The Science of IT Management

Features

- Intuitive GUI
- 100% web-based
- Out of the box integration with EMC SMARTS and external provisioning systems
- Sophisticated roles-based workflow approval engine
- Calendar-based scheduling
- Search Facilities
- Full audit trail history for device state transitions

Business Benefits

- Empowers operations staff to accurately model true device status
- Reduced reliance on highly skilled systems administrators
- Reduced operational 'white noise'
- Fewer trouble tickets
- Greater productivity
- Reduced operating costs

Supported Platforms

- All supported EMC SMARTS platforms (Windows, Solaris & Linux etc)

Holonomix Ltd.
Medius House
2 Sheridan Street
London W1F 8BH
United Kingdom

T +44 (0)870 3664452
F +44 (0)871 2513018
E info@holonomix.com
www.holonomix.com

SMARTS Command and Control Centre (S3c)

Holonomix

S3c Device Lifecycle Manager (S3c-DLM)

The Challenge

Most availability management solutions provide only very simplistic models for modelling the true operational 'state' of a network device.

Even sophisticated event correlation and analysis solutions such as EMC SMARTS consider a managed device to be in one of a limited number of basic states i.e. either 'known' or 'unknown' (i.e. yet to be discovered); and once 'known' to the system, devices are only further distinguished as either operationally 'up' or 'down'.

This simplistic categorisation does not take into account the many subtleties that exist to describe the true operational state of a device - as it transitions through different production states during its operational lifetime.

The impact to IT Operations is that it is often impossible for operations staff to obtain an accurate and up to date picture of the true status of a network device - leading to erroneous tickets being raised and delays experienced in remedying real service impacting faults.

For instance, a device may be non-commissioned and down or in a state of pre-production testing and not contactable by management systems – in either case notifications/alarms associated with that device should not be exposed to operations staff on the basis that these alarms do not impact service delivery.

Solution Overview

SMARTS Command and Control Centre Device Lifecycle Manager (*S3C-DLM*) is a value-add enhancement for EMC SMARTS that provides true lifecycle management for network devices.

Using its intuitive web-based GUI, *S3C-DLM* allows operations staff to simply and temporarily place a device into a state of 'maintenance', thus masking or suppressing alarms from appearing in operations event consoles.

Holonomix's SMARTS Command and Control Device Lifecycle Manager (*S3C-DLM*) combines a dedicated workflow engine and information repository to facilitate modelling of true device operational status, together with out of the box integration with SMARTS Service Assurance manager (SAM) and a variety of device provisioning systems and databases.

True device operational status with S3c-DLM

Once placed into a state of 'maintenance' within *S3c-DLM*, all alarms/notifications originating from that device are automatically suspended within EMC SMARTS SAM servers. All events are then automatically routed to an alternative operator 'maintenance' console

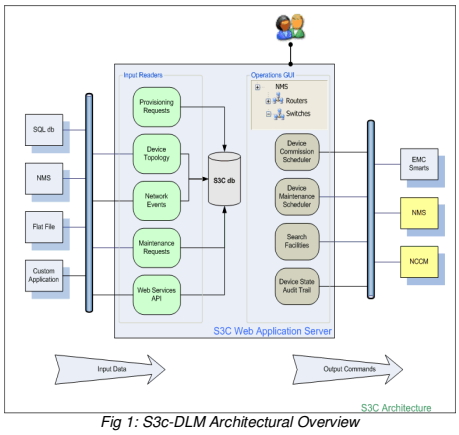

Fig 1: S3c-DLM Architectural Overview

Upon expiration of the device maintenance window those notifications (and any new ones originating from that same object) are automatically presented back to standard SMARTS operator consoles.

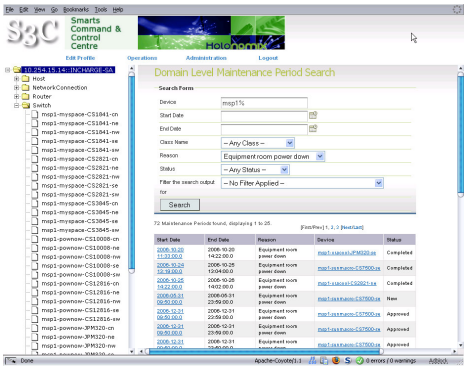

Fig 2: Search for scheduled maintenance periods

The notion of placing devices into maintenance is further extended in *S3c DLM* to also managing pre-commissioning testing, building power downs, and device mis-configurations – all of which typically result in an ongoing stream of Notifications.

S3c-DLM provides significant benefits to Service Provider and Enterprise customers that manage large networks using EMC SMARTS e.g.

- Network Operations can concentrate on real faults and not be distracted by alarms originating from devices undergoing planned engineering works.
- Pre-Commission testing can be carried out using the EMC SMARTS platform that the device will be managed by - but at the same time not interfere with the ongoing support of the network.
- Automatically provisioned maintenance and commissioning requests deliver increased operational consistency, process streamlining and reduced costs.

Holonomix 2006© Holonomix Ltd. All rights reserved.
For additional information, please contact Holonomix on +44 (0)870 3664452
You can also visit our website: www.holonomix.com