

ITIL AND ZYRION TRAVERSE

SUMMARY

The Information Technology Infrastructure Library (ITIL) is a set of frameworks and concepts that describe best practices for information technology (IT) infrastructure management and operations. Adoption of ITIL techniques can help organizations improve the overall quality of IT services and reduce the total cost of ownership. Adopting ITIL best practices impacts the bottom line for all businesses. Zyrion Traverse supports several critical disciplines in the ITIL framework. Integrated Fault and Performance Management, SLA Reporting, Event Console and Business Container Technology are a few of the advanced features that many of Zyrion's customers are using as the core ITIL foundation in their enterprise. This white paper summarizes some of the key ITIL areas that Zyrion directly supports.

ITIL OVERVIEW

The ITIL frameworks for IT operations and service management are organized into the two areas of Service Delivery and Service Support. ITIL is built around a process-model based view for controlling and managing IT operations.

The Service Delivery area focuses on viewing the business as the customer of the IT area, and is primarily concerned with the proactive support that the business requires from its IT provider. This area consists of the following processes:

- Business Service Management
- Service Level Management
- Availability Management
- Capacity Management
- IT Service Continuity Management
- Financial Management

The Service Support area focuses on the users of IT, and is primarily concerned with ensuring that users have access to the appropriate IT capabilities to support their business functions. This area consists of the following processes:

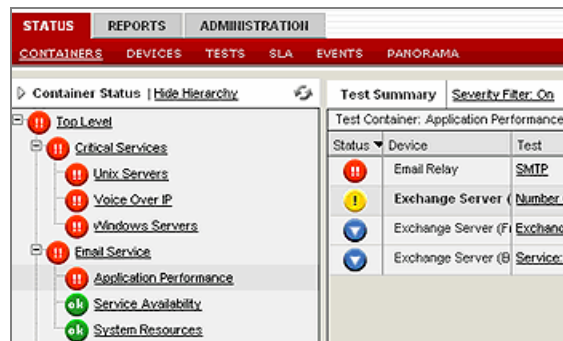
- Problem and Incident Management
- Help Desk
- Change management
- Configuration Management
- Release Management

BUSINESS SERVICE MANAGEMENT (BSM)

Business Service Management (BSM) focuses on connecting the worlds of IT and business. A BSM centered approach to IT operations and management provides more than just a technology perspective by helping organizations better manage and monitor their end-to-end business processes. BSM helps bridge the IT-business information gap and enables preemptive or rapid identification of business issues, accurate identification of root causes in the supporting IT infrastructure and quick resolution of problems. BSM allows both the business process owners and the IT operations team to collaborate in assuring the effective functioning of IT-enabled business processes.

Within a BSM enabled environment, business impacting issues are dealt with proactively and rapidly, with the business owner remaining informed and in control of setting priorities on the problems that need to be addressed right away versus things that can be postponed. Additionally, information is presented in a way that is relevant to the user roles within the organization. The business process owner may want to see a simple dashboard view for those IT services on which his business depends. The information in this view is described in business terms. An IT operations person may want to view the detailed performance data plots for a given server cluster for example, where the data is defined in technical terms.

Traverse is a comprehensive BSM application that provides real-time visibility into the performance of business services. Traverse's breakthrough Business Container technology enables IT and business personnel to create unique virtual views of discrete business services, and makes the alignment of infrastructure technology with business outcomes a reality. The technology allows linking applications and underlying infrastructure to services such as ordering and payroll. Business Service Containers can have unlimited staggered and recursive hierarchies. Rather than just labeling a loose collection of objects as a "business service", Traverse goes much further by making its Business Service Containers fully aware of the underlying L2/L3 relationships between components. In building topological awareness and connectivity dependencies into these business containers, Traverse provides IT and business managers with a more valuable business services view showing the full impact of IT infrastructure on service delivery.



