Interlink Software

System Description, 27th June 2016

Interlink Software System Description

Service Configuration Manager (SCM)

SLA Reports

Real-time Reports

Service Dashboards

Enterprise Console

Service Configuration Data Hub

Integrations with other 3rd party systems

(e.g. Event Management, Incident Management, Business Applications, etc)

Interlink Software ASI/BES Server

Data Bridges

Service Models
Event Data Enrichment
Configuration Data

Resilient Server
- Replication
- Hot Standby

Data Tables/ Departmental Repository

3rd Party CMDB

CMS
Oracle
IBM DB2 UDB
Sybase ASE
Microsoft SQL Server

CMS TEST

Interlink Software ASI/BES Server

Inventory & Assets

Text Files

Third Party Systems & APIs
(e.g. Change Management)

Web site

Business Enterprise Server (BES)

What is it?

In many organisations, fault management for network, systems, and applications is much less efficient than it could be. Information technology (IT) providers often find it a challenge to keep up with the large quantities of events and performance metrics that must be monitored throughout an ever-changing enterprise infrastructure, let alone relate these technology events to the business services they impact.

There have been software tools and management platforms that enable events from disparate technologies to be consolidated onto a "single pane of glass" for some time, the Manager of Manager (MOM) products, frameworks, and SNMP managers have all offered this capability to varying degrees of success. However, the market place has suffered from a lack of a sound, proven, low-to-no maintenance event and service management methodology with supporting tools.

Based on leading, accepted concepts from the Service Delivery and Service Level Management disciplines, Interlink Software has developed the Business Enterprise Server (BES), a set of software tools that fuse real-time event management and service level management.

BES provides the automated service impact analysis of technology events — wherever they originated, network, systems, applications, etc. This valuable facility enables IT providers to focus on critical, service threatening faults immediately, and often without the need for manual intervention.

How do we do it? By automatically associating the real-time events with relevant service-definition, and service level agreement (SLA) information stored throughout your enterprise whether it resides in an ASCII file, an asset data-store, a database on the mainframe, or wherever. In this way BES determines how technology faults will impact business processes, services, and customers — all driven by your existing service-definition and SLA information.

The standard BES documentation set, including integration solutions, is available at:

https://netnow.jira.com/wiki/display/PUBP/BES+Server+Documentation
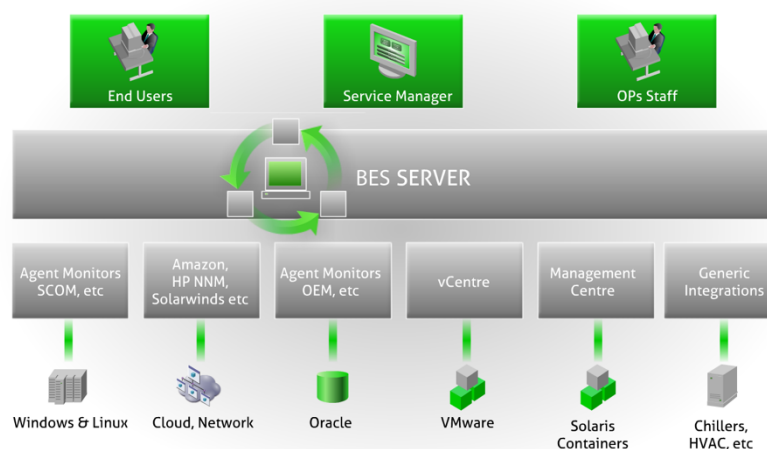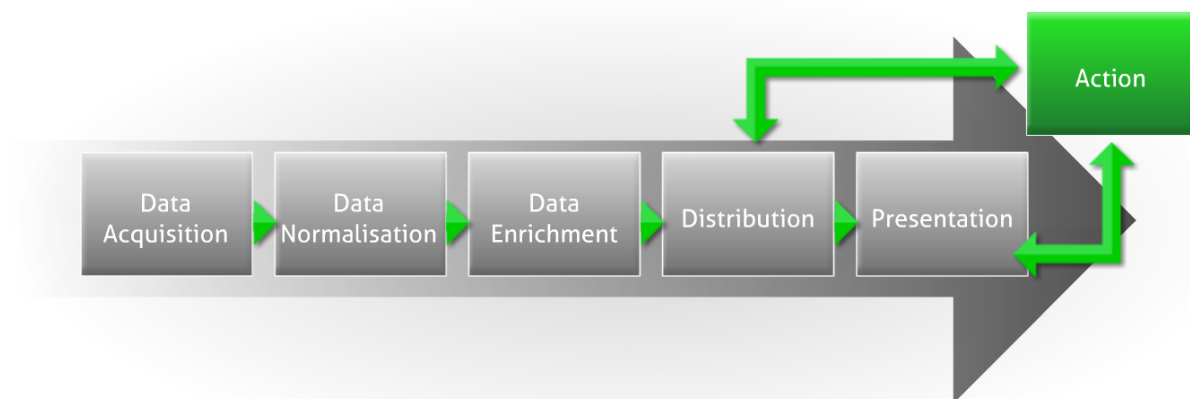
Solution functions:

