



eMite Analytics News flash.....

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Global Outsourcer sees the light with eMite Analytics ITIL Visualization Module.

One of Worlds largest Outsourcers wanted to demonstrate to their largest client in the USA that they are serious about improving their quality of service. To accomplish that, they have contracted with TechSmart International to provide solutions that were previously unavailable.

They signed a significant agreement with TechSmart for eMite Analytics to tie together a number of management tools to provide a real time Service Management Dashboard that tightly aligns with ITIL best practices.

The objective was to map the real time relationships between the CMDB, Service Desk, Change Management, Infrastructure Monitoring and Application Response Times. Now they have one dashboard that presents their core service levels, for their complete business processes, in real time. For the first time, they can see the correlation of all metrics in any combination of views. Rather than focusing on operational monitoring and support, they are now more focused on supporting the business by managing application availability and performance.

By understanding their key SLA's in real-time, they are more able to prioritise their activities in resolving key issues to provide better service to their client. Outsourcer costs are lowered while providing better information to the client. This improves the relationship between the Outsourcer and the client. What used to take days, weeks and months to correlate and report, eMite now provides instant answers and reporting. This follows the TechSmart tag line: "making better business decisions faster".

eMite Analytics not only presents the key ITIL measurements in real time, it also allows users to drill down from problem performance events to see the relationship of all the metrics, and how they interact.

Key Features:

- ✦ *Automatically map and view the alerts from the infrastructure to see the impact to the related business processes and applications.*
- ✦ *Correlate the variation in application response times with the alerts being generated in the supporting infrastructure*
- ✦ *View the business process dependencies and mappings*
- ✦ *See the business impact of an incident*
- ✦ *Drill into details of an incident by integrating directly to the helpdesk*
- ✦ *Change Records visible so they can be correlated to incidents*
- ✦ *Transaction Metrics mapped to each asset in the CMDB*
- ✦ *Desktop gadget provides real-time service status*



ITIL Visualization - *what is it and how does it work?*

- ✧ *How can I utilize my CMDB and incident management systems to see my real-time business impact of an incident?*
- ✧ *Are there any links between recent changes and today's incidents?*
- ✧ *How can I improve the visualization of technical and business metrics?*
- ✧ *How can my operations decide which critical incident to resolve first?*

Many companies have invested heavily in the various ITIL components such as change management, incident management and configuration management. A weakness of these tools is their lack of integration. This is apparent even in so called 'all in one' packages, but even more so in the cases where separate vendors are used to provide each component.

This is where the new eMite Analytics ITIL Visualization module provides value. It can link information from all of these components together to provide a single view of configuration, incident and change management. By integrating to these existing components, regardless of the vendor, the module can help companies get real value out of their ITIL related investments.

Senior management can instantly see the status of high level business processes and applications, technical managers can view their relevant technical metrics and their business mappings, and operations can start to prioritize the resolution of critical incidents by visualizing the affected business processes. Custom Dashboards can be quickly created for each level of management and business area. Non-IT managers can now get real-time information on their area of interest, instead of in a report on Monday on the past week.

How does it work?

- The configuration management database (CMDB) provides eMite analytics with the mappings between technical metrics, business applications and business processes. These mappings can be refreshed in real-time, or on a daily basis. For businesses that are less mature in terms of configuration management, eMite Analytics also provides its own "business to technology" mapping facility with an online relationships editor.
- Incidents are fed in real-time to the eMite analytics system, and alarms propagated by severity to their business mappings. Alarms can be email, SMS, and Dashboard, in any combination.
- Change information is also queried to see if any recent changes could have caused incidents impacting business processes. This can help speed up fault resolution, and also provide warnings on failed changes.
- System performance metrics are polled together with end user response times and business metrics. These are then correlated with the mappings from the CMDB to provide high level Status and Performance Views by business process.