

# Sun<sup>SM</sup> Remote Operations Management – Identity Service

Keep your Sun identity management solution operating at peak performance



Keeping your Sun identity management infrastructure up and available in a mission-critical environment presents major challenges for your organization—especially when it comes to protecting your service-level commitments. Like all IT environments, your infrastructure probably needs 24x7 monitoring and management to respond to constant changes, handle unexpected incidents, and prevent business disruptions to critical identity-related functions such as identity provisioning, password management, and access management.

How do you ensure that your mission-critical identity management environment is protected at all times without putting a strain on your IT staff? Sun has proven expertise in the deployment and development of identity management solutions, and now we are extending our expertise to help you manage your solution without investing in additional staff and tools. You can concentrate on your critical-business needs while we help keep your Sun identity management solution operating at peak performance.

### Increase reliability, availability, and performance

Identity management solutions are often complex, comprising various combinations of software and interface code. Tailored to meet your precise business needs, the Sun<sup>SM</sup> Remote Operations Management – Identity service reduces the complexity of managing your Sun identity management solution while increasing reliability, availability and performance of your entire IT infrastructure.

The service provides remote monitoring and management of Sun identity management solutions that consist of:

- Sun Java Identity Management Suite, which provides tools for provisioning resources, controlling access, managing directory services, and delivering auditing data
- Java technology-based custom code connector, which links identity management applications such as Sun Identity Manager to third-party or proprietary applications

- Any other heterogeneous components already covered by Sun Remote Operations Management offering such as operating systems, databases, systems, storage, and network devices
- Optimized for Sun Java Enterprise System update 1 and later releases

### Monitoring and management

The Sun Remote Operations Management – Identity service can help reduce the risk of downtime for your mission-critical and other identity management solutions. You receive 24x7 monitoring and reporting of Key Performance Indicators (KPIs) of applications for monitored devices which will help your company measure progress of your organization's performance goals. Some of the KPIs include login/authentication type errors, account policy errors, adapter connection errors, account policy violation errors and configuration errors, and database errors.

Sun provides predictive monitoring through event management reports that enable you to identify patterns of improperly tuned operations, devices, applications, and operating systems. You select the level of availability reporting you wish to receive—either on-demand hourly, daily, weekly, or monthly reports. Sun engineers review data from the reports to identify data trends and correlate events over a period of time, and then work with you to improve operational efficiencies.

### Highlights

- Protect your service-level commitments with 24x7 monitoring of mission-critical identity management environments
- Leverage proven expertise in architecting, implementing, and managing identity management solutions
- Prevent disruptions that may impact your business due to changes in your IT environment
- Monitor Sun Java<sup>SM</sup> Enterprise System IDM components and Java technology based custom connectors with a seamless, end-to-end solution based on the Java E.S. Monitoring Framework
- Enjoy hassle-free support and a single point of contact for routing issues
- Optimize the cost of tools and long-term operations

## Key features and benefits of Sun Remote Operations Management – Identity Service

Features	Benefits
Management and monitoring of Identity	Synchronize across IT compute, network and infrastructure
Comprehensive provisioning and non-invasive architecture	Fast, easy, cost-effective implementation
Scalability of large environments	Adaptable service solutions to fit your precise business needs
Reporting available on the Sun Managed operations portal	Real-time and historical reporting, service desk and ticketing information, bi-directional channel of communication between Sun and the customer
Complementary single point-of-contact	Comprehensive service offering to take care of Identity Management solutions

### Sun Java Enterprise System monitoring framework

Unlike our competitors, Sun allows customers to leverage our intellectual property all along the stack. We take a best practices approach to monitoring and management with the Java Enterprise System monitoring framework, which provides a unique way to monitor the identity management components and Java technology-based custom interface adapters that are part of your solution. Sun offers an end-to-end solution that includes monitoring and management services.

### Services for identity management

The Sun Remote Operations Management – Identity service is part of a larger Sun Managed Services portfolio, which provides a dynamic IT infrastructure that optimizes IT operations while enabling customers to retain control over their IT environment and strategy. By taking a flexible approach to IT sourcing and service management, Sun Managed Services can help you address today's challenges while focusing on core competencies for competitive advantage.

We take a “best-of-value” approach to building, implementing, and managing an identity management solution with collaboration between software technical support, professional services, and delivery organizations.

Sun experts can quickly and efficiently set up a systematic, centralized process for managing and monitoring your mission-critical identity management solution.

You can take advantage of more than 20 years of IT knowledge, combined with proven methodologies and skilled resources, to help improve operational efficiency and maximize your existing staff. Sun intellectual property and expertise help improve your payback time with a structured approach to making vital updates, changes, support issues, and interface code.

### Architectural and implementation services

In addition to our managed operations capabilities for identity management, Sun provides architecture and implementation services. Sun consultants can help you develop a detailed assessment and strategy for building and optimizing your identity management environment for quick deployment of new projects. We help you set up a system for defining, maintaining, and auditing solutions, creating and managing user accounts for a set of managed resources, implementing self-service password management features, performing diagnostics of your solution, and tuning your environment to keep up with constant business changes.

### Learn More

For more information about the Sun Remote Operations Management – Identity service, contact your local Sun sales representative or visit [sun.com/service/managedidentity/index.html](http://sun.com/service/managedidentity/index.html)

### Why Sun?

Sun combines industry-leading expertise, a proven IT operations approach, and innovative remote management technology to help you improve operational efficiency. Our dedication to your success and our promise to reduce operations costs drive the design and delivery of Sun's flexible services. Sun Managed Services are tailored to your unique needs, allowing you focus on your strategic IT initiatives by augmenting, extending, or refocusing your internal operations resources.