Integration Modules - Data Acquisition

Common Alert Format (CAF) - Data Normalisation

- Apply a common, consistent data format to all events regardless of their original source
- Design your own CAF visually

SMARTView Event Parser / Rule Builder – Data Normalisation

- Drag and drop
- Dynamic, rules based processing

Data Enrichment Module

- Dynamic, fully Integrated with the CMS

Automated Service Modelling - Distribution

Integrates with existing CMS repositories for automated dependency mapping - based on an automated configuration audit. Graphically model or import relationships using wizard.

- Automatically track real-time technology events, performance metrics, business metrics, capacity, security or end user perspective metrics against services and SLAs

Alert Correlation and Automation - Action

- Service-model aware, policy based automation
- Support for sympathetic alert suppression
- Event correlation across systems, applications, and networks

Dashboards - Presentation

- Displays generated from service models
- Launch online help and internal procedures
- Launch or embed automation to 3rd party products

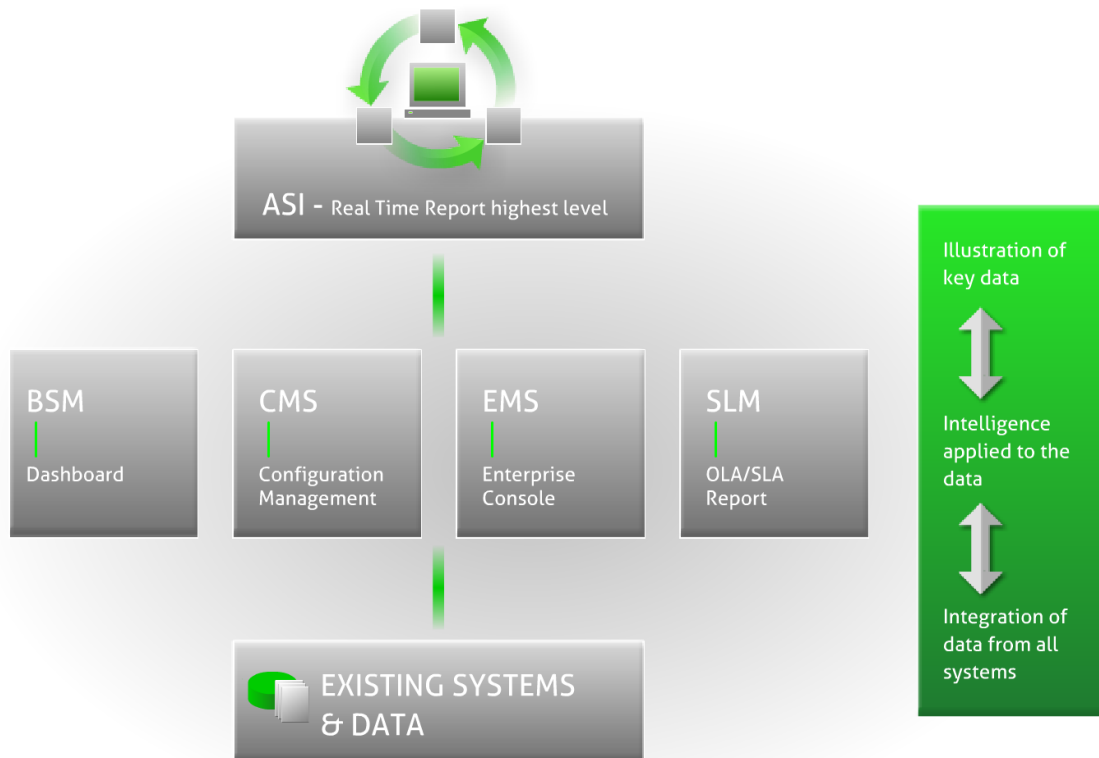# Automated Service Intelligence (ASI)

