

NETCOOL®/Impact™ v2.3

QUICKLY ASSESS HOW INFRASTRUCTURE PROBLEMS IMPACT YOUR BUSINESS SERVICES

BUSINESS PROCESS MANAGEMENT

Micromuse developed the Netcool®/OMNibus™ system to provide network and IT operations with realtime fault management and service assurance. Today the world's leading service providers and enterprises manage the availability of network-based services and applications using the Netcool suite.

Identifying when faults occur is only part of the problem. Once faults are identified, operations staff must also determine how its service availability and customers will be affected. Accomplishing this often requires manually matching data from several sources with the fault information – which potentially jeopardizes service levels by lengthening the fault resolution process.

Micromuse provides an automated solution to this problem with the Netcool/Impact™ application. Netcool/Impact extends IT infrastructure management to the business process level by rapidly determining how Netcool/OMNIBUS collected faults will affect business processes, services and customers.

REDUCING REPAIR TIME. The Netcool/Impact application retrieves business process, customer and service information from a variety of databases and files. When faults occur, Netcool/Impact automatically enriches Netcool events by linking the right information with each event. This “enriched” event gives operators the knowledge they need to define problem resolution processes and policies. Users can then implement these policies and instruct Netcool/Impact how to handle faults and automatically take corrective action.

KEY FEATURES AND FUNCTIONS

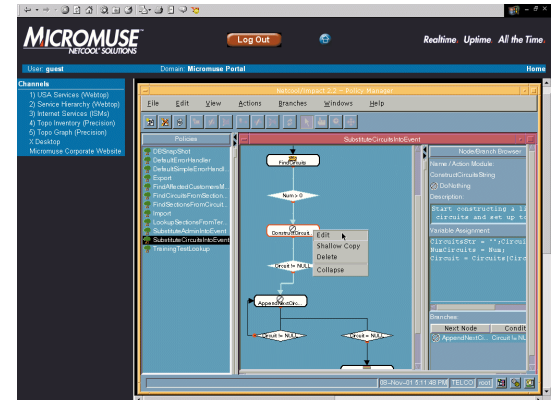
The Netcool/Impact application provides immediate answers to these key questions:

- > **Impact Analysis** - What customers and business processes are impacted by problems in the IT infrastructure?
- > **Event Resolution** - How should I prioritize problem resolution and assign responsibility?
- > **Policy Management** - What problem resolution policies should I follow?

IMPACT ANALYSIS. The Netcool/Impact application shows NOC operators which network users, customers or business processes are affected by a single fault. It can also automatically warn users before an application or service is interrupted, so they can plan accordingly. Results on customer and business impact are reflected in the Netcool/OMNIBUS EventList.

EVENT RESOLUTION. The Netcool/Impact application can track the time it takes for a technician to acknowledge a fault and resolve the problem. When a fault occurs, Netcool/Impact can notify the responsible technician via e-mail, paging, etc. If the technician doesn't respond, the system will escalate the event through the organization. Netcool/Impact can also forward resolution history during escalation and it automatically halts escalation once the event is resolved.

For example, when an event arrives indicating that a router port is down, the Netcool/Impact application determines the business unit using this port and locates the people responsible for administering the router. It then determines



The Netcool/Impact application helps you prioritize work and focus on the most business-critical faults first. It associates problems in the IT infrastructure with the business services they affect - and maps to policies for fast problem resolution.

the correct person to call and pages the person with a description of the event. If it does not receive a response within a designated timeframe, the Netcool/Impact system escalates the event up the organization.

POLICY MANAGEMENT. The Netcool/Impact application provides some off-the-shelf policies for handling events and also lets operators define and enforce them. A policy can be as simple as e-mailing a specific administrator and updating a journal field. Policies can be easily defined through documents and diagrams such as text files, HTML files or other data sources, that link the event type to a sequence of resolution actions. Netcool/Impact also handles complex policies comprised of a series of inter-related decisions – letting administrators define policies based on their specific requirements.

The Netcool/Impact application can also respond to requests from operators that need information. For example, an operator may select an event in the Netcool ObjectServer™ and issue a request to Netcool/Impact for all documentation, users, and other information associated with that event.

BUSINESS BENEFITS

- > Identifies how faults affect services
- > Provides business and service impact analysis
- > Manages business service levels
- > Facilitates policy management
- > Determines the impact of faults on business services
- > Uses realtime data from external stores

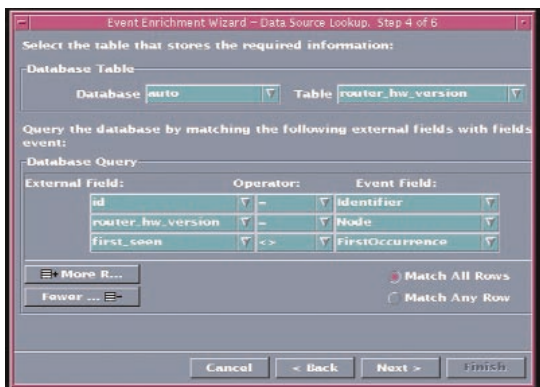
Netcool/Impact version 2.3 provides increased usability and performance with several new enhancements including:

Action Tree Modules. Using the Netcool/Impact Policy Manager, you can re-use bits of policies that they have created, essentially “compiling” them into an action module. This makes the re-use and presentation of complex policies much simpler.

