

EMC Ionix Service Assurance Manager

Part of Ionix IT Operations Intelligence Family

The Big Picture

- Eliminates the high cost of silo management
- Protects your investments by consolidating existing tools into a unified management solution
- Complements the tools and systems already in place
- Provides multi-tier visibility into your complex distributed infrastructure, including Web-based dashboard views
- Lets you manage IT end-to-end, across multiple tools, domains, and silos, in alignment with your business

EMC Ionix (formerly EMC Smarts) Service Assurance Manager integrates and correlates topology, events, and analysis from multiple sources. It works with the EMC Ionix (formerly EMC Smarts) Global Console or the EMC Ionix (formerly EMC Smarts) Business Dashboard to display the results of this intelligent processing, providing end-to-end visibility into your entire IT environment.

The foundation for integrated IT management

Increasingly complex infrastructures require management of multi-tier services and new technologies that span infrastructure, applications, and business. To meet the challenge, you need a way to collect, correlate, and analyze events from multiple sources, leveraging existing tools while you gain end-to-end management of your IT environment.

EMC® Ionix™ Service Assurance Manager (formerly EMC Smarts® Service Assurance Manager) is the cornerstone of the EMC Ionix management suite. It integrates and correlates topology, events, and analysis from multiple sources, and works with the Global Console or Business Dashboard to provide a realtime, end-to-end perspective on your business-critical IT environment, its health, and its impact on your business. With Service Assurance Manager as the foundation, you choose the EMC Ionix and third-party products that meet your management needs, and integrate these offerings into an end-to-end solution.

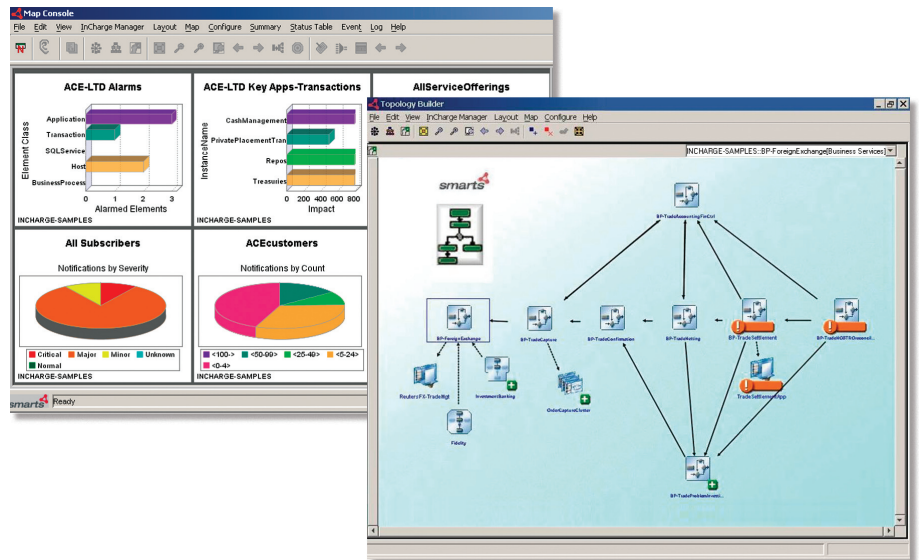
Unmatched intelligence

The capabilities of Service Assurance Manager reach far beyond traditional management and display consoles. Leveraging the EMC Ionix (formerly Smarts) Common Information Model™ and patented Codebook Correlation Technology™, Service Assurance Manager performs these intelligent processing functions:

- Compiles an infrastructure topology of objects and relationships from multiple sources across IT domains; sources include:
 - Auto-discovery
 - Application agents
 - Element management systems
 - SQL databases
- Builds a business topology with information obtained from provisioning systems, proprietary databases, and other sources
- Integrates infrastructure and business topologies to create a top-down view from customers and services to the infrastructure and applications that support them
- Correlates data, events, and service-affecting authentic problems™ with their associated topology objects
- Creates cause-and-effect relationships between events so analysis from multiple domains can be linked for end-to-end root-cause and impact analysis

As a result of this intelligent processing, Service Assurance Manager builds a representation of your unique environment, called the EMC Ionix Common Information Model Repository, which provides the foundation for end-to-end and top-down analysis of infrastructure and application problems and their impacts across technology domains and to the business level.

Summary views provide at-a-glance insight into IT health and its impact on services and customers. Operations staff can drill down to maps that show the status of key business processes and how problems in underlying applications affect their performance.



