

Business Service Management: Delivering Quality IT Services

Business Service Management from Micro Focus enables you to communicate service performance and align with business objectives while maintaining control over your infrastructure. You can monitor, map and measure complex, mixed IT infrastructures as services rather than technologies. You can also deliver quality, meet compliance standards and communicate service achievement with confidence and reliability.

Operations Center at a Glance:

Protection Starts with Business Service Management Solutions from Micro Focus

■ Service Management Solutions:

- Avoid 75% of service-impacting events.
- Reduce diagnosis time by more than 90% and restore service faster.
- Improve resource utilization by more than 30%.



Move from Reporting on Technology to Communicating Service Performance

Business Service Management from Micro Focus moves data center operations from monitoring technologies to delivering services in realtime. Today's data centers are complex, with varying technologies and many management tools. Our solutions provide a live view of your infrastructure, so you can assess impact prior to making changes, proactively avoid impacting events, diagnose events with speed and communicate service value. The end-to-end view of your infrastructure, with prioritization based on business objectives, will turn your data center into a true service provider.

Business Service Management Core Capabilities

Service Monitoring requires connecting existing IT data source silos, relating the data and presenting it in a live, single-pane-of-glass view. This view ensures your IT staff can effectively monitor availability and performance, helping them avoid—or improve responsiveness to—service-impacting events. Operations Center provides complete service monitoring with end-to-end management, an event manager and an experience manager that combine to deliver service quality.

Whether it is monitoring to deliver service quality, mapping to meet service compliance

or measuring to communicate service achievement, Business Service Management solutions from Micro Focus will help you transform from a technology operator to a service provider. As one customer (one of the largest global banking networks) put it, "No more one-size-fits-all, meaningless data."

Service mapping requires knowing what pieces of your infrastructure compose the services in your environment and how these pieces are all connected. The pieces include physical inventory, communications between devices and network topology mapping. Building a logical service model view is the first step. The second step is automatically keeping the service model accurate and in compliance with change policy and configuration standards. Operations Center provides complete service mapping with a configuration management system, federated configuration management database (CMDB) and an integrated approach to discovery and dependency mapping that meets service compliance.

Service measuring requires a live view of service performance. After-the-fact reporting is just that—merely reporting the score. The unique power of Operations Center lies in its ability to measure service performance and correlate technology and business data. Its live view empowers you to take action and correct business or technology trends before they cause service-impacting events. Operations

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Center provides complete service measuring with service level management, service level agreements and role-based service dashboards for real-time service performance with both historical trend analysis and predictive capability.

Business Service Management from Micro Focus Is a Complete Solution

The core capabilities of service monitoring, mapping and measuring grow from a common intelligent service model that lets you choose your starting point and pace of progression.

The intelligent service model at the heart of the solution becomes richer as you bring in additional data sources, rules and relationships. This solution has a unique differentiator—live views—thanks to this solution's ability to federate data from its source. It also weights and prioritizes the appropriate response to an event and presents the response in a graphical view. The Business Service Management solution allows you to get more out of your current investments in technology and provide higher quality service at a lower cost while driving service value into your organization.

Challenges	Solution	Benefits
Technology downtime and business impact	End-to-end live view of services	Live view proactively avoids costly service-impacting events that can cost organizations 1–2% of revenue.
Changes causing service and business impact	Service map and impact analysis	Proactively reduce service impact caused by change collisions and poorly timed changes and reduce risk with proper impact analysis.
Auditability, regulatory compliance and adherence to standards	Configuration management system	Comply with standard configurations, change management policies and auditability requirements with an automated configuration management system that discovers and presents noncompliance.
Service alignment to business objectives	Service level management	Prioritize and manage business metrics and priorities with real-time service monitoring and measuring.
Managing heterogeneous, complex and dynamic infrastructures	Intelligent service model and end-to-end, live view	Model logical services from physical, virtual and cloud infrastructures with live feeds from a multitude of management technologies in real time.
Consolidation projects and management limitations	End-to-end, live view	Leverage lower cost, commodity solutions with a single-pane-of-glass view that indicates what's what in your environment, what is still under management and what is at risk when it is not monitored.

For more information call your Micro Focus® representative today, or [visit here](#).