

CA NSM r11.2

CA NSM HELPS YOU INTEGRATE AND SIMPLIFY THE MANAGEMENT OF SYSTEMS AND EVENTS ACROSS COMPLEX MULTIVENDOR INFRASTRUCTURE, MANAGING PHYSICAL AND VIRTUAL SYSTEMS IN BOTH DISTRIBUTED AND MAINFRAME ENVIRONMENTS. USING AUTOMATED DISCOVERY AND ADVANCED VISUALIZATION, CA NSM ALIGNS IT INFRASTRUCTURE TO BUSINESS NEEDS AND PROACTIVELY MANAGES ALERTS AND EVENTS TO HELP ENSURE THE AVAILABILITY AND PERFORMANCE OF YOUR BUSINESS-CRITICAL PROCESSES.

Overview

Increasing business dependence on IT is making downtime more and more costly. CA NSM safeguards your critical business processes while reducing the cost and complexity of IT management.

CA NSM provides in-depth systems management and performance reporting capabilities that can scale to meet the needs of the largest organizations. It provides the foundation for a comprehensive service availability solution that can grow to manage and correlate a million events in a day, and manage thousands of system resources.

In addition, CA NSM helps ensure the continuous health and performance of your entire infrastructure to meet ever-changing business demands.

Benefits

In diverse IT environments, only CA NSM r11.2 integrates the management of physical, virtual and clustered systems, whether distributed or mainframe, and proactively manages events and alerts from all these systems on a common console. This allows you to reduce your CAPEX and OPEX by consolidating all your management domains and eliminating IT silos.

CA NSM provides you with enterprise-wide visibility, which accelerates problem resolution and improves responsiveness to your changing business priorities.

The CA Advantage

Platform-independent and vendor-neutral, CA NSM has extensive integration with both CA EITM and third-party solutions. CA NSM consolidates physical and virtual systems and establishes a foundation for Service Availability and Data Center Automation Initiatives.

CA NSM delivers integrated systems management with dramatic, measurable ROI that is compounded when used with other CA solutions and has proven to deliver a decrease in server downtime.

CA helps you to Unify and Simplify™ the management of complex system environments.

CA NSM Improves IT Utilization While Helping Ensure Quality Service

Today's IT dependent businesses can be devastated when critical systems go down, resulting in significant costs and penalties. In large mixed IT environment with physical and virtual systems, multiple operating systems and platforms each with their own applications, databases and system components — are frequently managed separately and often manually. The result is an enormous amount of non-normalized events and alerts delivered daily to the data center for analysis. To determine the root cause of an issue, you must filter through all this noise to find and correlate the few meaningful events.

CA NSM continuously monitors, assesses and correlates events across your enterprise IT environment. With fault and performance management integrated in a single console view, you get accurate and timely information to help you align IT priorities with your business objectives.

CA NSM has been able to demonstrate proven Return on Investment as it delivers reduced cost, reduced risk and improved service availability in a study of CA customers documented in an IDC whitepaper published in April 2007, IDC, "Achieving Business Value and Gaining ROI with CA's EITM Software," Doc #205383 authors Tim Grieser and Randy Perry.

In research sponsored by CA, IDC was able to quantify the value in ROI from a deployment of a system management solution based on CA NSM. IDC's analysis of 100 CA Systems Management users showed an ROI over 3 years of 348% with a payback period of 10.3 months. In addition they note, "CA systems management customers also enjoyed a 25% reduction in downtime, in these instances, server downtime..."

CA NSM comes with embedded integration for a number of management solutions from CA including: CA Advanced Systems Management (CA ASM), CA eHealth® Network Performance Manager (CA eHealth NPM), CA SPECTRUM® Network Fault Manager (CA SPECTRUM NFM), CA Insight™ Database Performance Monitor For Distributed Databases (CA Insight DPM). All of these can be licensed separately. In addition, CA NSM offers integration with CA Data Center Automation Manager (CA DCA Manager) and CA CMDB providing the foundation for Service Availability and Data Center Automation Initiatives.

What's New in CA NSM r11.2?

