

// PRODUCT SHEET

Service Browser



- Layer-oriented structuring of services
- Unite heterogeneous IT landscapes
- Connection of different monitoring systems
- Effect analysis for failure/malfunction of CIs
- Support the management processes in accordance with ITIL
- Integrated release management

// Service-oriented representation of complex IT structures

Irrespective whether service level manager, incident manager or other roles within the IT organization – they all require a comprehensive view of the IT structure data and their relations between each other so that they can perform their tasks efficiently.

To maintain clarity, different degrees of detailing can be defined, depending on the associated role. From a pure technical viewpoint, this is certainly possible – but why are such proven solutions so rare in practice?

// The Configuration Management System (CMS) as basis

Because in the normal case, IT structures have resulted for historical reasons, we can assume that IT modules from different manufacturers are integrated in a company.

This has resulted in redundant data, stored in different databases.

The Configuration Manager now faces the challenge to design a Configuration Management System based on this construction. Experience shows that a CMS consists only 20% of asset data but 80% of their relationships to each other. Hence, a pure „linking“ of the data to a „virtual“ CMDB suffices by no means.

// Which strategic concept differentiates Command from the products of other leading manufacturers?

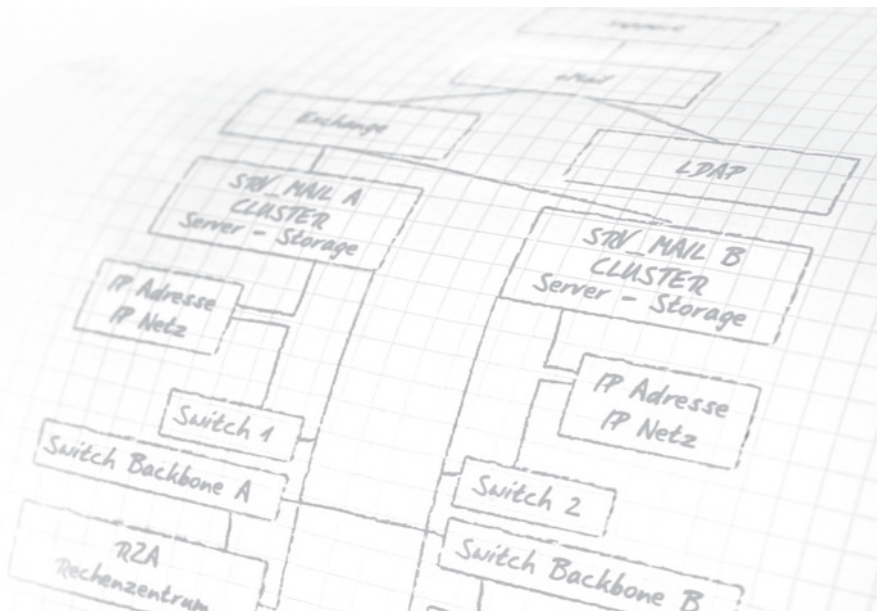
Within the Command product family, FNT does not offer any base technologies, for example service desk solutions, SLA management, security management or active network management. Experience shows that our target group has been using the technologies for many

years and they meet the requirements demanded by the associated field of application.

FNT focuses on the integration of the data from various sources to form a powerful Configuration Management System and offers additional products for gaps that other vendors either do not cover or only inadequately (server management, documentation physics, WAN documentation, etc.). This was certainly an important criterion why companies such as BMW, Daimler or Schering have decided on Command.

// Managing „complex“ IT structures....