SERVICE LEVEL MANAGEMENT (SLM)

Service Level Management focuses on ensuring that delivered services match the pre-defined, agreed-to and expected levels of performance and availability. This 'contract' is achieved via defining and monitoring Service Level Agreements (SLA) between the IT department and its users.

Traverse provides the necessary Service Level Management (SLM) capability to fully monitor, measure, track and report on the quality of IT services delivered to end users. Using Traverse's SLM capabilities, enterprises do not have to stop at just network or server SLAs, but can monitor and track the performance of business services and applications. Traverse supports specification of SLAs for services and infrastructure in terms of defined metrics, such as, availability, latency, and CIR. Traverse measures compliance against defined SLAs, and provides reports of compliance against SLAs using real-time SLA dashboards. Traverse provides business services SLA management capability (e.g. ecommerce website uptime %) to monitor and measure SLAs from a business service perspective.

* SLA Measurement Name: Committed Bandwidth

Comments/Description:

* Start Time: 2008 Aug 4 22:25

* Calculation Period: Monthly

* Calculation Frequency: 15 min

* Threshold: 95 %

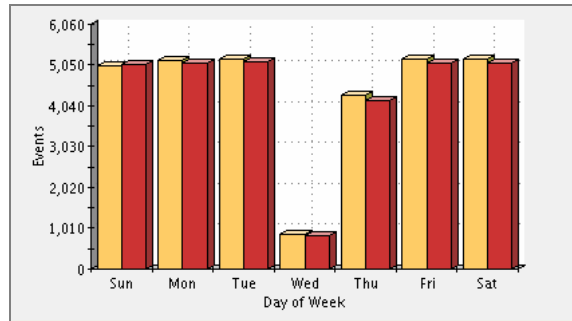
* Schedule: Default Schedule

Submit Reset Cancel

AVAILABILITY MANAGEMENT

Availability Management focuses on enabling organizations to sustain the availability of IT services in order to support the business. This includes defining availability requirements, monitoring availability, and managing maintenance obligations.

Traverse provides comprehensive functionality for availability management of IT infrastructure and supported business services. Traverse enables defining thresholds for simple and composite metrics that are indicators of IT performance and availability. Traverse collects, analyzes, and stores a variety of performance data, and captures, processes and displays a variety of events for monitoring IT availability. Traverse retrieves data upon request and generates reports and views based on the actual state of infrastructure. Traverse's trend reports provide short-term and long-term trend plots of imminent availability violations, and customized reports for fault and performance. Traverse reports help measure and display the availability (or uptime) percentage, MTTR / MTBF, and scheduled versus un-scheduled downtime.



PROBLEM AND INCIDENT MANAGEMENT

The main purpose of problem management is to find and resolve the sources of problems and prevent incidents or impacts to the business. Problem management involves identifying and resolving the root causes of IT problems with the goal of minimizing the adverse impact of these problems on the business, and to prevent recurrence of problems related to specifically identified causes. Root cause analysis in today's enterprises concentrates on minimizing "business downtime".

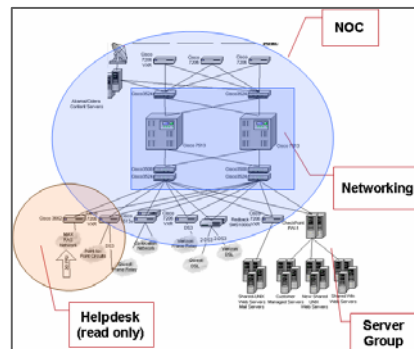
Zyrion's Traverse provides advanced root cause analysis (RCA) features that extend beyond traditional network level analysis. The root cause analysis engine is based on a Service Object Model designed for analyzing end-to-end business impact instead of just stopping at the network layer. The tight integration of the root cause engine as part of the Traverse suite allows providing a seamless solution, which begins with discovering network elements as well as servers, databases and applications. Real-time alarms are triggered based on approaching maximum capacity, traps, and log messages, taking into account the complex relationships between IT elements that deliver distributed applications. Traverse uses tens of thousands of data samples ranging from the network all the way up to the application stack in order to identify the root cause of service degradation.