- Native and dual stack IPv6 support
- Enhanced integrations with CA ASM, CA DCA Manager, CA CMDB, CA SPECTRUM NFM, CA eHealth NPM, CA Service Desk Manager, CA Wily Introscope® and CA Wily Customer Experience Manager™ (CA Wily CEM)
- New Microsoft System Center Operations Manager 2007 integration
- New Linux and UNIX Manager configurations including Event Management, Advanced Event Correlation, Distributed State Machine, Trap Management, and Visualizations

- Integrated, advanced Active Directory Management
 - Active Directory Topology Views and Analytics
 - Active Directory Historical Reporting
 - Active Directory Knowledge Base
- Enhanced systems performance
- Enhancements to user interface:
 - Enhanced usability — improved user interface and more automated tools
 - Enhanced performance analytics and drill-downs
- Reduced size and overhead support used by all agents
- Visualization and configuration for CA eHealth® SystemEDGE™
- Single sign-on support for CA Service Desk Manager and CA eHealth NPM
- High availability service support for Alert Management and Notification Services
- Support for System and CICS on zSeries
- Dynamic scoping for Systems Management
- Expanded Linux and UNIX managers
- Embedded Database for Event Management
- Additional products supported by Systems Management Pack

Key Capabilities

ENTERPRISE-CLASS INFRASTRUCTURE MANAGEMENT In complex distributed operations, CA NSM integrates event and systems management, making it easier to manage the entire infrastructure while reducing IT costs. This is accomplished by providing efficiencies in core technologies and a rich set of modular CA solutions that complement and integrate with CA NSM, including:

- NEW: Support for IPv6, the next generation IP protocol
- Integrated system management of physical and virtual and clustered technologies, in distributed and mainframe environments forms the foundation for service availability management and data center automation solutions
- High capacity, advanced event management that reduces MTTR and prevents event storms, enabling IT staff to easily recognize those critical events that require action
- In-depth and highly scalable systems performance management and reporting capabilities that grows to meet the needs of the largest organizations
- Management Portal provides role-based security that limits management authority and access based on job requirements
- Trap management for adding SNMP traps into the CA NSM knowledge base and translating cryptic SNMP messages into more intelligible formats

COMPREHENSIVE PLATFORM SUPPORT Information can be gathered from a wide variety of platforms, including Windows, UNIX, Linux, AS/400, z/OS and OpenVMS. New with CA NSM r11.2 is more complete event management and workload monitoring, which is available for Linux and UNIX platforms.

Network information can be gathered from TCP/IP and SNA architectures, providing a single point of control for an entire enterprise's operations.

MICROSOFT PLATFORM SUPPORT The integrated Active Directory management services provide enterprise-class management for Microsoft Active Directory environments. Two tightly integrated, key components, Active Directory Knowledge Base and Active Directory Explorer, create the foundation for CA NSM to deliver Active Directory management.

The Active Directory Knowledge Base (KB) facility has been developed to manage and deliver Active Directory related information. The KB supports lookup of information based on product name and keywords and provides a comprehensive out-of-the-box set of Active Directory related articles. In addition to browsing all the content included in the KB, you can add your own articles and annotate existing articles.

Active Directory Explorer provides an enterprise-wide visualization of the environment and allows you to manage the Active Directory Agent and the Active Directory Manager (a server side component). These components work together to manage all aspects of health and performance of the Microsoft environment.

With Active Directory Explorer you can:

- View the domain topology and deployment of essential AD components and services such as Global Catalogs and FSMO servers
- Gather enterprise-wide statistic records in the context of the AD topology
- Provide reports on essential AD key statistics to support service levels
- Schedule diagnostic monitoring scripts on important AD health metrics to proactively detect problems
- Drill down in real time to examine the health and performance of individual Domain Controllers

DISCOVERY AND ADVANCED VISUALIZATION CA NSM simplifies management of complex IT infrastructures with a centralized view of the entire infrastructure. This view distinguishes between devices that are and are not under control and represents them meaningfully — as they align to business processes and visualizations tailored for different IT roles. It provides powerful Auto Discovery and monitoring of existing and new infrastructure devices and enables IT to quickly bring new devices under management, improving early detection of performance and availability problems. Advanced visualizations tailored for different IT roles are listed below:

- NEW: Ease-of-use features have been added to the Management Command Center (MCC) and the Management Portal to increase the flexibility and viewing options already available
- The MCC consolidates all operational activity including events, alerts and CA and third-party integrations
- Management Portal and Dashboard Services deliver role-based, dynamic and personalized views securely across the Web
- Real-time and historical performance views speed problem analysis and response by displaying correlated information in a number of formats
- Business Process Views let you view elements as they align to specific business processes
- The classic interface is a Win32-based interface that IT administrators can use to respond to system issues from various physical locations

COMPREHENSIVE SYSTEM MONITORING AND MANAGEMENT As the keystone of CA Dynamic & Virtual Systems Management solution, CA NSM combines, in a single product, the key technologies you need for effective systems monitoring, management and management integration across CA and third-party products. These technologies are:

