OpsRamp

SERVICE MAPS

Holistically manage your business services.

Understand Dependencies Between Enterprise Services And Underlying Infrastructure.

Manage Business Services Better:

01 **SERVICE DEFINITIONS:** Create service definitions for business services across hybrid infrastructure.

02 **MANAGE AVAILABILITY:** Manage performance of critical services with custom metrics for service health and availability.

03 **BUSINESS VISIBILITY:** Expose relevant service maps to business units so that they can monitor the services that matter to them.

Business Challenge

IT is under tremendous pressure to provide business relevant operations management. IT teams need to not only monitor the status of individual IT resources but also understand how groups of related IT elements come together to deliver a business service.

How do you define and measure critical service metrics that matter to business teams? OpsRamp's service maps help enterprises track IT service metrics with customized definitions of availability, performance, and responsiveness. Service groups display dependencies intuitively and enable IT admins to quickly browse through infrastructure elements when analyzing issues.
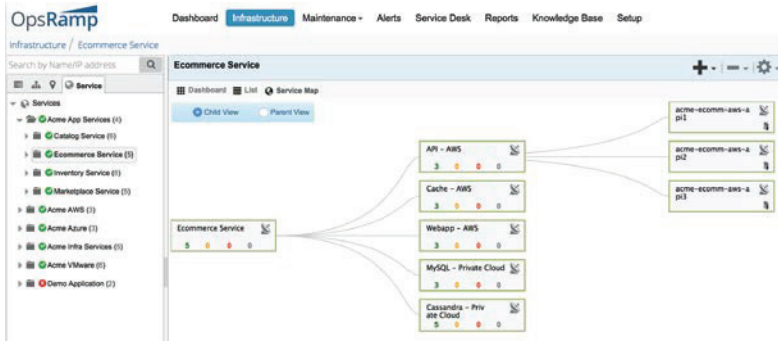
Capture Your Critical Services In OpsRamp

With service maps, IT can manage services as logical entities by visualizing the relationships between elements and services. Service maps can be created using flexible rule based policies that allow for hybrid cloud applications that expand and shrink dynamically as new elements are provisioned or decommissioned.

A service map is a graphical representation of services based upon common groupings and dependencies and allows holistic management of services. Service maps allow IT to manage application and infrastructure dependencies in a single platform. IT operations teams can extend beyond distinct, physical devices to describe and manage dependencies defined in an application or a process and report on critical services as logical entities to their business stakeholders.

Situational Awareness

OpsRamp service maps deliver a unified view across multiple monitoring tools including identifying dependencies between disparate technologies that may not fall under the scope of a single monitoring solution. IT teams can proactively prevent business-impacting events and react to issues with better situational awareness by visualizing service topology and understanding the relationships between resources and services.

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Key Features and Benefits

Model a composite IT service - Manage services as logical entities and visualize relationships between resources and services. Construct a complete picture of your critical services, whether they are built entirely with public cloud resources or in a hybrid environment.

Service Group Assignment - Define policies to dynamically populate service groups as new IT elements are provisioned. Dynamically expand and shrink based on new and decommissioned elements.

Service Level Dashboards - Visualize the health of IT services across datacenter and cloud, customized for IT and business users.

Custom Metrics - Define and measure what matters with customized definitions of availability, performance, and responsiveness metrics.

Pinpoint Performance issues - Identify and resolve root causes by pointing to the specific resource that's responsible for service degradation.

Troubleshooting

Assess specific outages with simple up, down, and degraded indicators while reviewing an application or a process that is down or underperforming. IT teams can proactively prevent business-impacting events and react to issues with better situational awareness by visualizing service topology and understanding the relationships between resources and services.

About OpsRamp

OpsRamp enables IT to manage more workloads with less work. Our cloud platform creates a central hub that all IT teams - from operations to service management and everyone in between - use to manage today's complex hybrid computing environment.

TO LEARN MORE
OpsRamp.com // 1.855.847.8272