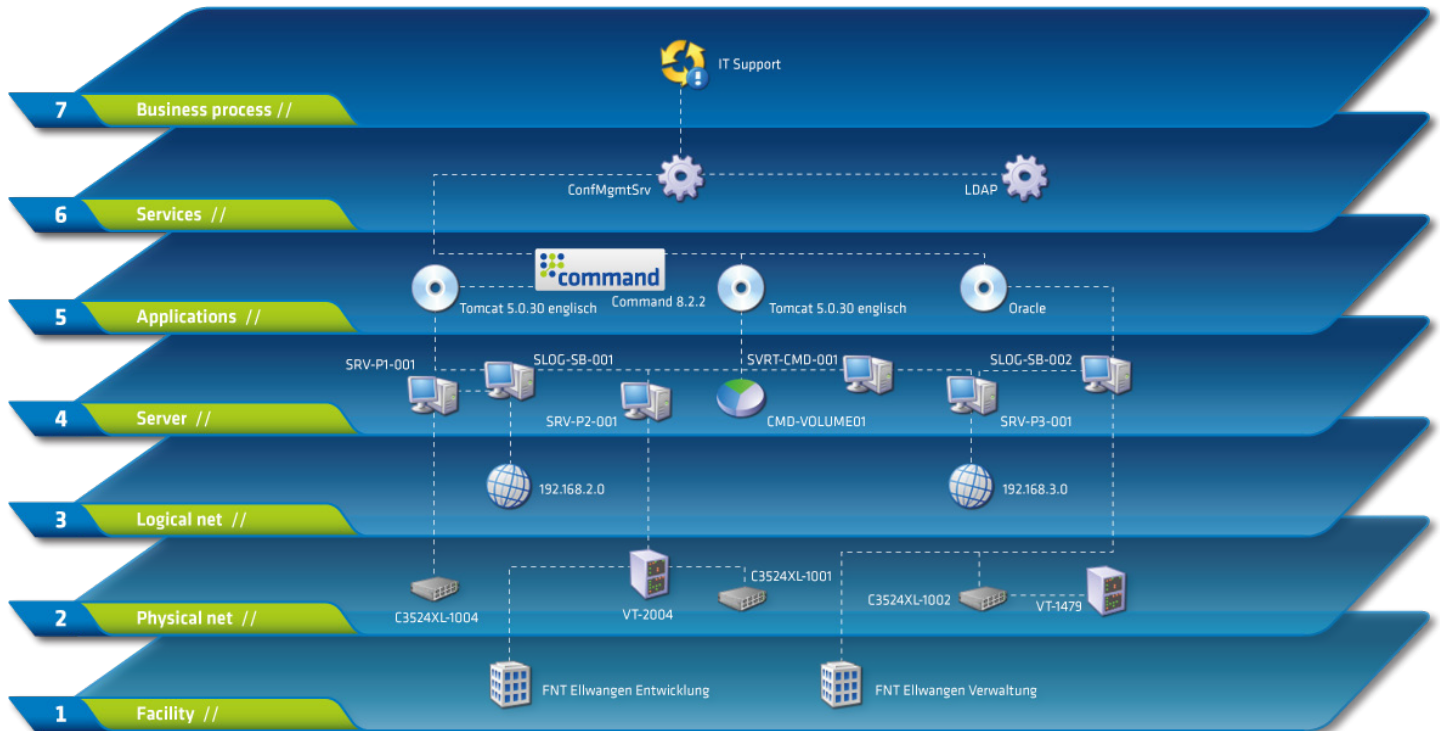
Not every process to be represented in accordance with ITIL is equally complex. For the planning and execution of a simple change, such as the relocation of a terminal from A to B, both a workflow and escalation must obviously also be defined. However, the complexity of a change of this type can still be easily understood - the complexity in such cases lies more in the number of processes that must be



processed in parallel. As „complex“ IT structures, we mean processes that affect several layers of the OSI model simultaneously, such as when the SAP „Human Resource“ service is to run on another server. In this case, the application starting with the software and terminals and ending with the network and the infrastructure affects all layers of the OSI model. Change managers now require for their planning a comprehensive view of the IT structures - the Service Browser gives them access to this data and represents this transparently.

- How high is the risk of a total failure - what redundancies exist?
- Where is the defective CI located geographically?
- Is there a replacement in storage?
- How can I obtain a workflow with work instructions for rectifying the fault?
- Who will be billed for the costs?

and much more.....



