



# BMC Event Management Accelerator

Ideal for IT organizations implementing the BMC Service Impact Management (SIM) suite.

Correlate infrastructure events and automatically identify the root-cause.

Automatically create and manage incident tickets based on infrastructure events (Smart Tickets).

Smart blackout period management that handles outstanding events.

## Business Challenge

For IT organizations deploying BMC's Service Impact Management (SIM) product line, the journey to a full Business Service Management (BSM) implementation involves a step-wise evolution of the functionality and integration capabilities of the tools comprising the suite.

The initial challenge faced by IT organizations typically consists of gaining control over the flood of events generated by the various monitoring tools deployed in the environment. Next, the ability to automatically dispatch the proper person to work on the correct incident at the right time is usually tackled.

In order to help IT organizations address these initial challenges, KOAN-IT has developed the BMC Event Management Accelerator product. This product correlates and filters out unwanted events, performs root-cause analysis, and forwards events to the Remedy ARS system (i.e. HelpDesk) for automatic incident ticket generation and closure.

KOAN-IT's BMC Event Management Accelerator allows IT organizations that have made (or just about to make) investments in BMC's Service Impact Management (SIM) product line to achieve significant benefits quickly without moving to a full service-based management approach.

## Our Solution

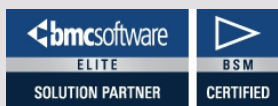
KOAN-IT has developed a custom event correlation and integration solution that enables the centralized processing of all events generated in the environment, including the notification through a Service Desk application such as Remedy HelpDesk.

As events are received by BMC Impact Manager (i.e. the event console), they are normalized and correlated in real-time. Root-cause events are identified while false events are suppressed. Information is then forwarded to Remedy where incident tickets are automatically opened, assigned, updated and resolved/closed.

There is no programming experience required in the implementation and maintenance of the KOAN-IT solution. Administrators only need to manage simple correlation and notification rules through an easy-to-use interface.

### Key Features & Benefits

- Event normalization
- Correlation and root-cause analysis
- Integrates with BMC Atrium CMDB for topology information
- Two-way integration with Remedy HelpDesk
- Smart and automatic incident ticket management
- Centralized blackout period management.



# BMC Event Management Accelerator continued...

**Requirements:**

- BMC Impact Manager 4.1 or later
- Remedy ARS 6.x or later
- Remedy HelpDesk 6.x or later
- BMC Atrium CMDB (optional)

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## Main Feature Description

### Correlation and Root-Cause Analysis

As events are received in real-time by BMC Impact Manager, the correlation engine performs root-cause analysis based on versatile user-defined rules. Suspect events are delayed and potentially suppressed, while root-cause events are allowed to flow through. The engine supports topology-based and system-based correlation. topology-based correlation facilitates the correlation of infrastructure-related events (e.g. router down) while system-based correlation facilitates the correlation of system and application-related events (e.g. CPU alarm). The topology information needed for correlation can be extracted directly from the BMC Atrium CMDB if it is in use.

### Remedy HelpDesk Integration

Once events have been correlated and the root-cause identified, the information is used to automatically open, update and resolve incident tickets. The integration with Remedy HelpDesk automatically opens and assigns incident tickets to the right person or group using the right notification method (i.e. Smart Tickets). Event status in BMC Impact Manager is maintained automatically and reflects the status of the corresponding incident ticket in Remedy. Finally, because blackout period management across disparate monitoring tools can be challenging, the KOAN-IT solution enables centralized blackout period management at the Remedy level. Events are suppressed for the duration of the blackout period and released only if the condition still exists at the end of the blackout period.

