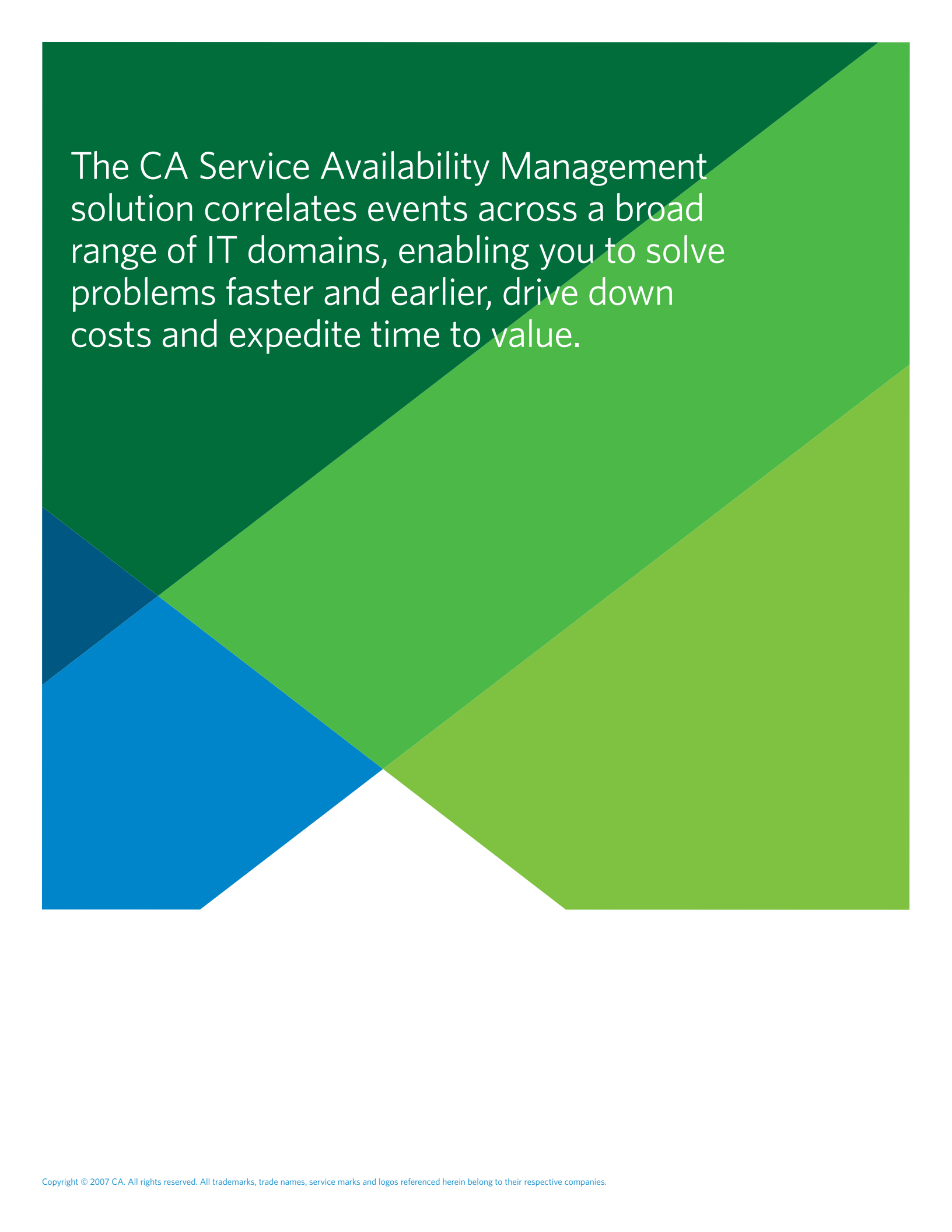


How do we assure service availability at levels that make the IT infrastructure function so well it becomes transparent to our business?

The background of the slide is composed of several overlapping geometric shapes. A large dark green triangle is in the top-left corner. A medium green triangle is in the top-right corner. A light green triangle is in the bottom-right corner. A blue triangle is in the bottom-left corner. The text is positioned in the dark green triangle.

The CA Service Availability Management solution correlates events across a broad range of IT domains, enabling you to solve problems faster and earlier, drive down costs and expedite time to value.

