

Winning at

EXTENSIBILITY

With Software-Defined IT Operations

An excerpt from **7 Characteristics of Service-Centric IT Organizations**

Service-centric IT organizations have the ability to not only address today's needs but plan for future growth as well.

A guiding principle for system design is to take future growth into consideration.

And software-defined IT operations is, by definition, extensible.

The level of effort and ability to extend a system with new functionality or the modification of existing functionality is an important component in software-defined IT operations.

The ability to monitor every element of the enterprise is directly related to the ability to extend functionality to monitor new types of systems and applications.

software-defined IT operations should also add advanced monitoring functionality for systems and applications that are already covered, including:

- **monitoring servers**
- **networking systems**
- **storage systems**
- **virtual environments**
- **containers**
- **converged infrastructure**
- **applications**

The University of Maryland University College (UMUC) is the largest online public university in the world.

With 70 years of business, they are the epitome of keeping an eye on future growth. As a strategy, the university deploys many best-of-breed SaaS providers to deliver an overall learning environment and learning experience by utilizing a plethora of tools.

“So if you can imagine, trying to monitor SaaS is a lot different than trying to monitor on-premises infrastructure. SaaS providers are not going to open up and give you access to their logs or give you access to monitor their infrastructure.”

– Scott Reece, Director of Technical Operations, University of Maryland University College (UMUC)

The solution they selected enabled the IT team to not just see if a learning environment website was up or down – it allowed the team to view a virtual classroom, log in as a student, go through a number of exercises, and monitor not only the performance but also the availability of what the student experience would be like.

Extensibility plays a critical role in the success of UMUC’s vision of providing classrooms and learning experiences around the world. Reece describes their solution as an open platform.

“It’s used across various engineering teams within the university. Our server engineering team utilizes it, our DBAs, our application administrators and certainly our monitoring team. It’s so open, and it’s utilized by all of those different groups so that we can have a consolidated view of system status and everyone can work on that platform to build out monitoring capability to make it more robust.”

– Scott Reece, Director of Technical Operations, University of Maryland University College (UMUC)



Scott Reece

Director of Technical Operations, University of Maryland University College (UMUC)



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