- A Management Portal that provides intuitive access to enterprise management information
- System performance tools that offer comprehensive diagnosis, analysis and reporting
- NEW: Additional Microsoft Active Directory monitoring tools including an expanding Knowledge Base to support Windows environments and applications including SCOM 2007 and Microsoft Exchange 2007 (Microsoft Exchange 2007 requires an optional product.)
- z/OS monitoring reports on z/OS system health
- PIF, RPM and CA-Install, which provide standards-based tools for easy installation
- NEW: Single sign-on for the Management Portal and the Management Command Center in integrations with CA Service Desk Manager and CA eHealth NPM

ADAPTIVE, INTELLIGENT AND AUTOMATED SYSTEMS MANAGEMENT With intelligent automation, you can manage your environment more efficiently. CA NSM provides the following capabilities in this area:

- Adaptive configuration that learns what normal conditions are, establishes and sets thresholds and only issues alerts for truly abnormal circumstances
- A Web-based configuration management tool that performs policy distribution based on customizable filters
- High availability configuration options that provide for failover of critical CA NSM elements
- Service-aware technology that enables proactive and automated problem ticket generation between management applications and the service desk
- **NEW:** The Systems Management Pack (previously known as SAM Pack), which is an optional, downloadable component that enables you to quickly deploy and map your business services to IT resources and offers:
 - A rich set of policy packs that will accelerate your deployment and integration of CA NSM with many third-party and CA products
 - Over thirty policy packs including BlackBerry Enterprise Server, Microsoft Active Directory and Exchange, CA eHealth NPM, CA Service Desk Manager, CA SPECTRUM NFM and CA Wily Introscope

Systems Management Packs and policy packs can be downloaded by customers from support.ca.com.

ADVANCED EVENT AND ALERT MANAGEMENT CA NSM event management can assign priority to problems involving critical business processes, accelerating problem resolution and helping to reduce human error and mean time to repair (MTTR). Using the alert queues, alert notification and alert escalation features, you can keep your IT staff focused on solving business problems, instead of searching through the hundreds and thousands of events within the infrastructure. Advanced event and alert management features are:

- **NEW: Embedded Data Base** This provides event management.
- **Management by Exception** This feature highlights the issues that really require human intervention so you can ensure optimal use of IT time.
- **Full Alert Escalation** This feature automatically notifies another administrator if an alert has not been addressed according to defined policies, thus decreasing MTTR.
- **Advanced Notification Services (ANS)** This feature provides multiple methods of notification so you can make sure the right people are notified, thus improving service levels for critical business processes.
- **NEW: High availability for the Alert Management System** This feature provides failover and helps ensure increased uptime.

UNIVERSAL TECHNOLOGIES Common standards and shared elements among CA and third-party products reduce deployment risks, lower integration costs and speed the learning and implementation of new technologies. These commonalities include:

- Common Transport Mechanism that simplifies the configuration and management of communication in complex network environments
- Standard User Interface that is used to simplify interaction with other CA products
- Continuous real-time discovery mechanism for up-to-the-minute catalog of IT events

SUPPORTED ENVIRONMENTS FOR CA NSM r11.2

CA NSM r11.2 Manager*:

- Microsoft Windows Server 2003 Standard, Enterprise, Data Center & Small Business Server
- Microsoft Windows Server 2003 x64 Edition
- Microsoft Windows Server 2003 R2 x64 Edition
- Microsoft Windows Server 2003 R2 Edition Standard, Enterprise, Data Center

CA NSM r11.2 Linux/UNIX Managers (limited at launch **)

- HP-UX RISC11.23 and 11.31
- IBM-AIX 5.2 and 5.3 (32- and 64 Bit)
- Redhat Enterprise Linux AS/ES 4.0 and ES 5.0 (32 and 64-bit)
- Solaris SPARC 8 , 9 and 10
- SuSE Enterprise Server 9.0 and 10.0 (32- and 64-bit)

Choice of Management Database:

- Microsoft SQL Server 2000 SP4+, Standard and Enterprise Edition
- Microsoft SQL Server 2005 (32-bit)

CA NSM r11.2 Managed Resource*:

- Windows XP Professional
- Windows Server 2003 Standard, Enterprise, Data Center & Small Business Server
- Windows Server 2003 & R2 x64 Edition, R2 Edition Standard, Enterprise, Data Center
- Redhat Enterprise Server 4.0, 5.0 x64 & x86 ES and AS
- SuSE Enterprise Server 9.0, 10.0 x64 & x86
- Solaris SPARC 8,9,10
- Solaris 10 x64 & x86
- HP-UX 11.23, 11.31
- AIX 5.2, 5.3