State	Event ID	Device Name	Address	Last Time	Event Count
IT	10850	Distributed Sniffer Probe	172.21.42.23	8/30/08 11:19 PM	5
IT	10926	Oracle 10g Database	172.21.73.164	8/30/08 11:19 PM	3
IT	143	Cisco Call Manager (Secondary)	10.1.128.11	8/30/08 11:19 PM	6
IT	10702	Oracle 10g Database	172.21.73.164	8/30/08 11:19 PM	4
IT	130	Cisco Call Manager (Secondary)	10.1.128.11	8/30/08 11:18 PM	6
IT	10701	Oracle 10g Database	172.21.73.164	8/30/08 11:18 PM	4
IT	121	Oracle 10g Database	172.21.73.164	8/30/08 11:18 PM	6
IT	79	LAN Switch (1-120 Net)	10.1.128.1	8/30/08 11:18 PM	6
IT	10813	Cisco Call Manager (Secondary)	10.1.128.11	8/30/08 11:18 PM	5
IT	110	Cisco Call Manager (Secondary)	10.1.128.11	8/30/08 11:18 PM	5
IT	393	Piano Corp Router	10.2.50.4	8/30/08 11:18 PM	10
IT	339	Oracle 10g Database	172.21.73.164	8/30/08 11:18 PM	7
IT	9500	Distributed Sniffer Probe	172.21.42.23	8/30/08 11:18 PM	3
IT	10285	Oracle 10g Database	172.21.73.164	8/30/08 11:18 PM	4
IT	275	Cisco Call Manager (Primary)	10.1.128.10	8/30/08 11:18 PM	5

SERVICE DESK / HELP DESK

The service desk is meant to provide a single contact point for information on IT problems, and for users to report and record discovered problems. The service desk has to quickly identify impacted applications/business-processes (what is affected), trouble areas (where to look) and problem sources (what to analyze further and resolve). Most importantly, the Service Desk has to have a consolidated, end-to-end view of the IT infrastructure in order to provide relevant updates and information to their business user constituency.

With Traverse, the Service Desk has access to all the key information related to the performance and availability of the IT infrastructure, and can collaborate with business users to identify and resolve problems. Traverse has a built-in federated security model which supports multiple departments, users or customers in using a single instance of the software. The flexible security model allows creating read-only or read-write users, administrative users within a department/domain, or administrative users across departments/domains. 'Private' departmental or user-specific views can be enabled in a single deployment of Traverse. Traverse's federated security model allows defining flexible policies on what views are available to different departments. A read-only high level view can be provided directly to the Service Desk team, so that they are looking at the same data as the IT operations staff or the engineers, and can provide well informed answers to their end customers.



CONCLUSION

Adoption of ITIL techniques can help organizations improve the overall quality of IT services and reduce the total cost of ownership. Traverse supports several critical disciplines in the ITIL framework and provides the critical business service management and monitoring tools that enable business process owners and the IT operations team to collaborate in ensuring the smooth running of business services. Traverse is an advanced ITIL-compliant network and systems management application that provides real-time visibility into the performance of business services. Zyrion's Traverse runs under Solaris, Linux and Windows, and a free trial can be downloaded from <http://www.zyrion.com>.

ABOUT ZYRION, INC.

Zyrion is a spin out of one of the largest publicly traded network management companies. The founders and key executives have over 20 years of experience in the IT infrastructure management space, including service providers such as Verio (acquired by NTT). Zyrion's flagship Business Service Assurance product - Traverse, is based on technology being used by hundreds of large enterprises across the world, and within environments as large as 20,000 routers and servers in large service provider datacenters. Zyrion has its corporate offices in Sunnyvale, California. For more information, go to www.zyrion.com or call +1-877-7-ZYRION