

Reduce The Risks In IT Management

MIDAS for HP Operations Manager for UNIX

Business Service Availability

Few companies can afford to have their critical business processes stop because of IT problems. Most companies have invested heavily in application and infrastructure monitoring to identify faults early and avoid prolonged outages. Despite this investment we frequently read about such incidents. The risk that faults will not be detected early enough to avoid a major outage is high and frequently underestimated.

IT monitoring is complex

Monitoring a single business service can involve numerous scripts, configuration files, policies and settings both in the monitoring server and on the agent. An error at any point can result in a critical situation not being detected. Don't ask yourself if such errors could occur in your operation. They already have. You just don't know it yet. It is something like walking through a mine field. You can't see them but they are there waiting for something to trigger them. The consequence could be a few lost toes or it could be fatal.

Why hasn't all the money spent on monitoring bought more security?

It is a combination of the inherent complexity, the frequency of change, work load, tools and processes. The bad news is you will never eliminate all of these errors. The good news is you can significantly reduce such errors. You can reduce the risk of stepping on a landmine.

HP Operations Manager for Unix (previously known as HP OpenView Operations for Unix) has grown to be the most powerful event management system on the market. Unfortunately the native OMU administration GUI has not kept pace with the complexity of the monitoring applications.

Here is a partial list of the issues which inhibit productivity and guarantee that errors will be made:

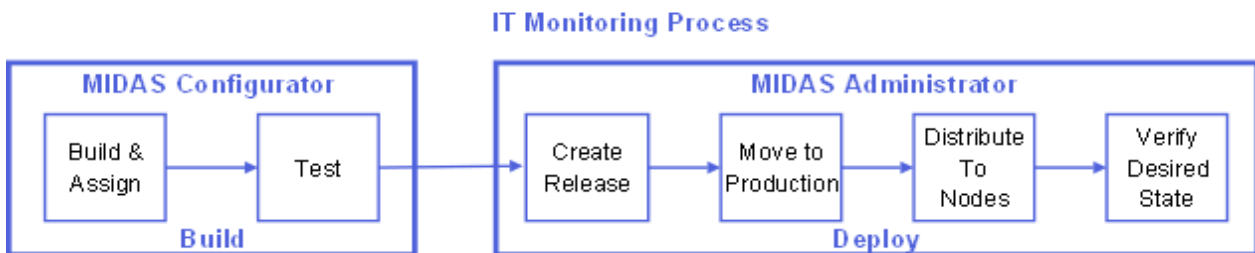
- Awkward editing and navigation.
- Very limited find or search functions
- Single administration user must be shared among administrators. This inhibits productivity and makes auditing almost useless
- No possibility to limit access to specific items (eg. policies or nodes)
- No documentation of monitoring policies, or their location
- No application or service view of the configuration. OMU only knows technical objects such as policy, node or message group
- No possibility to compare policies
- No version control
- No release management
- No method to verify that instrumentation is properly deployed

Some of these factors reduce productivity, stealing valuable time from administrators which they could otherwise use to improve the monitoring. Many of these issues stem from a lack of transparency which makes it difficult or impossible for an administrator to see the consequences of an action. The rest reflects a lack of functionality which makes it nearly impossible to implement good IT management processes, for example release management. To make matters worse, the lack of processes causes more errors which takes more time from the administrator which impacts quality and causes more errors. It is a vicious circle.

MIDAS for OMU eliminates all of these shortcomings and reverses the vicious circle giving the administrator more time to develop quality monitoring applications, implement good processes and reduce errors.

You will probably never achieve “zero defects” in IT monitoring, but you will be able to reduce the risk to an acceptable level. Whether your motivation for wanting to reduce risk stems from SOX, BASEL II, a SixSigma initiative or just the desire to improve your IT operations, MIDAS greatly supports your initiative in a key area - IT monitoring. Unlike many efforts to improve quality by implementing cumbersome processes which actually increase overhead and delay delivery, MIDAS for OMU will increase productivity, automate routine tasks, streamline your monitoring processes and give you a rapid return on investment.

MIDAS is a modular application which enhances HP Operations Manager for Unix by eliminating all of the the shortcomings which inhibit productivity. Additionally MIDAS provides strong support for the “release management” and “move-to-production” processes.



MIDAS MODULES and FUNCTIONS	MIDAS Configurator (3)	MIDAS Administrator (1, 3)	MIDAS Analyzer (2, 3)	HP Configuration Value Pack (4)
Create and edit OMU configuration				
Multiple, parallel, administrator	x			x
Access rights to selected objects or groups of objects	x			x
Read, Create, Modify, Delete, Assign, Execute access levels	x			x
Generate documentation from any object or group of objects	x			x
Generate documentation in PDF, HTML, Excel, RTF formats	x			x
Find or "Search for" objects	x			x
Navigate to related objects (policy to parent group, policy to assignments, etc.)	x			x
Improved editing (edit multiple policy conditions in a single window)	x			x
Version control for all OMU objects	x			x
Compare policies or policy groups	x			x
Download, transfer and upload configuration without root access	x			x
Negative queries (nodes without policies, nodes not in responsibility matrix, etc.)	x			x
Release Management				
Package OMU configuration for business applications or services		x		
Browse or view packages		x		
Download, check-in (create release), transfer packages		x		
Compare releases		x		
Schedule distribution of configuration to managed nodes		x		
Monitor distribution to managed nodes		x		
Verify desired state of management servers		x		
Verify desired state of a managed node		x		
Operations Manager for Unix Message Analysis				
Extract, load and aggregate OMU messages into analysis data base			x	
Report on messages per node, policy, condition, user, message group, etc.			x	
Filter reports on time periods, node, policy, condition, user, message group, etc.			x	
Negative reports: Policies and conditons which did not generate messages			x	
Ad Hoc analysis			x	
MIDAS products are only available through blue elephant systems or their authorized resellers				

- (1) MIDAS Administrator will be released in November 2007
- (2) MIDAS Analyzer will be released in Q2 2008
- (3) MIDAS products are highly integrated and run in the same browser.
- (4) HP Configuration Value Pack is manufactured by blue elephant systems and is functionally identical to MIDASConfigurator