

SunSM Managed Operations Delivery Framework



Key Highlights

- Flexible services conform to your unique business and technology requirements so you get exactly what you need — when and where you need it
- Predictive approach allows you to proactively manage your applications and infrastructure 24/7
- Proprietary knowledgebase gives you access to invaluable information that helps you manage and resolve issues

Key Benefits

- Attack cost and complexity by following industry best practices, including ITIL-based change and incident management processes
- Maximize application availability with industry-leading remote monitoring and management that support heterogeneous environments, including the Solaris™ Operating System, legacy, HP-UX, Linux, and Windows
- Address IT challenges while staying focused on your strategic initiatives
- Stay in control of business-critical systems with flexible services that fit your unique requirements



The Sun Managed Operations delivery framework provides you with an integrated service delivery platform that helps enable full visibility into IT systems and the underlying business processes that these systems support.

Sun's approach allows businesses to help increase the performance of their systems, refocus on strategic IT initiatives and help reduce operations costs — without losing control over their infrastructure.

since yesterday. It also takes up a mere 1U in your environment and can be configured for redundancy.



ControlTower Remote Operations Management: Anytime, Anywhere

Envision a single tool that performs the work of several tools. A ControlTower Appliance collects, queues and forwards information generated by hardware and from error logs. It tests designated urls in your environment to help ensure that they are responsive to user requests. It accepts secure connections (SSH2) from designated hosts and allows the secure launching of native management tools (e.g. Terminal Services) to manage your devices. Imagine a device that scans all the devices in your environment daily to help ensure that their secure configurations have not changed

Sun Managed Operations services consultants place a device called ControlTower in your data center, or your hosting provider's data center. This device is our proprietary technology for gathering performance information from your environment. ControlTower features receptors that are coded to monitor nearly any piece of infrastructure, anywhere in the world. This scalable technology consists of a Control Tower Appliance that is placed in your environment and ControlTower servers that are located in our data centers. Collectively, these tools handle thousands of simultaneous alarms and perform reliably by storing and forwarding data when the Internet is not available.

ControlTower exemplifies our operational experience in developing a management and monitoring platform capable of delivering service to today's technology with an eye on emerging advancements in both management and monitoring services and protocols.



ControlCenter

Centralized Operations Center: Our People Make the Difference

Imagine having a remote team, always watching over your IT environment, rotating shifts, keeping an eye on changes and processes on each of your systems. Your in-office team focuses on key business processes and new projects rather than stretching themselves thin just trying to maintain status quo in your environment. Envision a time when you're informed of a potential issue before it becomes a full fledged problem because your remote team is reviewing your event reports and analyzing trends in your environment.

ControlCenter is Sun Managed Operations's 24X7 centralized operations center for managing and monitoring your environment. Sun Managed Operations has built an industry-leading systems management infrastructure as the foundation for its change, incident and inventory management tools. With expertise in application, network and security engineering, as well as database and systems administration, our ControlCenter engineers leverage these tools to deliver world-class operations management to businesses at a fraction of the cost of hiring the same resources internally.

Our ControlCenter resolves many issues using the Sun Managed Operations proprietary knowledgebase, ControlBase. ControlBase provides real-time validation and remediation steps for incidents occurring within a wide array of applications and infrastructures.



ControlBase

Proprietary Knowledgebase for Efficient Incident Resolution

Visualize an electronic technical library so vast that a multitude of issues that could potentially affect your IT environment can be found with a few clicks of a mouse. Engineers add to this storehouse of information on a daily basis, helping to ensure that the most up-to-date information about your devices is available at any time to any team member.

ControlBase is our proprietary knowledgebase of proven, best-practice operations management procedures for specific operating environments and technologies. This system provides validation and remediation steps for incidents occurring within a wide variety of applications and infrastructures. Currently holding thousands of individual remediation procedures, ControlBase's breadth of solutions is continually growing to incorporate newly identified, proven fixes. This tool allows our ControlCenter to resolve nearly 70 percent of all incidents within minutes of their occurrence, at the first line of support.

ControlBase is fully integrated with the Sun Managed Operations portal, as well as, its monitoring and ticketing systems. This integrated knowledgebase contributes to the depth of information on clients' systems performance and incident history — enabling Sun engineers to better understand your unique operational needs.



ControlPoint

360-Degree Visibility into Your Systems

Imagine being able to view your systems online from Fiji (so long as you have Internet access) or your home office. Logging in to ControlPoint gives you a quick view of your environment, allowing you to drill down into more detailed information as required.

Our ControlPoint portal provides visibility into the performance of your applications and infrastructure. Its user-friendly interface allows you to easily navigate through all your services and contact our client support staff if needed. Our client support team employs process methodologies to help ensure prompt, consistent issue management and professional client communication.

ControlPoint provides a secure, intuitive user interface that gives you visibility and control over the current state of your enterprise-computing infrastructure.

A robust and flexible tool, ControlPoint provides you access to device status, performance reports, trouble tickets, change management, and inventory and systems configuration information in-context.

As a portal to all services, ControlPoint delivers hundreds of on-demand management reports for every monitored device in your infrastructure.

- **Monitoring Information** – At the highest level, ControlPoint provides a snapshot of the overall health of your systems including all web site, device and application transactions. If there is an incident with a transaction, you will immediately see its severity, type, description, date and time. You can click on the transaction to drill down on fault details, showing the details of the transaction.
- **Change Control** – Our “best practices” change management process significantly increases service quality by helping to reduce errors. Users submit change requests via a simple form that includes sections for implementation, tests and back-up plans. A change ticket number identifies each request, which allows both you and your Sun team to track the status of submitted requests.
- **Inventory Control** – ControlPoint provides a detailed inventory of all devices that make up your systems and applications such as firewalls, IDS, load balancers, routers, servers and switches. The inventory is searchable via a form or a drill down list categorized by device type. For each device, you can access a detailed list of information including:
 - Service level
 - Hardware and software configuration (version and patch/service pack)
 - Graphical view of location (cage, rack, slot)
 - Past, current and planned change tickets
 - Open and closed incident tickets
- **Incident Control and Analysis** – Our incident management process provides Sun engineers with comprehensive procedures for efficiently addressing, notifying and resolving incidents. Using ControlBase’s remediation procedures, we resolve the majority of incidents within minutes, at the first line of support.

By resolving your incidents and gathering performance data from your environment, we gain insight into your systems and analyze them for optimization. You can access this information yourself through ControlPoint. The ControlPoint Incident Control screen shows you all open, resolved or closed incident tickets. By simply clicking on a ticket ID number, you can see specific details of its working history including category, type, location and severity. If you subscribe to the monitoring service, you can update incident tickets directly with remediation details.

ControlPoint also allows you to organize and search through all incident and change tickets by defining parameters for the tickets you would like to see.

- **On-Demand Reporting** – ControlPoint provides access to hundreds of trending and status reports covering applications, networks and servers. Reports are generated “on-demand” and rendered as easy-to-read graphs based on user selections. ControlPoint reports include:
 - Incident and change ticket progress
 - Monitoring results
 - Exception and service reports
 - Change management coordination
 - Inventory management information
 - Account management information
 - Execution of user/administrative task

Take the next step.

If you want to know more about Sun Managed Operations or what other Sun Managed Services offerings can do for your business, contact your local Sun sales representative or authorized reseller or visit:

sun.com/service/mgdopservices/