Overview

Challenge

Enterprises are relying on increasingly complex IT infrastructures to deliver critical and highly available business services. Managing them within traditional management domains, using separate tools, results in a deluge of events that are difficult to analyze and prioritize. This makes it difficult for IT managers to spot and resolve problems before users notice them, or to help ensure business services that rely on multiple layers of IT assets to keep running 24 x 7.

Solution

CA Service Availability Management (CA SAM) optimizes business-driven IT operations by assuring consistently superior IT services. By integrating event management across IT disciplines and system platforms, CA SAM unites products and services and gets to the root cause of problems very quickly. It leverages broad and deep event correlation, real-time root-cause analytics and integrated monitoring to reduce problem resolution times.

Benefits

Enterprises get a more integrated, modular and cohesive solution for assuring critical IT services, making it easier for IT to use. Problems get solved quickly, while consuming fewer IT resources. The focus of IT management can shift from technology domains to business processes, aided by new insight into the relationships between IT and business. Highly efficient service performance management delivers better service to business users and customers and enables more evolved levels of project and process planning.

CA Advantage

The CA SAM solution helps ensure consistently superior IT services by leveraging CA's unparalleled breadth and depth of solutions, products and services for IT optimization. By linking the IT infrastructure to business processes, CA SAM increases the performance and reliability of business transactions and reduces the risk of outages. It enables the correlation of event and performance information across all enterprise applications, systems and networks, which greatly simplifies root-cause analysis and helps ensure a higher level of service availability. CA SAM is part of CA's broader Enterprise IT Management (EITM), a vendor-neutral approach to managing all IT resources from a single view. EITM unifies and simplifies your entire IT environment, allowing diverse products and processes to work together with less effort and complexity. Common components and services are shared across all management functions.

Next Steps

For more information on how CA's comprehensive and highly integrated service availability management solution can help you manage business services efficiently across different technology areas and platforms, and reduce costs and risks, visit us at ca.com/solutions.

CHALLENGE

Management by Technology Domain Hinders Service Availability

Industry experts tell us IT management is at an inflection point that may have a bigger impact than the emergence of distributed computing and Simple Network Management Protocol (SNMP). Simply put, the tradition of managing assets in separate domains is incompatible with helping ensure the availability of business services that cross these domains. The fragmented domain approach is being replaced by a more integrated, modular and cohesive approach to service availability management.

Traditional Domain Management is Ineffective

Managing a complex multi-vendor and multi-technology infrastructure with a patchwork of tools operating within distinct technology domains can result in a very noisy and inefficient network. All the different management technologies collect and report event information independently, resulting in a lot of false and redundant alarms. Reports are not correlated across the platforms. GUIs and databases are different and it is difficult or impossible to establish a context for raw data. Cross-domain event correlation must be done manually and it is difficult and slow.

IT managers are stuck in reactive mode, sifting through a deluge of under-processed information to identify critical events. By the time they do, users and business processes have already been impacted. In fact, calls to the help desk generally provide the first alert in traditional management environments, resulting in customer satisfaction issues.

A wealth of information has been collected, but it has limited value without a broader context. IT managers and management applications could benefit greatly by sharing information from other domains, but there is generally no way for them to access the data stores. Infrastructure interdependencies are not dealt with efficiently, and information does not get shared across the infrastructure.

Consequently, reports Enterprise Management Associates, many enterprises find themselves stuck in a very reactive present driven by an even more reactive past. “Most IT organizations are too hamstrung by firefighting and crises to take advantage of the innovation and change that’s occurring in IT management technology.”¹

Service Availability Needs a Broader Context

As IT management evolves from domain-centric to a more structural and design-oriented approach, integrating some key areas that are obvious relatives isn’t enough. Management architectures need to step back and take a broader view that embraces the entire breadth and depth of the IT infrastructure and the systems and applications it supports. This is especially true when helping ensure service availability, which needs to be viewed as part of a comprehensive IT management strategy that incorporates many management disciplines. To achieve optimal performance, reliability and efficiency of enterprise-wide IT environments, you need to control and manage a wide variety of IT functions in a tightly integrated manner.

¹ “How CA’s Structural Approach to Service Availability Brings Distinctive Advantages to IT Effectiveness.” Enterprise Management Associates. May 2006.

