

Service Level Management with Integrity

Integrity applications maintain service availability in IP, voice, and data networks by detecting, diagnosing, and correcting problems before they impact service levels.

Continuous Service Availability

Successful service level management reduces the risk of service failures, improves quality of service, and lowers the cost of service delivery. Continuous service availability is the goal, but accomplishing that goal is not easy. The overwhelming complexity of today's networks combined with the sheer volume of data makes it difficult for operators to detect and resolve problems before they affect services and related service level agreements. To best manage service levels, service providers must anticipate and resolve potential network problems before they occur. When interruptions do happen, they must isolate the cause immediately, analyze the potential impact on services, and implement a corrective response based on that analysis.

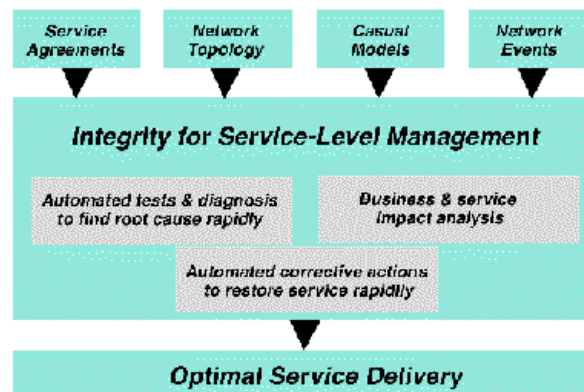
Managing Services

To truly manage services, you need end-to-end data from variety of equipment and devices, usually from a diverse set of manufacturers. This data then must be reasoned on, in real time, to turn it into information that maps equipment or network performance to specific services offered to specific customers, with each of these parameters changing over time! This is a challenge!

While others talk about achieving this complete service level management, Gensym actually provides the software to proactively manage service levels. Gensym software not only determines the root cause of network and service outages, but also proactively identifies potential future performance and fault anomalies.

Integrity™

Gensym's Integrity product family uses powerful reasoning engines to analyze large amounts of disparate, dynamic data in real time to solve operational problems. It captures the knowledge of your key operations personnel, combines it with knowledge of critical business issues such as service level agreements, and applies that knowledge to each problem event to ensure optimal levels of service. Measuring and displaying the impact of network events on service level agreements, improving quality of service, anticipating and resolving problems before they impact service level agreements: these are the end goals. To achieve these goals requires an understanding of what is actually happening in your network and why. Displaying symptoms and statistical data to an operator provides some limited value. But automatically determining the best tests to perform, performing those tests to rapidly isolate the root cause, and automatically administering the appropriate cure, all in real time - those capabilities provide real value in managing service levels.



With Integrity, service providers can now:

Quickly discover and troubleshoot service level problems, providing automated assistance to reduce the time to repair and reduce penalties

Automate operator actions such as tests and corrective or mitigating procedures, allowing growth of services without increasing the number of operators and to minimize delays

Improve service availability by providing faster diagnosis of the root causes of problems, reducing clutter caused by alarm flooding, and helping operators to respond to alarms faster

Provide the best facilities for service definition and activation (provisioning), to speed the introduction of new services and reduce time to market, using one standardized approach

Predict the effect of low-level failures on service level agreements, providing early warning to avoid penalties

Automate performance management using Quality of Service specifications to monitor key variables
With Integrity you can:

- Leverage your current investment in management platforms like HP OpenView by providing a layer of intelligence on top of your current tools
- Leverage investments in your existing systems through interfaces to a wide range of legacy and standards-based data sources (equipment, EMSs, databases, ASCII streams, etc.)
- Simplify diagnosis of the data from these systems by using information contained in a model of the managed objects (equipment, systems, applications and associated services)
- Diagnose root causes of network events with reasoning capabilities that understand the current state of each element in your network, each relationship, and each associated service
- Isolate faults through rapid, root-cause analysis of network equipment failure or other problem events
- Diagnose connectivity problems, predict the effects of failures, monitor service-level agreements, and identify and correct outages before they impact services

The Results

Integrity allows you to truly manage services - turning data into information to effectively identify, isolate, and solve network problems, which impact service levels. The results:

- Operators get the support they need to stay on top of service level objectives
- Early detection and correction of problems that would otherwise impact service level agreements
- Rapid diagnosis and response to problems
- Improved service quality
- Optimal service delivery

And you reduce the schedule, cost, and technical risk associated with implementing your systems for managing service levels.

