Enterprise System Adminstration

Technology Components

Systems management can be subdivided into many disciplines. Six important disciplines are listed below.

Help Desk. Provides a support-services structure that forms the hub for effectively using and deploying technical systems management components. The support services center becomes the central collection point for client contact and control of the problem, change and service management processes.

Operations Management. Encompasses the coordination of system and network resources throughout the enterprise. Its goal is to provide reliable availability for mission critical systems. It includes job scheduling to coordinate jobs and processes in the distributed environment, fault/event management, configuration management, backup and recovery and automated software distribution.

Storage Management. Governs the creation, maintenance and retention of data, including tape and disk management processes.

Performance Monitoring and Tuning. Performance monitoring measures, evaluates and records status information about computer system devices and processes. Tuning applies planned system modifications in order to improve performance. Performance affects how fast and/or how much data is processed.

Security Services. Risk assessment and protection of the physical, intellectual and electronic assets of an enterprise, including security policies, network access, virus protection, firewalls, NOS administration and workstation security.

Disaster Recovery. Recovery plans and technology that insure the continued operation of critical business function when productivity is threatened by unforeseen circumstances.

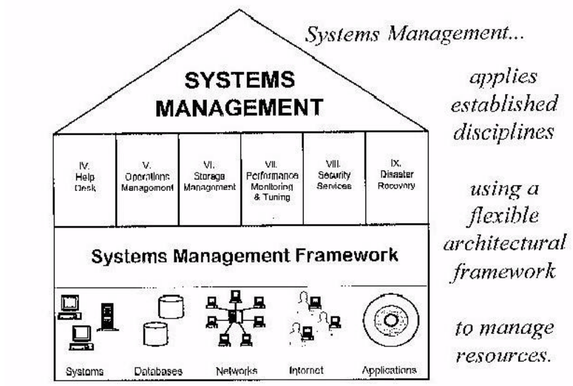


Figure 11-1. Distributed Systems Management Architecture

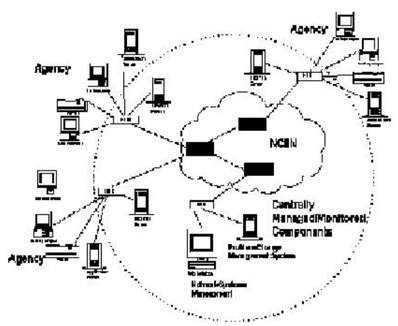
Enterprsie Architecture

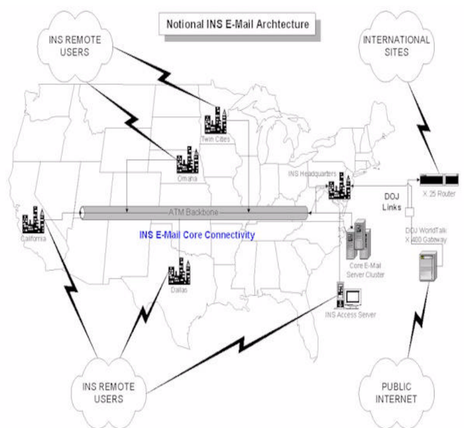
The virtual data center (VDC) concept uses consistent network configurations locally deployed near the users they serve, yet managed from a central location. Network configurations are deployed at business locations and secured in closet type nvironments (i.e. `glass closets'). Servers locked in closets at remote sites are accessed and managed centrally from remote locations. This concept maintains high reliability and availability, while providing technical service at a lower cost.

Centralization, standardization and remote management of virtual data centers encourages economies of scale.

In order to implement a VDC, it is important to define the scope of production control. The number and types of services provided remotely and locally must be established and documented in a service level agreement, SLA. Figure 11-7 shows

the centrally managed and monitored production components in the circle. The diagram uses the hub as the cutoff point for centralized systems management delivery. The hub is centrally managed and provides access to the network by appropriate equipment. In a complete implementation of VDC, both the file server and all application servers are centrally managed and would be depicted within the circle of the diagram. However, many enterprises have deployed local file servers and application servers as shown outside the circle in the diagram. As operations management is able to offer more reliable and comprehensive services, the management of these local servers migrates to the VDC under provisions of service level agreements. During the transition period, local management and central management coexist within the enterprise in the context of the strategic management program. In both cases, the customer is responsible for `pulling' information from the file transfer protocol, FTP, server to upgrade software used on the desktop. As systems management standards and tools become more sophisticated, it becomes possible to extend the remotely controlled scope of production to include customer components at the desktop.





Standards

Products

Technology Components (Products)

Table 1 Enterprise Systems Mangement Product Standards

	Status Category			
Product Existing or Proposed	Obsolete	Transitional	Strategic	Research
Help Desk problem ticketing, tracking etc.				
Impact		✓		✓
NMS9300 (Notes Based)	✓✓	✓	✓	✓
Help Star 2000		✓✓	✓	✓
Track-IT	✓	✓	✓	✓✓
Help Trac	✓	✓	✓	✓✓
Royal Blue	✓	✓	✓	✓✓
Asset Management				
Impact	✓	✓✓		✓
Track-IT	✓	✓	✓	✓✓
LanDesk	✓	✓✓	✓	✓
Royal Blue	✓	✓	✓	✓✓
Remote Monitoring Desktop/Server systems management ✓				
NetView	✓	✓		✓✓
OpenView	✓	✓✓	✓	✓
Managewise		✓✓	✓	✓
Remote Monitoring Desktop/Server systems management (cont.) ✓				
Zenworks	✓	✓✓	✓	✓
Control-IT (was Remotely Possible)		✓✓	✓	✓
Performance Works		✓✓	✓	✓
What's Up Gold		✓	✓✓	✓
WebTrends	✓	✓	✓✓	✓
Site Scope	✓	✓✓	✓	✓
MS-Zac	✓	✓✓	✓	✓
MS-SMS	✓	✓✓	✓	✓
Next Point	✓	✓✓	✓	✓
Network Systems Management				
NetView 6000	✓	✓	✓✓	✓
OpenView	✓	✓✓	✓	✓
Managewise		✓✓	✓	✓
Zenworks	✓	✓✓	✓	✓
Control-IT (was Remotely Possible)		✓✓	✓	✓

Enterprise Service Architecture	**Technology Architecture**		
	Enterprise System Adminstraton		
	SIZE:	FSCM NO	DWGNO	REV
	John Wu		SHEET OF 13