



KEY BENEFITS

- > Reduce mean-time-to-repair (MTTR) by filtering and correlating data to deliver meaningful and actionable information to IT staff
- > Leverage existing resources by integrating with most monitoring and event management tools
- > Optimize IT team productivity by consolidating and processing raw events from across the enterprise IT infrastructure
- > Optimize your investment by linking business processes and services — and underlying IT infrastructure information — into a centralized database, shared across all BMC solutions
- > Enforce your service level objectives (SLOs) by quickly identifying which IT components put your SLAs at risk
- > Reduce second-level calls by providing your service desk with automated notifications that contain IT outages, business impact information, and impacted users

Virtually every organization today relies on IT for critical business services. However, while the entire IT infrastructure is important to the business, not all components are equally critical. For this reason, IT must know how to prioritize infrastructure issues according to their business impact.

BUSINESS CHALLENGE

The crucial role technology plays in business success makes it essential for IT operations to rethink how it manages the IT infrastructure, shifting from handling events based on their intrinsic severity to solving IT issues based on business priority. As a first step toward accomplishing this transition, many organizations are investing in service management solutions to define what they expect from IT as a service and focus on key business services, such as online ordering, supply chain management, and end-user response time for critical applications. Savvy IT professionals recognize that they need to establish service level commitments based on business and end-user needs, and monitor service levels to ensure that commitments are met in a way that drives business goals.

Its not enough just to set service level objectives (SLOs) unless you can monitor based on the services and not the individual components. To bridge this business-to-IT chasm, IT organizations need to understand how the IT infrastructure relates to IT services and how IT services relate to the business. They need to:

- > Align and maintain IT-to-business definitions in an ever-changing environment
- > Promote cultural awareness in the organization of IT and business interdependencies
- > Leverage current management tools and avoid rip-and-replace
- > Extend current management processes to more tightly align IT operations, the service desk, and the business
- > Produce reports to business users, in terms they can understand, that show how well IT is delivering on service requirements
- > Demonstrate the value IT is contributing to the business and to customers

When IT and business goals are aligned, the organization can understand how specific IT outages and slowdowns are impacting service delivery in real time. Only then can IT prioritize resolution based on the business needs.

THE BMC SOLUTION

BMC® Service Impact Manager helps you understand how an outage or degradation in performance within the IT infrastructure affects your ability to deliver critical IT services to your customers. In addition, it enables you to understand how your inability to deliver IT services impacts the business processes that depend on those services.



This product integrates with BMC Atrium technologies.

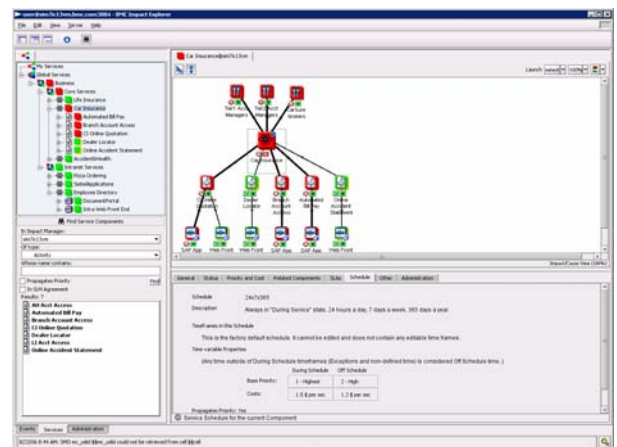


Figure 1. Service components in a service view reflect the real-time impact of critical services for business-aware IT operations.

BENEFITS

- > Visualize the impact of IT component unavailability on the business and understand the root cause of business service degradation
- > Prioritize actions based on the impact on your business by determining the business impact of any IT event
- > Locate the IT component and event responsible for business outages by using the BMC Impact Manager to isolate the root cause of the service outage
- > Eliminate boundaries separating IT operations, the service desk, and the business by linking all business-aware service desk and service impact solutions
- > Enforce service desk operations by providing problems that contain the root cause of business service degradation or outage
- > Improve service levels by repairing before users even notice

BMC Service Impact Manager provides real-time service impact modeling that works in conjunction with an event management system, such as BMC® Event Manager. The purpose of the solution is to take incoming infrastructure events and apply them to a service impact model, which is stored and maintained within the BMC® Atrium™ Configuration Management Database (CMDB), to determine impact, cause, and priority of the various issues occurring in the customer's dynamic business policies.

No Rip and Replace

Organizations today are not looking for rip-and-replace solutions to deliver Business Service Management.

Rather, they are looking for solutions that extend the value of their existing infrastructure. BMC Service Impact Manager leverages key event, application, and infrastructure management tools by layering on top of your existing investments to deliver service impact management without disruption.