// Querying of the service desk

Active monitoring tools report reliably and timely the failure of IT components, applications or services. The incident manager, however, places high importance in knowing what consequences this has for the IT operation and what possibility it has to rectify the fault as fast as possible.

Should a CI fail, the Service Browser can very quickly provide the incident manager with answers to the following questions:

- Which customers SLAs are affected?
- Are there alternative wiring possibilities?
- Which administrator is responsible for rectifying the fault?
- Which vendor SLAs are affected?
- What is the signal path of the failed section, including passive elements?
- Which services have failed?

Obviously, the problem manager also uses the service-oriented representation of the structures to recognize bottlenecks and risks in advance or take measures to prevent malfunctions occurring in future.

// Connection of various monitoring systems

The information that the Service Browser makes available is based on data, which, although updated process-controlled, does not automatically reflect the current status.

The Service Browser makes use of various online monitoring systems to be able to display the current status of the individual CIs. For this purpose, an adapter has been developed that can connect the most important monitoring systems available on the market. Although these can be active network management systems, they can also be SNMP agents or health check systems.

If a service, an application or a hardware component is now faulty, this information is forwarded from the associated monitoring system to the Service Browser.

There, the classic traffic light representation for the affected component changes from „green“ to amber or red - depending on whether only a danger is present or the service has failed completely. The complete graphic overview now allows full information to be provided for all master and transaction data. Depending on the measure required to correct the fault, concrete work instructions can now be created very quickly.

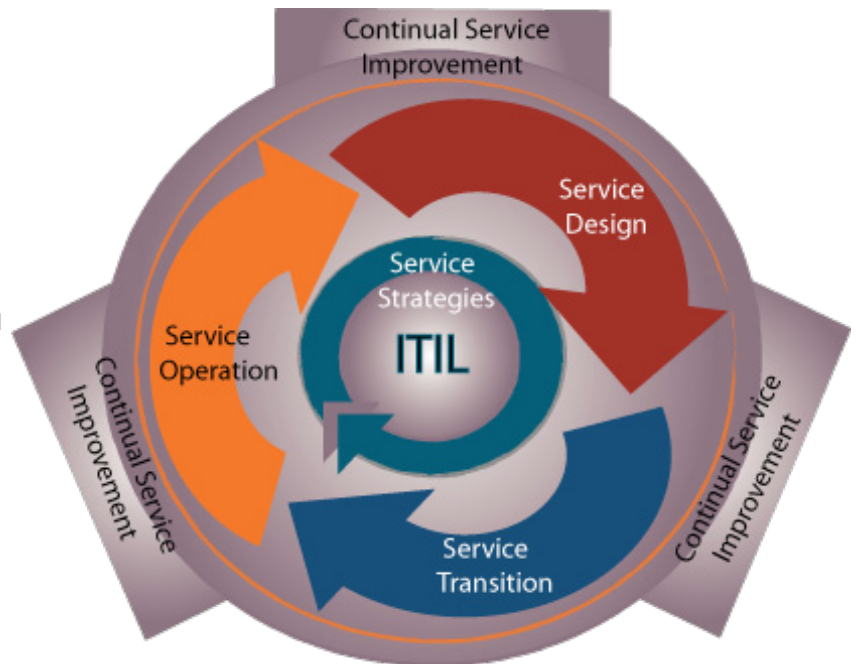
// Support of significant management processes in accordance with ITIL

The Service Browser provides information, depending on the requirement, for a wide range of areas in a company. The inter-layer representation of the IT infrastructure allows the required information to be presented clearly and visualized individually.

// Integrated release management based on standard software and hardware libraries

The DSL (Definitive Software Library) and DHL (Definitive Hardware Library) within the configuration management system provide all information that you require for an efficient release management.

If a software roll-out or even configuration changes are planned, irrespective whether software or hardware, the Service Browser supports the release manager by showing the interrelationships of the CIs with each other. The release manager now has the possibility to define its requirements and docking points for a special application or a service from the DSL/DHL.



// System requirements

The use of the Service Browser requires the C base Command base package.