SOLUTION

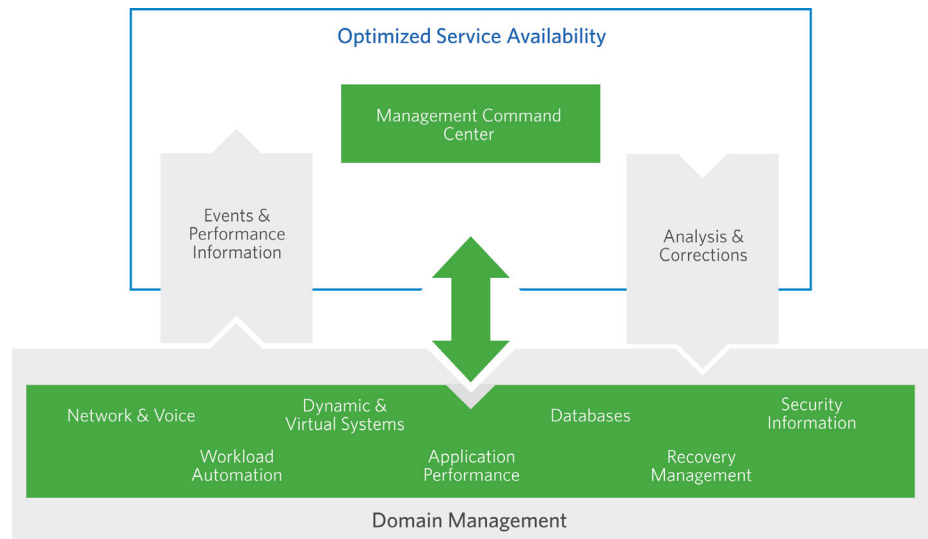
Unify and Cross-Leverage Products and Services Under CA Service Availability Management

CA SAM optimizes business-driven IT operations by assuring consistently superior IT services. By bringing event and performance management across all IT disciplines and system platforms under a single point of control, CA SAM unites products and services and gets to the root cause of problems very quickly. Like other CA solutions, CA SAM takes a vendor- and platform-neutral approach enabling it to integrate with numerous third-party products. CA SAM comes with pre-defined policies based on IT best practices, enabling rapid out-of-the-box deployment. You can use them in this default mode or customize them.

FIGURE A

Optimized service availability must analyze correlated event and performance information across all technology domains.

CA SERVICE AVAILABILITY MANAGEMENT



The Difference is in the Database

CA's industry-leading Unicenter® Network and Systems Management (Unicenter NSM) is the core management component of CA SAM. This platform-independent management product keeps an eye on management data from a wide range of systems, applications and network elements, viewing everything from a single console and storing data in a central management database (MDB). This unified data store assembles collective knowledge that can be mined and acted upon by the various management specialties.

According to Enterprise Management Associates, "CA's MDB is currently unique in the industry in the rigor with which it has mandated a consistency of data schema, which should provide significant performance advantages."²

² "How CA's Structural Approach to Service Availability Brings Distinctive Advantages to IT Effectiveness." Enterprise Management Associates. May 2006.

Assuring Network and System Availability and Performance

Service availability depends on robust availability and performance management of the underlying network and systems. Event and performance management across the infrastructure is integrated and viewed through the Management Command Center of Unicenter NSM.

Unicenter NSM

Unicenter NSM is the foundation of service availability, simplifying system management by providing a centralized and unified management platform for heterogeneous IT environments. Unicenter NSM provides a Manager of Managers (MoM) function for diverse elements, providing the integration needed for cross domain management. Cross-domain management and real-time, root-cause analytics enable the event correlation and application of automated policies that greatly reduce problem resolution times and increase service availability. In fact, Gartner has positioned CA in the Leader Quadrant of its Magic Quadrant for IT Event Correlation and Analysis, 2006. Gartner positions vendors in the quadrant based on ability to execute and completeness of vision.³

Unicenter NSM helps ensure the health, availability and performance of the infrastructure and business-critical processes by continuously assessing and self-managing service delivery components such as systems, network devices, business applications and databases. Its Management Command Center provides detailed end-to-end visibility of the entire infrastructure so you are the first to know of developing issues — not your customers.

Unicenter NSM integrates not only CA products, but a broad set of third party management products, letting you choose your management tools.

eHealth®

eHealth for network performance management helps you take control of network performance and helps ensure and document service levels across the entire network infrastructure. These performance management systems let you set performance thresholds for network paths and system components, and then compare current states to them and take proactive action. Proactive performance technology pinpoints problems before they impact users and business processes, maintaining high performance throughout. This is further bolstered by a well-integrated capability to manage network performance in context with application performance. The solution covers data, voice — both VoIP and legacy technologies — and wireless. Usage metrics and information about the multi-vendor collection of devices on the network are stored in a single database, enabling consistent reporting across a heterogeneous network infrastructure, and creating a rich history for trend analysis and accurate, predictive capacity planning.