What is it?

The Automated Service Intelligence (ASI) server is essentially a dashboard builder tool, offering the flexibility to create and maintain a series of real-time and historical dashboards, using data from a variety of sources such as:

- BES alerts and BES reporting events
- Database tables
- ASCII files (JSON and XML format)
- Web Services (producing JSON and XML output)

The dashboards are entirely web-based and are accessible from all the major browser flavours – Internet Explorer, Safari, Chrome, FireFox and Opera. The tool utilises HTML5, CSS and FTL (Freemarker Text Language) protocols, allowing the creation of company-branded dashboards using a variety of Interlink Software and Fusion charts and widgets, all of which are fully configurable using FTL, an admin user interface or combination of both.

The standard ASI documentation set, including integration solutions, is available at:

https://netnow.jira.com/wiki/display/PUBP/ASI+Server+Documentation

ASI – Real Time Report highest level

BSM	CMS	EMS	SLM
Dashboard	Configuration Management	Enterprise Console	OLA/SLA Report

EXISTING SYSTEMS & DATA

Illustration of key data

Intelligence applied to the data

Integration of data from all systems

Service Configuration Manager (SCM)

What is it?

The provision of a corporate-wide configuration management system (CMS) in a fortune 1000 organisation is not a trivial task; most organisations have grown through mergers and acquisitions and accumulated configuration data in a multitude of tools such as Service Desk ITSM products, software audit products, databases, spreadsheets, and directory services. Rather than require the customer to transfer the data and maintenance of this data away from existing data sources, the Interlink Software solution, Service Configuration Manager (SCM), enables the customer to create a federated CMS, automatically extracting data and updates from the originating source and populating a central, federated CMS. This approach allows the customer to exploit the benefits of a central, corporate-wide CMS without the pain (and expense) of a massive big bang migration. The federated CMS can be unlocked to provide benefits including:

- Low-to-no maintenance Business Service Management; change to the CMS drives the Business Enterprise Server (BES).
- Ability to analyse the risk of and schedule the implementation of IT changes from a business perspective.
- Ability to report on the cost of delivering business services identifying people and real estate required to deliver services.
- Ability to create IT compliance reports by business service.

Service Configuration Manager Components

SCM is composed of the following major components:

- Bridger Server (and database)
- Data Hub
- Service Configuration Manager (SCM)
- Automated Service Modeller (ASM)
- User Management Console

Bridge Server

The Bridge Server is the middleware application that enables the SCM clients such as the Data Hub to communicate with varied data sources and also the back-end SCM database (CMS database). The server authenticates users, allows clients to query and update the CMS, retrieves remote files for use as data sources and allows clients to query other databases on an ad-hoc basis. The Bridge Server can be executed as an application or as a Windows service.