Database Cache and Hit Statistics. This new enhancement provides instrumentation tool to allow the user to see statistics on how the datasources that they have been accessing with Impact are responding. This helps administrators to optimize how data is shared among applications within the infrastructure.

Improved Client and Server Performance. Netcool/Impact 2.3 utilizes new technologies to optimize the handling and presentation of data, resulting in a faster, more responsive interaction with the application.

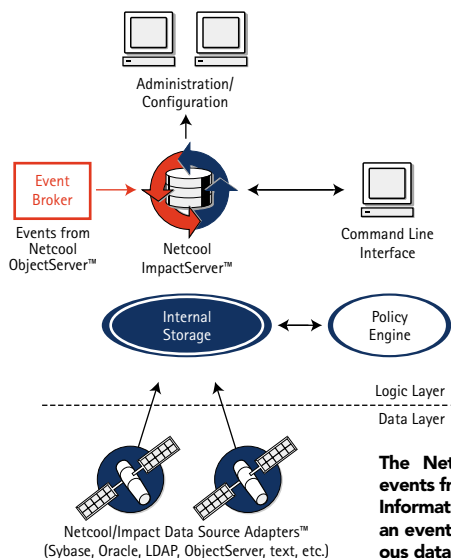
Event Enrichment Wizard. The Event Enrichment wizard provides a simple interface requiring inputs only on locations of target and destination servers, and target and destination fields allowing very quick and simple creation of Event Enrichment scenarios.



The Event Enrichment Wizard makes the Netcool/Impact application easy to use, enabling newly-trained operators to create circuit and customer impact analyses within a few minutes.

THE NETCOOL/IMPACT ARCHITECTURE

The Netcool/Impact application comprises a three-tiered architecture that includes separate client, server, and database layers. The server retrieves data from the database layer, performs complex processing, and passes the requested information to the client. This ensures that all intelligence resides solely in the server, allowing clients to remain thin and easily distributable.



The Netcool/Impact Server acts on events from the Netcool ObjectServer. Information pertaining to the impact of an event is rapidly collected from various data sources across the network.

The server processes client requests and realtime events. It provides realtime updates to keep the client's view of the data synchronized. The functions of the Netcool/Impact server including the following:

- > Configure decision nodes/discover data stores
- > Configure action decision trees
- > Escalation management
- > Starting and stopping services
- > Interface to external data sources

Data collected by Netcool/Impact DSAs is sent to the Netcool/Impact server. Netcool/Impact DSAs gather policy information that is stored in relational databases, text files, LDAP services or other applications. The administrator points the adapter to a database table to discover the schema and then selects the relevant fields.

RELATIONSHIP TO THE NETCOOL SUITE

While the Netcool suite monitors the infrastructure for faults and problems, the Netcool/Impact application helps companies take quick action on Netcool-processed events – to ensure the networks supports business objectives. Netcool/Impact is typically launched from a Netcool EventList, showing the impact of a given fault. It then maps faults in the Netcool EventList with meaningful information that helps operators prioritize their work and quickly resolve problems.

SYSTEM SPECS

- VERSION NUMBER:** Netcool/Impact v2.3
- RELEASE DATE:** April 2002
- MINIMUM SPACE REQUIRED:** 64 MB
- DISK SPACE REQUIRED:** 40 MB
- PACKAGE AND UPGRADE DISTRIBUTION:** CD-ROM
- MAINTENANCE FEE:** 20% of list price per year
- 24 x 7 SUPPORT:** support@micromuse.com
- 1-800 NETCOOL (North America)
- 0208 877-0073 (U.K.)
- +44 208 877-0073 (Rest of world)

SUPPORTED PLATFORMS

- > Sun Microsystems Solaris 2.6 7, 8
- > Hewlett Packard HP/UX 11
- > IBM AIX 4.3
- > Microsoft Corp. Windows NT 4.0 and higher
- > Red Hat Linux 6.x, 7.0

FRONT-END REQUIREMENTS

- > X Window System Version 11 Release 5 (X11R5), with OSF/Motif of Common Desktop Environments (CDE).
- > Microsoft Corp. Windows NT 4.0 and higher

Netcool/Impact Data Source Adapters:

- > DB2
- > CORBA
- > Cramer
- > Flat File databases
- > Granite Xpercom
- > Informix
- > LDAP
- > MS SQL Server
- > MySQL
- > Netcool ObjectServer
- > Oracle
- > SNMP
- > Sybase
- > PostGres
- > Vitria BusinessWare
- > TIBCO
- > XML

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ABOUT MICROMUSE

Micromuse Inc. (Nasdaq: MUSE) is the leading provider of service and business assurance software. The Netcool® suite is used by Telco, Internet, Broadband, and Wireless service providers, and corporate enterprises worldwide. The company is headquartered in San Francisco, with regional offices across the Americas, Europe, and Asia-Pacific.

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