gain improved anomaly detection, change detection, problem determination and incident management, plus you get recommendations for appropriate responses to help you reduce downtime and improve the availability of your IT service. And with a proactive event management solution helping to ensure that the performance of shared services meets your customer expectations, you are able to realize the most value from your SOA investment.

Why IBM?

IBM can help you design a robust event management and monitoring foundation that is aligned with your business objectives. Backed by extensive experience supporting global customers and a proven service record, methodology and tools, IBM delivers world-class technical knowledge and consulting experience. We provide a complete solution—including consulting, implementation and software—using best practices such as IBM Tivoli® Unified Process. By assembling and deploying the full breadth of these capabilities efficiently and cost-effectively, you obtain the highest-quality services with predictable and consistent results.



For more information

To learn more about IBM IT Lifecycle Management and Governance Services - event management and monitoring, please contact your IBM representative or visit the following Web site:

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