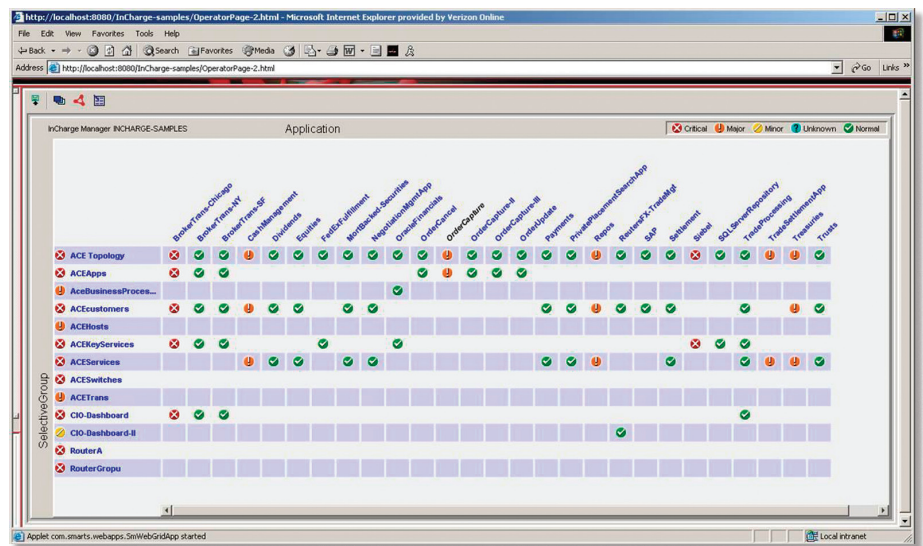
Service Assurance Manager correlates realtime event information with information maintained in its Common Information Model Repository, placing events in a topological context. A major source of Service Assurance Manager’s realtime health information comes from other EMC Ionix (formerly Smarts) root-cause solutions (such as EMC Ionix IP Availability Manager) which export exceptional events and root-cause problems detected in their respective domains. Additional event and topology data is obtained through direct interaction with network, system, and application objects, and using EMC Ionix Adapters to import data from element management systems, agents, and third-party managers.

End-to-end and top-down views

The powerful Global Console and Business Dashboard provide console or Web-based displays of the results of Service Assurance Manager’s intelligent processing. These highly configurable and interactive displays provide:

- The ability to launch and configure tools—such as LSP ping tools and IP tagging—from the Service Assurance Manager console
- The ability to launch client tools from the Business Dashboard
- Secured storage of confidential information and passwords
- Graphic visualization of events, authentic problems, and their impacts across the infrastructure through the notification list, status table, map, summary, notification properties, and containment views
- Filtering, sorting, and prioritizing of problem notifications based on criteria you define
- Severity icons and personalized icons that bring graphical visualization to the next level
- An audit trail of all activities related to each event to ensure that problems get the right attention
- Drill-down from the high-level global view maintained by Service Assurance Manager to detailed information maintained by other Ionix (formerly Smarts) solutions
- Summary view charts that provide high-level information on the health of the infrastructure, applications, and supported business services
- Status tables that present at-a-glance status of key groups, such as customers and services
- Graphical configuration of console administration including creation of users, profiles, and role-based access
- Graphical configuration of tools that run scripts, launch reports, open trouble tickets, or take automated corrective actions through escalation policies

Status tables display the status for any managed group. In this example, the table lists the status of service delivery to a group of customers.



A single integration point for a wealth of management information

Integrating business support systems and operations support systems. Service Assurance Manager provides a foundation for deploying an integrated solution across inventory and asset management systems, third-party fault and performance managers, CRM systems, and other Ionix solutions. As a result, you maximize the value of existing tools while leveraging the unique integration, correlation, and root-cause and impact analysis delivered by Ionix solutions.

Infrastructure and business visualization. You need clear and accurate infrastructure maps—without labor-intensive manual maintenance. Service Assurance Manager builds and maintains topology maps automatically. You see every network, system, and application object, how they relate to one another, and how they support business and customers. The result is a comprehensive, end-to-end view of your multidomain, multivendor infrastructure.

Business features

- Integrates and correlates topology, events, and analysis from multiple sources
- Provides seamless, customizable views of your IT environment end-to-end across infrastructure, applications, and business
- Automates workflow processes to maximize efficiency
- Supports componentized EMC Ionix Viewlets™ for dashboard or portal content

Technical specifications

System requirements: EMC Ionix 7.0

Operating systems supported: Solaris 8, 9, and 10; HP-UX 11.11; Windows 2003 Enterprise Edition, SP1 and R2; Windows XP, SP 2 (Global Console Only); Red Hat Linux Advanced Server AS 3 and 4; and VMware®.

About EMC

EMC Corporation is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



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

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