Unlimited Scaling and Redundancy

BMC Service Impact Manager shares with BMC Event Manager a cellular, peer-to-peer technology that supports unlimited scaling, distribution across multiple sites or departments, and redundancy — even across distributed networks and through firewalls. Impact and event processing is fast, supporting hundreds of thousands of events per hour. The processing technology uses built-in functions, such as heart-beating, buffering, synchronization, and failover mechanisms, to guarantee delivery of mission-critical management information.

Secure Access and Communications

BMC Service Impact Manager provides security at the console and event integration levels. A specific user group can be secured to configurable, role-specific views and actions. For administrators, central consolidation and control are not compromised by distributed local management. At the event integration level, BMC Service Impact Manager secures exchanges through distributed networks and firewalls using encrypted communications between event processors.

CREATING THE SERVICE MODEL

BMC Service Impact Manager ships with the BMC Atrium CMDB, an intelligent data repository that provides a working model of your enterprise IT infrastructure. For optimum value, the BMC Atrium CMDB can be populated and continuously updated by the BMC® Discovery Solution, which automatically captures all four levels of data required to accurately model your IT environment: assets, configurations, relationships, and users. Using these integrated solutions, you can support four critical steps for efficient and effective service impact management.

Discover

BMC Service Impact Manager creates a working model of the IT infrastructure based on the data collected by BMC Discovery, including business processes, IT services, and underlying infrastructure components, such as IT assets, applications, servers, and databases, as well as their relationships and configurations. Logical components, such as user groups and geographic locations, can also be modeled. The adaptive service modeling capability is dynamic, allowing your model to evolve as your IT infrastructure changes.

Edit and Modify

BMC Service Impact Manager allows you to modify and edit the service models stored in the BMC Atrium CMDB with the intuitive BMC® Service Model Editor. From there, impact propagation rules define how to propagate an impact in the model based on your ever-changing business dynamics. Service impact models go well beyond just a dependency check to see if a component failure will impact a service; they look at service schedules and identify which service is impacted, which users are impacted, how many users are impacted, whether the service is close to an SLA breach, whether IT notified users that an outage happened, and more. As a result, you can more easily use this business data to dynamically understand the true business priority of any event that occurs in your environment.

Test and Publish

Service models that have been defined can be published in a test environment for validation. Once validated, these service models are published in lightweight and scalable impact engines.

BMC SERVICE IMPACT MANAGER PRODUCT OPTIONS

BMC Service Impact Manager integrates out of the box with most BMC products. Additionally, the following products are optionally licensed to extend the value, scope, or scalability of BMC Service Impact Manager:

- > BMC® Batch Impact Manager
- > BMC® Impact Database Gateway
- > BMC® Impact Explorer
- > BMC® Impact Integration Developer's Kit
- > BMC® Impact Integration for Peregrine Systems ServiceCenter
- > BMC® Impact Integration for HP OpenView Operations
- > BMC® Impact Integration for HP OpenView Network Node Manager
- > BMC® Impact Integration for Tivoli
- > BMC® Portal
- > BMC® Reporting Studio
- > BMC® Impact integration for z/OS

The BMC® Impact Integration Developer's Kit contains C language and Web Services APIs that simplify integration development. BMC partners use these APIs to build separately licensed product integrations to leading third-party management tools, such as Microsoft Operations Manager.

Manage

Impact engines receive events from an event management tool, such as BMC Event Manager, and use the data to compute event-to-service impact model mapping, propagate the model, and display the status. By doing so, the impact engines enable you to understand the impact of any IT event on the business and find the root cause of any business service degradation. Status can be visualized in an operational console or in a Web portal. What's more, BMC Service Impact Manager integrates with BMC® Service Level Management and BMC® Remedy® Service Desk to ensure that IT is closely linked to the service desk and to the business.

INTEGRATION WITH BMC SERVICE LEVEL MANAGEMENT

BMC Service Level Management helps customers align crucial IT infrastructure and service desk processes with the priorities of the business. An out-of-the-box, bidirectional integration between BMC Service Impact Manager and BMC Service Level Management provides the following features and benefits:

- > BMC Service Impact Manager feeds BMC Service Level Management, allowing real-time computation of SLA status, either for business services or for individual configuration items (CIs). This allows business managers to evaluate the status of defined SLAs in real time.
- > BMC Service Level Management feeds BMC Service Impact Manager with SLA information, allowing IT teams to know about the status of the defined SLAs for all the components in the service models (either business services or individual CIs). This allows IT operations to better prioritize event resolution and also understand the health and SLA status of critical services that comprise dozens of elements.

