



Operations Center for Service Mapping

Your organization must stay agile to stay ahead. However, every change to IT services makes you vulnerable to error and unnecessary expense. Operations Center can map even the most complex physical, virtual, cloud and multi-sourced infrastructures, giving you a clear path to service compliance.

Operations Center at a Glance:

■ Configuration Management System:

Turn your static data repository into a dynamic resource that supports your business goals.

■ Federated CMDB:

Operations Center federates multiple live data sources and holds an operational model.

■ Discovery Integration:

Ensure standards adherence and change-policy compliance.

Meet Operations Center for Service Mapping

Micro Focus® Operations Center for Service Mapping solution features a configuration management system, federated configuration management database (CMDB) and fully integrated approach to discovery and dependency mapping. IT changes can have unanticipated effects on the mission-critical services within your organization. Operations Center gives you a complete view of the relationships and dependencies within your infrastructure so you can keep up with service demands while confidently maintaining compliance.

■ Configuration management system—

Turn your static data repository into a dynamic resource that supports your business goals. The configuration management system in Operations Center automatically synchronizes your operational and approved CMDBs. By providing insight into the impact of actual and proposed configuration changes, our solution lets your IT organization make adjustments and improvements with speed and confidence.

■ **Federated CMDB**—Operations Center federates multiple live data sources and holds an operational model. It provides a panoramic service view of your infrastructure and makes it easy for your business users to perform specialized management and analysis tasks. Our solution accesses data sources and reconciles them with service models.

■ **Discovery integration**—Service configurations encompass a number of diverse elements—IT resources, network relationships and communication elements, for example—that make managing standard-configuration adherence and change compliance nerve-racking. Operations Center integrates with many management technologies to discover these elements. Using this information, the solution can build initial service models and later keep them in synch. As a result, you can ensure standards adherence and change-policy compliance—wrecked nerves not included.

Meet Service Compliance with Automation

■ Relationships and dependencies—

Operations Center consolidates data from multiple sources, delivering a service view of infrastructure components, their relationships to one another and their configuration settings.

■ **Impact analysis**—Driven by an intelligent service model, Operations Center empowers your IT organization to assess the potential impact of a change, thus preventing service-affecting events. You can combine changes to maximize efficiency. You can also assess proposed changes against your service calendar to ensure they won't occur at high-risk times and that multiple changes will not collide.

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■ **Standards and change control—**

Change is difficult. Maintain control with a configuration management system that automatically syncs the last approved model with the current operating environment and change records. Operations Center flags unapproved changes so you can take action before they cause problems—and improve your rate of successful changes.

Enjoy Exceptional Services

Leverage our world-class services organization for all your consulting, training and support needs. Our IT Consulting team has deep technical knowledge and broad industry experience. These experts can help you design, implement and manage a solution that meets your demand for high-quality services, reduced costs and improved control over your complex IT infrastructures.

To learn more about Operations Center for Service Mapping, or to start a trial, [go here](#).