CA NSM r11.2 Remote Managed Platforms

- Windows 2000 Professional, Server, Advanced Server, Datacenter
- Mac OS X 10.2, 10.3, 10.4, 10.5
- HP -UX 11.11 (11iv1)
- HP Tru64 5.1b
- FreeBSD 6.2

CA NSM High Availability Service (HAS)

- Microsoft Windows 2003 Enterprise Edition, Datacenter Edition
- Microsoft Windows Clusters
- Red Hat Linux RHEL 4

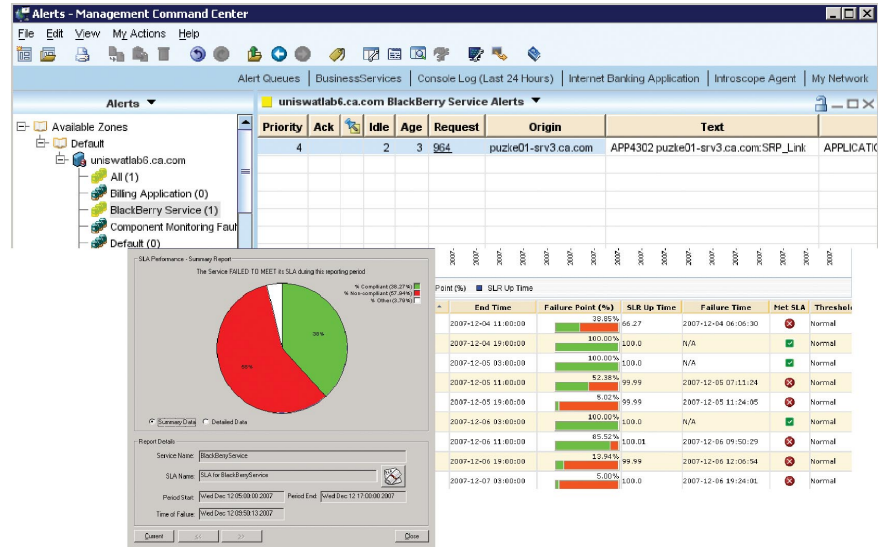
*Platforms are being added on a regular basis. Check with customer support for the latest information.

**Embedded database for the following components: Event Manager, Advanced Event Correlation, Security, Trap Manager, Remote DSM and JMO

FIGURE A

The centralized Management Command Center provides a single point of control, giving you comprehensive, enterprise-wide management of diverse IT environments. In this example you can see a performance report with alerts for Blackberry Service.

MANAGEMENT COMMAND CENTER



Cross-platform Automation Streamlines Enterprise IT Management, Delivering More for Less

Through enhanced automation of network and system management, CA NSM increases service availability across your diverse IT environments while saving you time and money. Operations and IT managers can shift from reactive to proactive mode, solving problems before they impact performance and giving users continuous access to critical business applications.

Intelligent monitoring and adaptive configuration automatically cut through the noise, separating the real events from the false alarms. Automated escalation then reduces unnecessary or redundant trouble tickets, and advanced alerting matches types of problems to specific IT roles. The right people get notified at the right time.

Within their domains, IT managers and administrators can leverage automated and out-of-the-box reporting that saves time and reduces the errors inherent in manual processes. Your IT staff can be freed up to concentrate on activities that have greater business value.

CA NSM automatically discovers, classifies and monitors network and system resources, and then uses advanced on-screen visualization to present these complex relationships in a format that is easy to understand. You can keep your existing platform-specific management solutions while getting consolidated alerting across all of them.

The CA Advantage

CA NSM is the foundation of the CA Service Availability Management solution, integrating with other CA and third-party products to provide comprehensive management of multivendor, multitechnology infrastructure. With CA NSM you can manage diverse enterprise-wide infrastructure elements including Microsoft, Linux and UNIX environments. CA NSM is built on CA's Integration Platform, a set of shared services including workflow, rules, policies and user interface and management data. This shared database provides a collective knowledge that can be mined and acted upon across the different management domains.

CA NSM is also an integral component of the CA Dynamic & Virtual Systems Management and plays an important part in CA's overall approach to transforming IT management. It supports CA's EITM vision, which is to unify IT and simplify the management of today's complex computing environments across the enterprise for greater business results.

Next Steps

CA NSM centralizes and automates systems and event management across multivendor and multiplatform networks, improving service levels while reducing costs.

To learn more and see how CA software solutions enable organizations to unify IT and simplify the management of complex computing environments across the enterprise for better business results, visit ca.com/products.