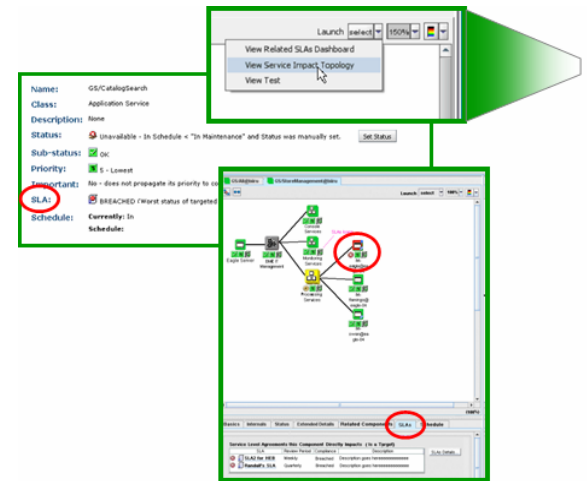


Figure 2. Through integration with BMC Service Level Management, BMC Service Impact Manager can follow-up on the status of SLAs in real time.

INTEGRATION WITH BMC REMEDY SERVICE DESK – PROACTIVE INCIDENT AND PROBLEM MANAGEMENT

In a traditional service desk environment, users are typically the first to report exceptions in the IT infrastructure. By the time incidents are reported, they may have already caused service disruption. By integrating service impact and event management into the service desk, technicians stay apprised in real time of the status of the IT infrastructure, as well as service health, and move proactively to address exceptions before they result in service degradation or outages that generate more calls to the service desk.

This integration of key service impact and event data helps IT transition from reactive to proactive. Only with real-time awareness can your service desk operate proactively, detecting and acting on exceptions before they are reported by users, and heading off exceptions before they result in service degradation:

- > The service desk can use business impact data generated by BMC Service Impact Manager to prioritize incident tickets based on the most critical business needs.
- > BMC Service Impact Manager can automatically notify the help desk of IT events and business impact, plus the affected business users, giving the support staff the ability to provide proactive notifications to users.
- > BMC Service Impact Manager can automatically submit real-time problem information based on events. The IT and business-aware data that is submitted can contain rich information that facilitates problem resolution and root cause analysis.

FEATURES

- > Provides a scalable and lightweight architecture that integrates with most event managers in the market, including BMC Event Manager and BMC® PATROL® Enterprise Manager
- > Instruments the creation and maintenance of models through the BMC Atrium CMDB, a repository for discovery, change, asset, and configuration data
- > Dynamically computes impact of events based on business policies, such as time of day, time of month, impacted services, impacted consumers, etc.

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC® Atrium™ technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. www.bmc.com.

- > Includes an advanced rules definition for service impact propagation
- > Includes service schedule definition to determine the impact based on the period (day, timeframe, etc.)
- > Shows the real-time impact of IT problems on IT and business services through real-time service views, dashboards, and reports
- > Extends the value of existing IT tool investments through the BMC Atrium CMDB and by leveraging events from existing management tools
- > Utilizes common BMC Portal and BMC Reporting Foundation technologies for role-based, Web-based dashboards and historical reporting

ADDITIONAL FEATURES

Executive Dashboards

The BMC® Impact Portal is a browser-based console that plugs into the BMC® Portal. The BMC Impact Portal provides the current status of a business service and its providers and consumers in three forms:

- > Map views
- > Tabular data views
- > Dashboard views

The BMC Impact Portal also offers business executives short-term, ad hoc reporting on either individual service components or the services themselves. What's more, an events tab displays impact events for business objects, making it easier for executives to see the details behind service impacting problems.

Historical Reporting

The optionally installed BMC® Impact Reporting component of BMC Service Impact Manager leverages the BMC® Reporting Foundation used by BMC® Performance Manager solutions. BMC Impact Reporting is best used for viewing long-term trends (for example, comparing multiyear, first quarter component performance) and contains the following predefined report templates:

- > Availability report
- > Mean time to repair (MTTR) report
- > Mean time between failures (MTBF) report
- > Mean time between service incidents (MTBSI) report

OUT-OF-THE-BOX INTEGRATIONS

BMC Service Impact Manager includes out-of-the box integration with:

- > BMC® Event Manager
- > BMC® Performance Manager
- > BMC® PATROL® Enterprise Manager
- > BMC® Remedy® Service Desk
- > BMC® Service Level Management
- > AlarmPoint

The following out-of-the-box integrations to BMC Service Impact Manager are included with other BMC solutions:

- > BMC® Impact Integration for MAINVIEW® — included with any of the BMC® MAINVIEW® AutoOPERATOR™ products
- > BMC® Impact Integration for SmartDBA® — included with any of the BMC® SmartDBA® Performance Solutions products

PLATFORM SUPPORT

BMC Service Impact Manager offers broad platform support. Please check with your BMC representative for a list of supported platforms.



To learn more about how BMC can help activate your business, visit www.bmc.com or call 800.841.2031

BMC Software, the BMC Software logos and all other BMC Software product or service names are registered or trademarks of BMC Software, Inc. All other registered trademarks or trademarks belong to their respective companies. ©2006 BMC Software, Inc. All rights reserved.



* 6 4 6 0 3 *