³ "Magic Quadrant for IT Event Correlation and Analysis, 2006." Gartner, Inc. Debra Curtis, Will Capelli, David Williams. ID Number: G00139655. 13 June 2006.

*Magic Quadrant Disclaimer

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BENEFITS

CA Service Availability Management Helps Ensure Consistently Superior IT Services

The CA SAM solution assures reliable service by securing, automating and optimizing the IT infrastructure to meet the ever-changing demands of business. Key benefits include:

- **EVENT AND PERFORMANCE MANAGEMENT INTEGRATION ACROSS TECHNOLOGY DOMAINS** Automated correlation and consolidation of events and performance data across systems and applications enables rapid detection and resolution of problems before they impact users or affect business processes. This eliminates labor-intensive manual correlation, enables proactive management and boosts IT staff productivity.
- **SERVICE-ORIENTED IT MANAGEMENT** Linking the IT infrastructure to business services results in better business alignment and more effective use of IT resources.
- **LEVERAGE PREDEFINED POLICIES AND WORK FLOWS** This higher level automation can accelerate solution deployment and time to value while reducing costs. For example, it automates actions based on best practices and business policies for collaboration across disciplines, or uses rules and policies to automatically enforce critical links between Help Desk and Operations for troubleshooting and problem resolution.
- **IDC WHITE PAPER SPONSORED BY CA CONFIRMS SAM ROI** In a 2006 survey of CA systems and network management customers, IDC found that downtime was reduced by 25% for each management domain. On average, companies attributed an additional \$8 million in annual revenue to increased network availability, and saw an increase of \$11.5 million in annual revenue due to improved systems management.⁴

CA ADVANTAGE

Drawing upon its expertise and long-standing leadership in vendor-neutral enterprise IT management, CA has created solutions that unify and simplify the management of your entire enterprise voice and data infrastructure. Your IT staff gets a unified view of the whole multi-vendor, multi-technology network, and from one intuitive, graphical interface can drill down into the details of every system, link and endpoint.

CA excels in its ability to support multi-vendor, multi-technology infrastructures, and address the management needs of everything from mainframes, data centers and NOCs to distributed computing and mobile devices.

Beyond Service Availability: Enterprise IT Management

Service availability is an important part of CA's overall approach to transforming IT management. With our unique capabilities, CA can help you unify and simplify IT management across the enterprise for greater business results. Our Enterprise IT Management vision, proven capability solutions and expertise help customers govern, manage and secure IT. Customers gain the ability to manage risk, improve service, manage costs and align IT investments with the needs of the business.

⁴ IDC White Paper sponsored by CA, "Achieving Business Value and Gaining ROI with CA's EITM Software," Doc #205383, January 2007.

Through CA Technology Services™ and our partners, we can help you assess your current IT situation and management needs, define your goals in terms of process improvement and implement solutions to help you gain measurable results as quickly as possible. Our structured, proven, phased approach draws on the expertise and best practice knowledge developed during thousands of successful projects in large and diverse organizations.

Our CA Support global network of people, systems and services delivers unparalleled technical and customer support devoted to keeping your CA solutions operating at peak performance. We also offer all levels of training around industry best practices and specific solutions, as well as certification through CA Education. Our Unified Learning Approach helps you assess your training needs and develop a plan to address those needs to gain the most from your software investments.

NEXT STEPS

Do These Circumstances Sound Familiar?

- You need to reduce downtime by automating the identification and resolution of service degradations before end users and business processes are impacted.
- You need better and more automated alignment of your IT infrastructure with the business demands.
- You need to increase service availability and IT productivity by extending automated root-cause analysis, event correlation and real-time and historical reporting across management domains.
- You need to assess the impact of proposed technology changes on business processes across your entire enterprise.

Then you need the CA Service Availability Management solution. Its components leverage the unique CA Integration Platform and state-of-the-art analytics to provide the most comprehensive and powerful service and availability management platform available.

To learn more, and see how CA software solutions enable organizations to unify and simplify IT management for better business results, visit ca.com/solutions.

CA, one of the world's largest information technology (IT) management software companies, unifies and simplifies complex IT management across the enterprise for greater business results. With our Enterprise IT Management vision, solutions and expertise, we help customers effectively govern, manage and secure IT.



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