

# Is Your Current Monitoring Strategy Really Working?

## Tired of Being Blind-Sided by Service Outages, Poor Application Performance, User Complaints, or System Failures?

System and application management is a given in today's data center, but organizing all those events into a meaningful picture can be challenging. Multiple systems, infrastructure components, and applications routinely contribute data to deliver a single service or group of related services. But the associated level of complexity makes it difficult to know how individual components contribute to the overall services on which your business relies. Often, you only find out about service impacts once they reach critical status instead of detecting potential problems before they can affect the service. And then actually isolating, prioritizing, and resolving the problem in the context of the business impact is difficult at best. **Is there a way to assemble information into a single management view and monitor applications, systems, and infrastructure according to the services they support?**

Chances are, you are either exploring a systems management and application monitoring solution, or you already have at least one in place. However, in large environments with thousands of servers and applications, this can lead to two main problems.

**Data Overload:** With thousands of events coming in, it is difficult to identify the high-priority events that signal a developing situation that might impact service quality.

**Data Isolation:** Most IT organizations use multiple tools to monitor different parts of their environment. This means monitoring data flows

up into silos, rather than being integrated into a single view that represents the service and its performance across the entire enterprise.

These problems will limit your understanding of root causes and restrict the ability to prioritize responses to service-impacting events. You need a way to ensure high levels of service availability internally and externally by integrating all your systems and application monitoring data into a single, integrated service-level view across all your monitoring silos.

## Think Services, Not Just a Manager of Managers

Organizations often deploy a "manager of managers" approach to address both the data overload and data isolation problems. And while this approach will consolidate technical event information, it is only a first step toward realizing the additional advantages of a "services-level" approach. Most uber-managers fail to integrate actual business data and related information such as call center metrics, ordering data, voice quality, or other outside metrics to give you a complete vision of the sources of potential impact to your business. This means that while manager of managers may be good at integrating various systems and application monitoring data, it does not provide the breadth of data to prioritize your response according to business impact and lacks the scope to "drill down" through all sources of information to isolate the true root cause of impacts. You need a way to fully define a "service model," not just a consolidated overview of events.

Rather than replicating monitoring capabilities of existing management tools, you need to consolidate, reconcile, and correlate all

## Flash Point Paper

IT Operations Management



### Questions to Ask Yourself About IT Service Outages:

- How easily can you troubleshoot service, system, and application problems?
- Can you confidently assign "business value" to services to help prioritize your response?
- Are you aware of problems before they impact user satisfaction?
- Can you easily organize, visualize, and understand the impact of events generated by multiple application monitoring and systems management tools?

Explore how such an integrated approach can tackle more of your IT Operations Management challenges by visiting [here](#).

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available siloed information into a live, end-to-end service monitoring and management view—no matter how complex your environment is. Integrating technical health and performance metrics with business-level goals allows you to accurately and efficiently prioritize your response and identify root-causes to changes in service states, ultimately reducing service impacting events across your entire IT infrastructure.

### Get to the Root Cause Now, Not Later

Most organizations that figure out effective ways to combine their application and systems monitoring into a service model report a dramatic 75% reduction in service impacting events and commonly reduce the time

it causes to locate the “root cause” by a dramatic 90%.

With such dramatic reduction in service outages and time needed to identify root cause (and hence, resolution time), you can easily see why implementing a solution that combines your systems and application monitoring and management data into a single, integrated service-level view makes sense for your organization.

Implementing a service-level solution to reduce service impacting events should happen in three steps:

- 1. Get a best-in-class application and systems monitoring solution that delivers the breadth and depth of information to ensure pinpoint troubleshooting.**
- 2. Integrate application and systems monitoring data with quality of service data sources such as call center traffic, ordering information, etc. to create a logical “service-level” definition of the business process that relies on technology across your entire organization.**
- 3. Visually depict such services as easy to understand and informative logical representations with visual connection to supporting technology, to allow you to quickly identify and resolve the root cause of service decline before it impacts business.**

