

## EMC Proof of Concept for Microsoft System Center Operations Manager 2007

### The whole is greater than the sum of its parts.

“By integrating EMC’s market-leading network management technology into Operations Manager and collaborating with EMC to develop a new cross-domain behavioral model that will enhance our management pack schema, we are able to give customers a true network-aware service management solution and improve operations management across disparate devices and systems to help pinpoint the root causes of service-affecting problems.”

Bob Muglia  
Senior Vice President  
of the Server and  
Tools Business  
Microsoft

### Business Challenge

Complex IT environments require IT managers to have visibility into the entire infrastructure of servers, applications, web services, clients, and networks in order to deliver on service-level commitments. When an application fails, these managers must quickly isolate the problem, understand the cause of the failure, and determine the impact this failure has on the rest of the enterprise’s IT infrastructure. To do this requires current knowledge of linkages, relationships, interactions, and dependencies among applications and infrastructure elements. Changes to the environment occur too quickly for effective manual tracking and analysis. Some enterprises address this by leveraging various disparate infrastructure management products that may be difficult to use, require custom development and integration, and/or have difficulty diagnosing the root cause of availability and service performance issues.

Many enterprises that have made data center investments in Microsoft Windows platforms and Microsoft applications are turning to Microsoft System Center Operations Manager 2007 as their core enterprise system management solution. Microsoft System Center Operations Manager 2007 provides rich reporting and monitoring capabilities across the Microsoft platform, and offers robust integration and monitoring of Microsoft applications and technologies, including Microsoft SQL Server, Microsoft Exchange Server, and Microsoft Office SharePoint Server, among others. Microsoft System Center Operations Manager 2007 capabilities have been extended to include the network event visibility, management, and root-cause analysis capabilities of EMC® Smarts® technology. EMC Smarts analyzes the network event-related alerts that flood IT operations, filters out the “noise,” and informs IT managers about what is not working and what business services are impacted, with a focus on identifying the root cause.

This collaboration between Microsoft and EMC is uniquely able to provide a comprehensive end-to-end service management solution for managing the entire service chain, including servers, applications, web services, clients, and networks. With this solution, IT staff is able to resolve failures more quickly, save critical time during outages, decrease the costs of infrastructure monitoring and management, and reduce overall IT complexity.

Whether an enterprise is evaluating Microsoft System Center Operations Manager 2007 as a first deployment to acquire enterprise system management capabilities, or as an upgrade from Microsoft Operations Manager 2005, EMC Consulting can assist in the evaluation, planning, and implementation efforts. To evaluate the benefits of Microsoft System Center Operations Manager 2007 combined with EMC Smarts, EMC Consulting delivers a proof of concept that is a useful first step to clarify business and technical objectives, assess benefits expected from deployment of the solutions, and identify the design and implementation requirements for moving forward with a full deployment.

## Service Description

EMC consultants will work with your team to implement Microsoft System Center Operations Manager 2007 in a functional proof of concept within your production environment. This implementation will include installation and configuration of several key management packs to demonstrate capabilities such as alerting, notification, and resolution. In the proof of concept, EMC will:

- Build one Microsoft System Center Operations Manager 2007 server with all role assignments
- Install three Management Packs (System Center Operations Manger 2007, Base OS, and one other)
- Install the Microsoft System Center Operations Manager 2007 agent on up to ten servers
- Import predefined reports
- Test base functionality on alerting and notifications
- Provide your technical staff knowledge transfer by working closely with them throughout the proof-of-concept project including:
  - Final review of Microsoft System Center Operations Manager 2007 configuration and functionality
  - Final review of defined roles and responsibilities
  - Final question and answer session with your IT staff
- Provide a Proof-of-Concept Delivery Document to supplement the Microsoft published operations guide for Microsoft System Center Operations Manager 2007; this document will identify all requirements and customizations made during the proof-of-concept project

## Summary of Benefits

An EMC-delivered proof of concept for Microsoft System Center Operations Manager 2007 integrated with EMC Smarts provides you with the following compelling benefits:

- Deployment of a strategic monitoring/management tool
  - Best of breed for Microsoft platforms and applications
  - End-to-end service management
  - Increased efficiency and control over previous Microsoft Operations Manager platforms
- Deployment of a major component in a comprehensive network-aware solution that leverages EMC Smarts and Microsoft Operations Manager 2007 and provides:
  - Integration of the reporting and monitoring capabilities of Microsoft System Center Operations Manager 2007 with the network awareness and root-cause analysis capabilities of EMC Smarts technologies which improves service levels and reduces total cost of ownership
  - The ability to manage the entire service chain—servers, applications, web services, clients, and networks—from a single console. This reduces the complexity of monitoring the overall state of your IT infrastructure
  - Improvements in IT productivity by providing staff with the ability to identify failures that have real service impact

## EMC Consulting

As part of the world's leading developer and provider of information infrastructure technology and solutions, EMC Consulting transforms information into business results. Our consultants bring a unique mix of industry, business, and technology expertise to solve today's toughest challenges. We use field-tested tools, proven methodologies, best practices, and industry standards to minimize risk and optimize time-to-value in our engagements. We provide a full range of consulting, design, implementation, and support services.



EMC Corporation  
Hopkinton  
Massachusetts  
01748-9103  
1-508-435-1000  
In North America 1-866-464-7381  
www.EMC.com

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