

## BMC Event and Impact Management

Consolidate, automate and prioritize IT operations according to business context

### KEY BENEFITS

- > Acts as a 'manager of managers' for all monitoring tools, providing an integrated view of your managed environment
- > Improves overall MTTR via event correlation, remote execution capabilities and contextual help
- > Reduces service disruptions to your business and users, by adding business context and dynamic prioritization
- > Integrates out-of-the-box with a large number of BMC and third party solutions
- > Features a highly scalable distributed architecture that adapts to any geographical or organizational layout
- > Automates event management via policies
- > Provides high availability out-of-the-box at no additional cost
- > Removes repetitive event isolation and resolution tasks by up to 90%, through BMC Run Book Automation integration

**BMC Event and Impact Management combines the strength of event and service impact management into a single IT operations management solution, delivering immediate focus on the events most important to your business. In addition, automated diagnostics, remediation responses and out-of-the-box integrations, further speed resolution and response times, creating additional efficiencies across your IT operations, by reducing the volume of events requiring attention and handling.**

### BUSINESS CHALLENGE

Many IT organizations still have a chaotic, firefighting, finger pointing approach to event management, due to multiple systems and application monitoring tools that generate high volumes of unfiltered, uncoordinated events. As a result, they are unable to diagnose and automate the resolution to issues across technologies, driving up staff costs and leading to poor Mean Time To Repair (MTTR). In addition, there is no visibility into the impact of IT events on your business services, causing inefficiencies and missed service level agreements (SLAs).

### THE BMC SOLUTION

BMC Event and Impact Management delivers consolidated, automated event and service impact management, as well as event prioritization according to business context. It provides a solid BSM foundation right out-of-the-box, integrating with BMC and third party solutions, both Mainframe and Distributed environments for a unified view of your IT resources across the enterprise. Remote execution capabilities direct your efforts to where the business impact is the highest, using patented, real-time computation methods to find and fix problems before impacting users and business services.

#### BSM in a box

This solution combines event and service impact management capabilities into a single solution to efficiently manage infrastructure events with business context by computing the business impact events will have on your business services. Combined with BMC and Third party integrations, this solution delivers a true, service-aware IT operations solution.

#### An enterprise-grade solution

BMC Event and Impact Management is designed to provide value in the largest and most demanding environments with a flexible architecture that matches any geographical or organizational layout. High-availability capabilities are included out-of-the-box. Administration and self-monitoring are done directly from the management console. In addition, strong security and role-based access are enforced at every level. And of course, BMC Event and Impact Management fully leverages the BMC Atrium CMDB and integrates with a large number of monitoring and service support applications.

#### Powerful remote execution capabilities

Automating the repetitive tasks required to further diagnose or bring a resolution to issues is key to operational efficiency. BMC Event and Impact Management includes standard, (out-of-the-box) and advanced (with the new BMC Run Book Automation Adapter) remote execution capabilities, that are invoked manually from the consoles or automatically with dedicated new automation policies.

#### BMC Impact Explorer dashboards consolidate information into a single view

How about visualizing in real-time which services are impacted by which infrastructure component, and the associated monitoring events all in one single view? New BMC Impact Explorer dashboards provide just that, as a new synthetic way to get all relevant info at once.



This product integrates with BMC Atrium technologies.

## KEY INTEGRATIONS

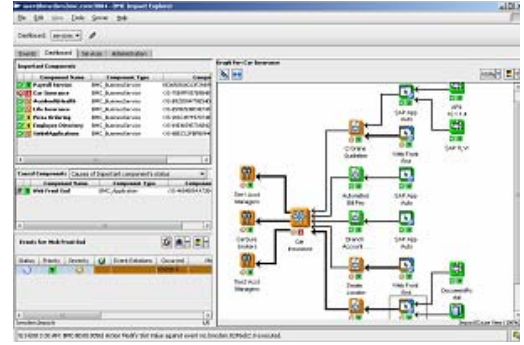
- > Provides a strong BSM foundation with out-of-the-box integrations to the following BMC solutions:
- > BMC Atrium CMDB
- > BMC Performance Manager
- > BMC ProactiveNet Analytics
- > BMC Transaction Management
- > BMC MAINVIEW AutoOPERATOR for z/OS
- > BMC Remedy Service Desk
- > BMC Service Level Management
- > BMC CONTROL-M

## 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 midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2008 revenues of \$1.73 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).

## FEATURES

- > Embeds a policy-based event management engine to easily configure event automation
- > Dynamically computes impact of events based on business policies, such as date and time, impacted services, impacted consumers, etc.
- > Includes powerful remote execution capabilities for automated diagnostics and remediation, either natively or through integration with BMC Run Book Automation
- > Delivers high-value BSM workflows by providing intelligent incidents to the service desk and service level management integration, fully leveraging the BMC Atrium CMDB
- > Provides a flexible, role-based user interface for the management of events, real-time service impacts, and the solution itself
- > Includes a robust, secure and flexible architecture that provides unlimited scaling and redundancy
- > Instruments the creation and maintenance of models through BMC Atrium CMDB, a repository for discovery, change, asset, and configuration data
- > Utilizes common BMC Portal and BMC Reporting Foundation technologies for role-based, Web-based dashboards and historical reporting
- > Delivers tight integration with HP OpenView Network Node Manager, HP OpenView Operations, IBM® Tivoli, and Peregrine Systems Service Center
- > Provides a fully documented public API to expedite partner integrations, expanding the solution



BMC Impact Explorer dashboards provide a single, real-time view of your infrastructure components

## ALIGNMENT WITH BEST PRACTICES

ITIL® V3 established event management as a key process to service operations, tying into other key processes such as incident and problem management. BMC Event and Impact Management fully supports the implementation of event management, by supplying the functions needed to collect, filter, enrich and correlate events, determine business impact, create incidents and automate response.

## TIE-IN TO BSM

BMC Event and Impact Management is the foundation to workflows that truly enable BSM in an organization: bridging the gap between IT and the business by identifying the impact of a technical issue on the services that are enabled by the IT infrastructure. BMC Event and Impact Management leverages the BMC Atrium CMDB, providing a natural tie into other high-value processes, such as service support and service level management.

## TECHNICAL SPECIFICATIONS

BMC Event and Impact Management runs on Linux®, Intel, and UNIX® platforms.

This solution provides flexible deployment options that adapt to different topologies and existing landscapes. Organizations may incrementally deploy this solution, starting with a “basic” deployment that includes only the core architecture components, and evolving into a full BMC Atrium deployment, leveraging the BMC CMDB and associated workflows.

## PART OF A COMPREHENSIVE SOLUTION

BMC Event and Impact Management is part of the BMC Service Assurance solution, delivering predictive intelligence for IT operations. With BMC Service Assurance, you gain adaptive, automated, and predictive technology across your entire enterprise, reducing business risk and service disruption, allowing you to deliver on your business goals with confidence. With BMC you get to the heart of your IT problems more quickly — with less effort and lower costs.

## FOR MORE INFORMATION

For more information on BMC Event and Impact Management, please visit [www.bmc.com/eventandimpact](http://www.bmc.com/eventandimpact).



To learn more about how BMC can help activate your business, visit [www.bmc.com](http://www.bmc.com) or call (800) 841-2031.

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