

BMC Service Impact Manager v7.1

More flexibility and functionality to help you choose the implementation that best meets your needs

KEY BENEFITS

- > Enable Business Service Management (BSM) by bridging the gap between IT Operations and IT Service Support
- > Enhance existing investments in IT management tools
- > Transform availability and performance data into knowledge about the real-time status of business services
- > Provide the right information to the right people to efficiently respond to the real-time impact of IT on the business

With its latest release, BMC Service Impact Manager v7.1 delivers new deployment and service modeling options that let you install a solution suited to the needs and maturity of your organization. This release also adds out-of-the-box, software-based high availability for its core server components, along with major enhancements around centralized management and monitoring of those components.

OVERVIEW

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; and how this, in turn, impacts the business processes that depend on those services.

BMC Service Impact Manager provides real-time service impact computation capabilities that work in conjunction with an event management system, such as BMC Event Manager. It takes incoming infrastructure events and applies them to a service impact model, then automatically determines the impact, cause, and priority of the various issues occurring in your environment. As a result, you can more easily and efficiently align IT priorities to support your most critical business services.

PRODUCT ENHANCEMENTS

New deployment options

With this release, installing the BMC Portal is now optional, reducing the installation time and footprint for those who don't use the BMC Portal. This also allows you greater flexibility around operating system (OS) support, since the entire basic solution can run on six platforms. The BMC Atrium Configuration Management Database (CMDB) is also now optional. As with the BMC Portal, if you need it, it works just as before. If you don't use the BMC Portal or the BMC Atrium CMDB, however, then you don't need to install these components. As a result, your deployment is simpler, and so is your overall IT operations project.

BMC Service Impact Manager v7.1 comes with three installation options: basic, standard, and Atrium:

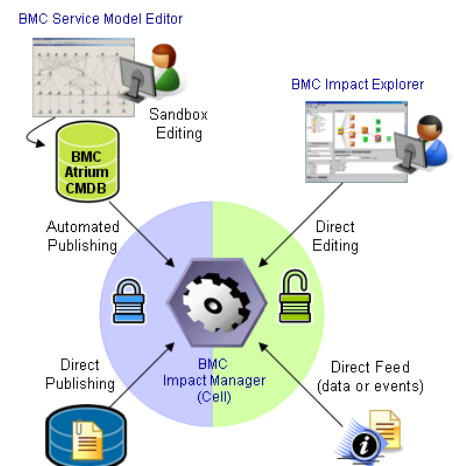
- > **The basic option** just installs the core components needed to get the solution up and running quickly.
- > **The standard option** also includes the BMC Portal.
- > **The Atrium option** includes both the BMC Portal and the BMC Atrium CMDB.

New service modeling options

BMC Service Impact Manager v7.1 introduces a new range of options to manage your service model. With an Atrium installation, you can work from the BMC Service Model Editor, and your changes will be published automatically from the BMC Atrium CMDB to the BMC Impact Manager server. If there is a need to handle highly dynamic changes, such as those in virtualized environments, it is now possible to send (in parallel) select service model updates from other sources directly to the BMC Impact Manager server. Such methods, known as "direct publishing" and "direct feed," can also be used in the context of a standard installation, but this time, to create and maintain a complete service model in the BMC Impact Manager server. In particular, you can configure a publication service to import data in transactional



This product integrates with BMC Atrium technologies.



PLATFORM AND APPLICATION SUPPORT

Third-party environments

- > Windows 2000/XP/2003
- > Sun™ Solaris™ 9 and 10
- > IBM® AIX® 5L
- > HPUX 11i
- > Red Hat Enterprise Linux® 4 and 5
- > Suse Enterprise Linux 9

BMC solutions

- > BMC Atrium CMDB v2.0.1 and 2.1
- > BMC Portal v2.5
- > BMC Event Manager v7.1
- > BMC Remedy Service Desk v7
- > BMC Service Level Management v7

Note: The BMC Portal only supports Windows and Solaris.

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 2007 revenues of more than \$1.58 billion. Activate your business with the power of IT. www.bmc.com.

mode. Basic installations support direct feed, What's more, all these installations support manual editing through BMC Impact Explorer (note: restrictions apply for published data). Finally, you can now populate service model information into BMC Service Impact Manager v7.1 directly from BMC Performance Manager.

Enhanced dynamic prioritization

Dynamic prioritization was first introduced in BMC Service Impact Manager v7.0. This groundbreaking feature automatically computes the priority of important consumer configuration items (CIs), such as IT services, user communities, or business processes, and then propagates these values to the "causal CIs" that are impacting them. The priorities of the impacted CIs are weighted and aggregated in real-time through a mathematical formula that produces a dynamic representation of the business relevance of any failing CI in the IT environment. Now, with BMC Service Impact Manager v7.1, the priority of important consumer CIs can be a function of the cost of downtime (schedule driven) or service level agreement (SLA) rollup state. Even when they are not used for priority computation, these parameters are available as data points for each causal CI.

Central administration

BMC Service Impact Manager v7.1 introduces a new concept of central administration, which enables you to monitor and manage your event and impact management deployment, just as you would any other critical IT service. A new tab in the BMC Impact Explorer console displays an automatically generated, real-time model of your implementation (including object states), allowing you to remotely manage your environment. From this new infrastructure management screen, you can easily:

- > Stop and start components
- > Edit and save configuration files
- > Centrally view or collect log files
- > Configure high availability

This concept significantly simplifies the administration of the solution, while also providing useful information about the overall health of the monitoring solution.

High availability

In this release, BMC introduces an out-of-the-box, software-based, high-availability solution, which enables users to configure pairs of failover (BMC Impact Manager) cell servers. On installation, you can now define a primary cell along with a secondary cell. From a solution perspective, these cell pairs are considered a single logical entity and are continually synchronized. If a problem on the primary cell or server occurs, the secondary cell seamlessly takes over as the "active server," and all consoles and connections are rerouted without general users knowing what has occurred. This provides a very powerful and easy-to-use high-availability solution that works right out-of-the-box (manual or script-controlled transitions are also possible).

Standard support of VMware Infrastructure 3

BMC Service Impact Manager v7.1 adds standard support for the VMware virtualization infrastructure. The core product components are now natively supported when running in a Windows 2003 or Red Hat Enterprise Linux® 4 Virtual Machine on ESX Server 3.0.1 (Intel x86 architecture).

LEARN MORE

To learn more about BMC Service Impact Manager v7.1, please visit www.bmc.com/sim.



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

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