ZENOSS SERVICE DYNAMICS:
Event Management

Unified, real-time event management with service context

Business Challenge

Modern enterprise IT environments continue to grow in size and technological complexity, generating a much larger number of events than ever before. With this increased event volume, identifying and resolving problems before users are impacted has become a significant challenge.

To avoid being overwhelmed, IT organizations need a way to understand which events are important and which are just "noise." Events need to include contextual information, like relationships and dependencies between resources, in order to accurately identify which events are true threats to service delivery and which can be safely ignored.

Organizations also need a holistic, real-time view of all system events, fault notifications, and status changes across physical, virtual, converged, and cloud infrastructures to better identify and resolve service issues. That means abandoning monitoring silos that segregate events in server, network, or storage fiefdoms, limiting insight into how events correlate to service degradation or disruptions.

Event Management with Zenoss Service Dynamics

Zenoss Service Dynamics gives you a single, unified view of events across your physical, virtual, converged, and cloud resources. It combines event management with service impact analysis, giving the context of where events occur and their immediate impact on service delivery.

Zenoss Service Dynamics maintains a real-time service model of resource relationships and dependencies of supported devices, and can parse through thousands of events to determine which events are most likely to cause service degradation or failure. Event aggregation, de-duplication, and masking occurs automatically for the devices that compose the service model, giving you a shortened list of service events that require attention. At the same time, the patent-pending confidence ranking capabilities applied to the service events expedites root-cause analysis.
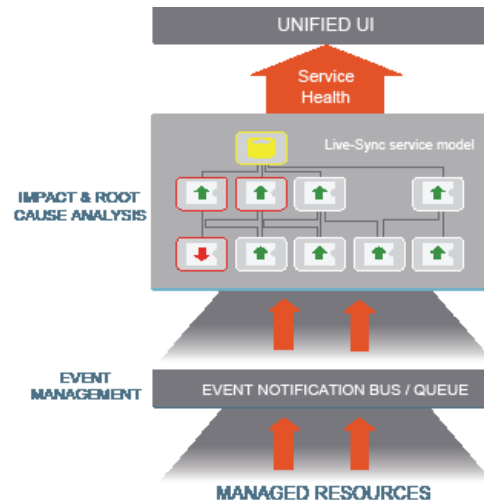
Key Features:
- Unified, agentless event collection – Agentless event collection allows you to integrate events, faults, errors, and alerts from every system and source in your IT infrastructure in a single interface, eliminating swivel-chair management.
- Event enrichment – Real-time resource model provides contextual information on changing relationships and dependencies between devices and components, helping you more quickly determine how to resolve service issues.
- Event correlation – Automatic correlation of multiple events based on time and topologic relationships prevents event storms from overwhelming administrator consoles.
- Prioritized, actionable event ranking – Our patent-pending confidence-ranking algorithm determines which events are most likely to be the root cause of an issue, helping administrators prioritize response actions.
- Automated notifications and triggers – Triggers and notifications automatically alert the right team about service-impacting issues or automatically kick off defined remediation responses.
- Integrated help desk support – Event management integrates easily with help desk applications like Remedy or ServiceNow. Workflows can be customized with one- or two-way acknowledgement, ticket enrichment, and more.

zenoss

11305 Four Points Drive
Building 1, Suite 300
Austin, TX 78726, USA

Phone: +1-512-687-6854
Toll-free: +1-888-936-6770
www.zenoss.com

Own IT.

Enterprise-Ready Design

Zenoss Service Dynamics simplifies event management in even the largest, most distributed environments. Enterprises and services providers have access to an event management engine capable of processing more than 100 million events daily, along with a highly scalable architecture and streamlined event lifecycle management capabilities.

Scalable Architecture

Zenoss Service Dynamics has been deployed in some of the largest organizations in the world. It was designed from the ground up to be flexible and scalable, and can be deployed across geographies and multiple management domains. The Zenoss Service Dynamics architecture scales at every level – data collection, hub management, master server, and interface – to ensure it conforms to your specific deployment requirements.

For large, distributed organizations, Zenoss provides global operations management capabilities, making it possible for IT Operations teams to manage events across ten or more instances of Zenoss Service Dynamics from a single user interface. With the ability to globally manage event operations, Zenoss Service Dynamics allows IT Operations teams to roll up reporting from all of the Zenoss master servers in their environment, giving a top-level view of IT infrastructure. Administrators can drill down into a single Zenoss Service Dynamics site and have full access to that location's resource management and service impact capabilities.

Event Lifecycle Management

With Zenoss Service Dynamics, you can manage events throughout their lifecycle. By default, Zenoss only displays the most important events, but stores all events, including closed events, in a database so they are available for later review. Events are stored for 90 days by default or a custom set length of time and are easily searchable. You can also forward events stored in the database to other IT systems in your environment as needed. To prevent hundreds or thousands of events from clogging up your interface, Zenoss de-duplicates events using event classes and fingerprints.
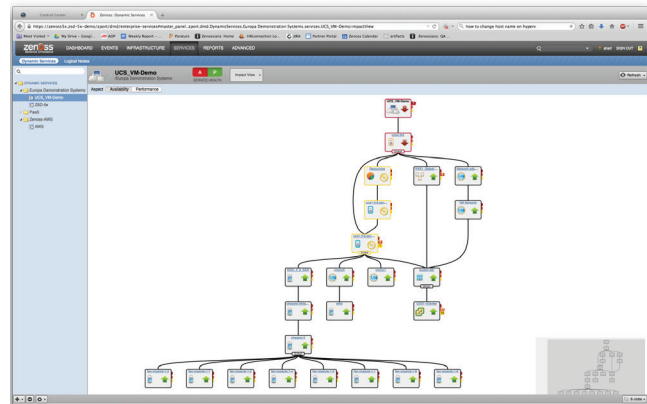
About Zenoss, Inc.

Zenoss is a leading provider of unified IT monitoring and management software for physical, virtual, and cloud-based IT infrastructures. Over 35,000 organizations worldwide have deployed Zenoss to manage their networks, servers, virtual devices, storage, and cloud infrastructure, gaining complete visibility into their IT operations.