

eyeShare™ the Incident Center for System Center Operation Manager (SCOM)

Ayehu Software Technologies, provider of eyeShare™ the Critical Situation Management (CSM) Solution, released a new connector to the Microsoft System Center Operation Manager (SCOM).

This integration delivers accelerated incident, problem and change management capabilities to Microsoft SCOM customers.

eyeShare™ provides one of the first unified capabilities for mobile and communication IT service management solutions, allowing IT people and managers to access and run actions on Microsoft SCOM events from any mobile, Smartphone or PC.

By combining eyeShare's capabilities to deliver actionable information and workflows with the Microsoft SCOM, customers can focus attention on delivering services and cutting costs of their IT operation.

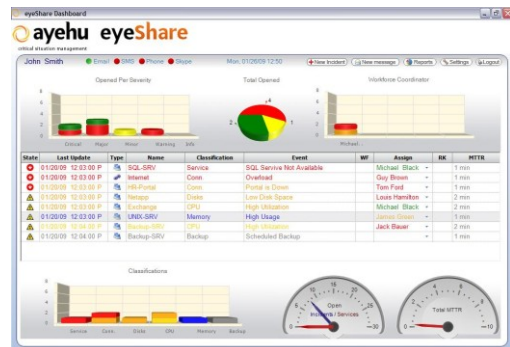
IT staff, Managers and users can now have immediate access to view incidents and response to important alerts, take responsibility or escalate the problem and execute tasks to resolve IT problems remotely, while all are being updated in real-time on any alert generated by the Microsoft SCOM.

In a recent survey, enterprises have found they are able to achieve up to a 30% cost reduction through Automating the Incident Management, process improvements and Staff efficiency.

Key Benefits

- Out of the box Tools & best practices for Automated Incident management
- Dramatically reduce resolution time of incidents & Problems
- Empower frontline operators to resolve more incidents more quickly & remotely
- Reduce upper-tier escalations and minimize alert noises
- Builds strong links between ITIL incident and problem management Processes
- Capture incident resolution audit trails and create process documentation
- Utilize knowledge while making it explicit and accessible to everyone

Situation Console



- **Aggregates & Correlates incidents**
- **Control & Manage process**
- **Real Time views**
- **Fully Customized**

Key Technologies Features

- **A rule engine** which captures, analyzes, classifies and dynamically learns event sources.
- **A workflow engine** for automating all of IT processes which automatically response to triggers.
- **A data warehouse and reporting** platform for BI information
- **A connector to support integration** across System Center, Service Desks, Microsoft products and common IT management tools
- **Dashboards** provide IT staff to access an interface to control & Manage IT operations processes.
- **A knowledge base** to capture and share IT Processes best practices such as ITIL® for IT professionals.
- **A communication engine** for event notification, coordination, escalation and report.
- **A shift scheduling system** for IT Staff to manage people skill, availability & tasks.

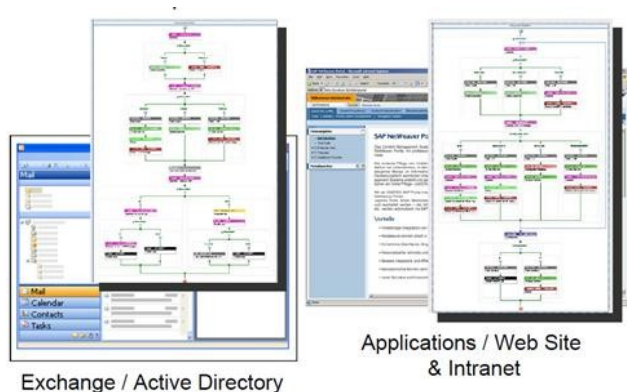
Additional Capabilities

- Central console for Incidents
- Automated IT Process workflows
- Solution Center
- Roster, duties and shifts settings
- Built-in notification & escalation
- Remote resolution & execution
- Scheduled workflows
- Reporting system
- Time-to-repair measurements
- two-way communication channels

System Requirements:

- Windows 2003 Server
- MS SQL Server 2005
- MS Reporting Services

Scenarios of Automated Problem Resolutions



eyeShare™ SCOM connector



In the diagram above, eyeShare™ connector sends SCOM alerts to the eyeShare™ Server for alert Handling & tracking. Alerts closed by eyeShare™ server will return & update SCOM on the change of alert status (Open, Close, Severity or any other status).