Data Hub

The Data Hub is a data management and consolidation tool that connects to and extracts data from many underlying resources for use as data sources for service models and configuration items. Data comparison and validation checking on the underlying data resources enables the accurate prediction and identification of changes to the data sources. Data that can be extracted from underlying resources are database table and flat files.

Service Configuration Manager

The Service Configuration Manager is a client application that you use to build the structure of the CMS and simulate failure of configuration items to determine the impact of the configuration items on the services that you provide.

You use SCM to create configuration item definitions from the Data Hub data sources that define the structure in which the data is stored within the CMS database and class definitions that categorise the configuration item definitions. You import the managed source data defined in the Data Hub to the CMS as configuration data that identifies the managed sources within your environment and their relationship to a service which determines the impact of a managed source on the availability of a service.

Automated Service Modeller (ASM)
The Automated Service Modeller (ASM) is a client application that you use to modify the current service model baseline (create in SCM above) to meet your specific needs for defining a service model for implementation on the Business Enterprise Server (BES). You define the service model by manually adding, modifying, or deleting configuration items, creating enrichment policies that add meaningful information to alerts on the BES and create service level agreement (SLA) profiles that track the impact of managed sources on your service model.

Service information modified or created in the ASM can be exported to the BES for implementation in a real-time service management environment.

User Management Console
The User Management Console is a client application that is used by the administrator of the SCM product to manage user access. User access is determined by a user profile that identifies a user to the product, a user role that determines the tasks that a user can accomplish, and a user group that determines the data that is available for a user to view and manipulate.

The standard SCM documentation set is available at:

https://netnow.jira.com/wiki/display/PUBP/SCM+Server+Documentation
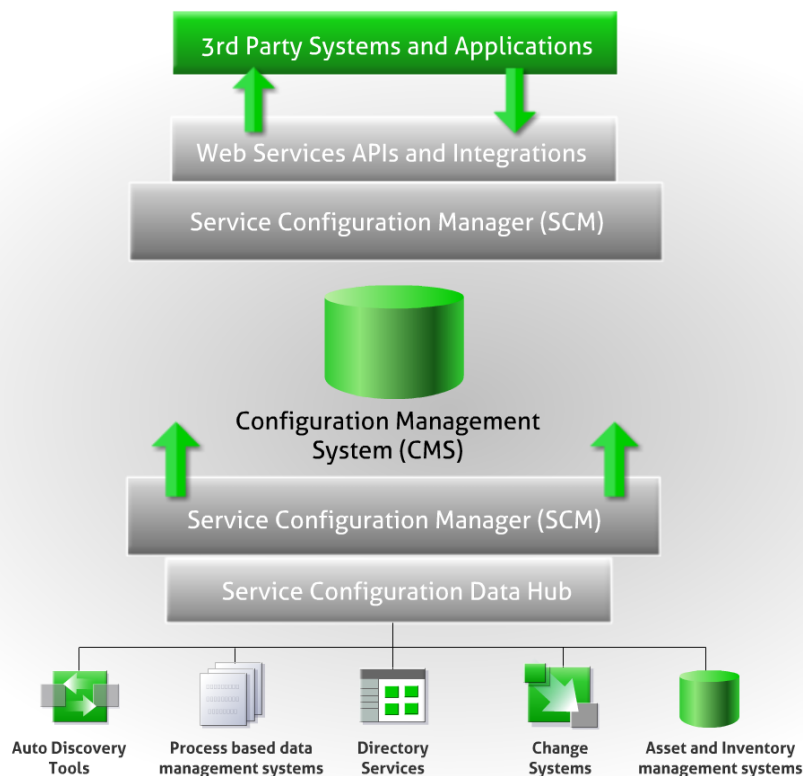
References

Related documents and references:

- Interlink Software product set standard documentation
- www.interlinksoftware.com
- support.interlinksoftware.com