

NETCOOL®/SLAM™

REALTIME SERVICE AND APPLICATION MODELING

In large IT environments, operations and executive staff typically lack true visibility into the status of services riding on the IT infrastructure. They also lack clear, up-to-the-minute information on service compliance. The ideal solution to this challenge is a single tool that consolidates the management of IT resources, services and SLAs.

NETCOOL®/SLA MANAGER™

Netcool®/SLA Manager™ (Netcool/SLAM™) is an award-winning solution for service quality management. It enables organizations to manage IT resources in a customer-focused manner and demonstrate actual service performance. Netcool/SLA Manager works with Netcool/ OMNIBus™ to deliver a realtime model that allows you to clearly view how network, system, Web resources, and server farms all work together to support services and applications.

REALTIME SERVICE AND APPLICATION VISIBILITY

Incorporating data from more than 1,000 environments, Netcool/SLAM lets you drill into business services to see how IT resources support business applications. As Netcool/SLAM monitors services, applications and supporting resources, it provides realtime views that show the business impact of faults and degradation on business services.

Netcool/SLAM allows you to easily assess the health of critical services and applications with "red-yellow-green" status views, offering troubleshooting techniques that allow you to address problems with individual IT resources. Netcool/ SLAM provides the following benefits:

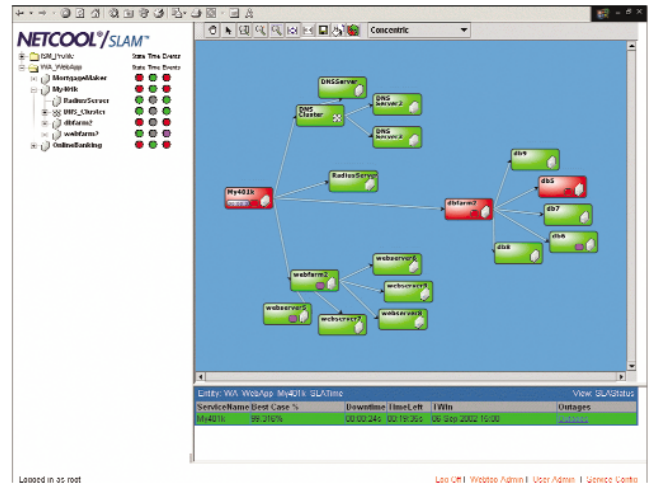
> **INTELLIGENT PRIORITIZATION OF WORK** - When IT problems occur, you can clearly see their realtime effect on services. This allows personnel to prioritize IT problems in accordance to the service levels governing them. Views can also be provided to executives that indicate SLA compliance for a specific group of critical customers or services.

> **IMPROVED QUALITY OF SERVICE** - Unlike other solutions that simply model services and display their status, Netcool/SLAM provides realtime SLA tracking and calculations and direct visibility of the time that the service has been available.

> **BUSINESS-CENTRIC IT MANAGEMENT** - Netcool/SLAM provides advanced visualization of IT resources and their relationships to business services. Its highly intelligent graphical views also allow operations staff to see how services are performing relative to SLAs, historically and in realtime.

NETCOOL/SLAM OVERVIEW

Netcool/SLAM includes data from a wide range of resources, including network devices such as routers and switches, wireless and broadband components and systems and applications. It depicts the health and performance of services that customers or business units rely on, as well as any impending service breaches.



The Service Aggregation view allows operators to manage servers, network, systems and Web resources on a single screen.

Designed for ease-of-use and flexibility, Netcool/SLAM provides four main interfaces:

THE ADMIN VIEW – The Admin View provides a mechanism by which an administrator builds the links between infrastructure and services. Operations and executive staff can use Netcool/SLAM to create templates of actual services, building realtime virtual service models that link IT resources to services and services to SLAs. These service models show the relationships or dependencies between devices and services.

For example, a Web application consists of a set of Web servers (a Web farm) and a set of database servers (a database farm). You can create a service template that shows that the highest-level service, i.e., the Web application, depends on two sub-services, the Web farm and the database farm. The template also shows that the Web farm depends on a set of Web servers, which also depend on the network.

THE EXECUTIVE SERVICE VIEW – The Executive Service Console provides a high-level, red/yellow/green indication of service health. Created specifically for CIOs, IT and business executives or operations managers, the Executive Service Console provides an "at-a-glance" view of the health of the services. You can quickly check on the status of services or IT resources from a minimal area of your desktop or send views to a Web-enabled PDA or cell phone.