These processes automation are results of procedures written by App, Web, DBA and Infrastructure experts.

Sample use case:

eyeShare™ & System Center Operations Manager – Incident Workflow

When online application services such IIS stops suddenly, Operations Manager detects the application failure and generates alerts. The alerts will be automatically detected and classified into eyeShare™ console and assigned to the appropriate IT operations person. This person will get to his mobile device or to his mailbox the information about the incident, a useful knowledge of that problem such as server status service status etc..., and instruction of what are the options that are available to take action such run further diagnose, restart the service, delete log files or escalate the problem.... Then by replying to the message with the relevant command, the eyeShare™ workflow will execute the command that was chosen by him, in this case he chooses the "restart" the application service or any other task provided by this person.

The results of the task to "restart" the IIS service returned to the person the same way he responded & also will be updated on eyeShare™ console.

Although the restart command ended successful, the problem still not resolved because the service failed to start. To further diagnose this problem, the person can run additional diagnostic tasks for investigation and searching the recommended by the SCOM knowledge, the person will then get the results of the diagnostic process to determine what caused the problem. While eyeShare™ console keep updating on any results of the task, After confirming what the problem is, the person can run an appropriate workflow related to the incident. The automated workflow will immediately start to execute the process & with the right tasks. The eyeShare™ server will automatically notify the person about the status via email or SMS. This time the result will be successful and the SCOM alert and corresponding eyeShare™ incident will be automatically resolved and closed.

This image shows how eyeShare™ tracks, Audit and Document the entire incident resolution process

Active Logs						
Date	Event	Activity	Full Name	Status	Result	Message
10/20/2009 10:32:18 AM	Incoming alert					host: WEB-SRV desc: Portal state: Critical Severity: Critical info:
10/20/2009 10:32:19 AM	Url-Check	Check_Web_Site		Executed	Failure Unable to connect	URL Check http://localhost/ayehu/index.html
10/20/2009 10:32:25 AM	Ping	Ping_Web_Server		Executed	Success	Ping localhost
10/20/2009 10:32:26 AM	Disk Space Available	Check_Disk_Space		Executed	3885	Disk Space Available c: on localhost
10/20/2009 10:32:28 AM	Service Status	Check_IIS_Service		Executed	Stopped	Service status IISADMIN on localhost
10/20/2009 10:32:29 AM	Sending IM message	Contact_Owner	John Smith	Responded		WEB-SRV ayehu portal is down
10/20/2009 10:32:42 AM	Sending IM message	Contact_Response	John Smith	Responded	reset	WEB-SRV - ayehu portal is down
10/20/2009 10:32:55 AM	IISReset	Execute_IIS_Reset		Executed	Success	IISReset localhost
10/20/2009 10:32:58 AM	Wait	Wait_After_IIS_Reset				
10/20/2009 10:33:08 AM	Url-Check	Re_Check_Web_Site		Executed	Success	URL Check http://localhost/ayehu/index.html
10/20/2009 10:33:09 AM	Close	Close_Incident				
10/20/2009 10:33:09 AM	Sending IM message		John Smith	At Module		Workflow Recovery
10/20/2009 10:33:09 AM	Recovery					

Please take a 5min to watch our online demo at www.ayehu.com/eyeshare_demo.html

Ayehu Software Technologies Ltd

Ayehu was founded in 2007 to develop and market innovative solutions for the prevalent and costly problem of network and IT system downtime, eyeShare™, Ayehu's flagship product, is the first end-to-end CSM Solution. Based on a novel and patented process eyeShare™ ensures business resilience, availability and reliability and improves MTTR.

eyeShare™ is designed to automate the business of operations and proactively reduce or potentially prevent process inefficiencies.

For more information please visit www.ayehu.com