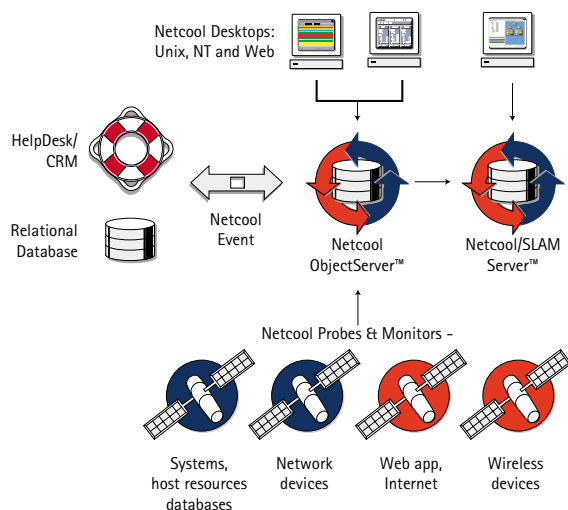
THE SERVICE AGGREGATION VIEW – The Service Aggregation View allows operators to view the relationships between the infrastructure comprising the service. This is primarily used by the operator, and provides all of the information needed to make intelligent decisions on repair priorities, escalations, etc. based on the SLA for particular services. Operators can use the Service View to manage servers, network, systems and Web resources on a single screen.

THE REALTIME SLA VIEW – The Realtime SLA View shows the cumulative downtime for a service, the time left before the SLA is violated, and the best-case scenario if

the service returns to its normal state. Calculated every few seconds, this view shows the realtime effect of events on a specific service; while also showing how outages have affected a specific service within a designated time period, such as a billing cycle.

RELATIONSHIP TO THE NETCOOL SUITE

Netcool/SLAM provides comprehensive business assurance capabilities to enterprises and service providers, helping them to manage technology in a customer-focused fashion. The Netcool/SLAM server runs next to the Netcool ObjectServer™ where it receives events, and creates service events. It is accessed via a Web-based client for configuration, as well as for operator viewing. The diagram below shows how it can be used with Netcool/OMNibus to pull service events from a wide array of systems, including BMC Patrol, Tivoli, CA, HP OpenView and other management environments.



The Netcool/SLAM Server collects data from the Netcool ObjectServer

NEXT GENERATION APPLICATION AND SERVICE MONITORING

Netcool/SLAM provides comprehensive business assurance capabilities to enterprises and service providers. It enables you to manage critical applications, services and IT components in one solution with the following features.

- > **BROAD MANAGEMENT SCOPE** - Netcool/SLAM works with the Netcool/OMNibus application to leverage data collected from over 1,000 management environments. Netcool/SLAM can utilize any event from Netcool/OMNibus to correlate service status. It includes events from a broad base of business-level systems like trouble ticketing and billing applications, element management systems and performance management systems.
- > **RAPID SERVICE DEFINITION & EASE-OF-USE** - Netcool/SLAM allows administrators or their internal customers to quickly build new service models and easily update them. Out-of-the-box service templates allow operators to rapidly define and reuse templates through auto-instantiation. This enables different instances of the same business application to be brought online quickly without heavy customization, reducing operations and administration costs.
- > **OUT-OF-THE-BOX INTEGRATION** - Leveraging the Netcool/OMNibus and Netcool/Impact applications, Netcool/SLA Manager can provide integration with OSS applications including CRM, inventory and provisioning, middle-ware and billing. Integration with trouble-ticketing solutions such as Peregrine, Remedy, Clarify and Siebel is facilitated through Netcool/OMNibus Gateways.

BUSINESS PROCESS OPTIMIZATION

For many enterprises, Six Sigma is used to measure the success of the manufacturing, retail or wholesale distribution of products or services. However these process control and manufacturing functions are ultimately dependent upon underlying network and system resources. The Netcool solution enables organizations to apply Six Sigma business measurements to their IT infrastructure and monitor critical performance metrics.

The Netcool solutions analysis of faults and realtime status views help enterprises realize significant results from their IT investments and optimize the throughput of business processes. By correlating IT problems with business functions, Netcool helps personnel prioritize problem resolution to enable continuous business operations.

NEW FEATURES IN NETCOOL/SLAM 1.1:

TIME-WINDOW SCHEDULING - Now provides a scheduling capability, so that maintenance windows can be implemented as part of the SLAM model. This prevents outages that occur during maintenance windows from affecting pre-defined service levels. This allows the user to target specific times of day when service infrastructure should be monitored more closely, and times when the service infrastructure should not affect service levels.

INTERFACE ENHANCEMENTS - Offers a magnifying glass visualization tool enabling customers to view several hundred elements, while only magnifying a subset of detail. Customers can easily enlarge large screen areas for magnification and view service "estates" that consist of hundreds or thousands of service elements and simplify the management of their service models.

FASTER EVENT PROCESSING - Netcool/SLAM now stores service state in-memory, which alleviates its dependency on the Netcool/ObjectServer resulting in faster delivery of realtime status views.

SYSTEM REQUIREMENTS

> Netcool/OMNibus 3.4 or higher

OPERATING SYSTEMS SUPPORTED

> Sun Microsystems Solaris 2.x
> Linux 6.2

SYSTEM SPECIFICATION

VERSION NUMBER: 1.1
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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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