

# System Center Operations Manager 2007

## End to end service management without the day to day drama

As companies grow their businesses, add more employees, and roll out new applications and services, their Information Technology (IT) environment becomes more challenging to manage. The result is constant complexity and increased costs that hinder the ability of IT to focus on delivering value to the business. According to analysts, 70% of current IT budgets are spent maintaining existing projects and IT services vs. adding new business value.

Microsoft® System Center Operations Manager 2007 solves the end-to-end service management challenge. System Center Operations Manager 2007 provides best of breed end-to-end service management for Microsoft Windows®, helping you increase efficiency and achieve greater control over your IT environment. Operations Manager enables you to focus your time and resources on initiatives that add value to the business.

### Benefits

- Improves service levels and visibility with **end-to-end service management** of Microsoft and custom line of business applications
- Enables Operations and IT Management teams to more easily identify and resolve issues affecting the health of **distributed IT services**
- Accelerates problem resolution through expert server, client and application knowledge for **Windows**
- Lowers client support costs by integrating and extending problem reporting and operations monitoring to client systems
- **Reliably and securely scales** management responsibility across teams and infrastructure with role-based, more scalable architecture
- Reduces IT management complexity by **automating routine administration**

### End to End Service Management

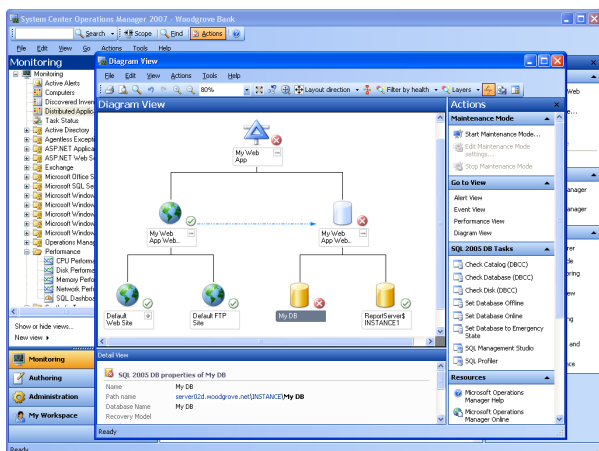
System Center Operations Manager 2007 provides end-to-end service management that is easy to customize and extend to help improve service levels across your IT environment. End-to-end service management:

- Integrates application, client, server, and synthetic transaction monitoring in a single end-to-end solution.
- Manages business critical services such as Microsoft Exchange, Microsoft SharePoint® Products and Technologies, and Microsoft Active Directory® Domain Services.
- Manages a wide range of LOB applications that use Microsoft Windows Server™, Microsoft SQL Server, Microsoft .NET Framework, and Internet Information Services (IIS), as technology building blocks.
- New service-oriented views and availability reporting allow both the operations team and IT management to get the information they need to quickly identify and resolve issues that impact service levels.
- Microsoft partners provide specialized management packs and service templates that provide the knowledge to extend Operations Manager service monitoring capabilities to third-party infrastructure and applications such as Oracle, Apache, SAP, UNIX, and Linux platforms and network infrastructure.
- Integrates with existing management tools through the Operations Manager Connector Framework and bi-directional partner connector solutions.

### Best of Breed for Windows

System Center Operations Manager 2007 is best of breed for Windows because it includes expertise from the Microsoft Server, Client, and Application teams, providing you with knowledge and capabilities to drive greater efficiency.

- Includes management packs with prescriptive knowledge and automated in line tasks created by the application and operating systems development teams and verified in real world production deployments to improve monitoring, troubleshooting, and problem resolution for more than 50 Microsoft applications and Windows Server components.
- Provides proactive problem management and troubleshooting of client computers running Windows to accelerate the identification and resolution of end user problems.
- Helps lower the cost of compliance auditing and improve the efficiency of your IT environment through an audit collection service.





## Increased Efficiency and Control

System Center Operations Manager automates routine, redundant tasks, and provides intelligent reporting and monitoring to help increase efficiency and enable greater control of your IT environment.

- Maximizes use of Active Directory and the Windows operating system for easy system discovery and more secure, automated remote deployment of agents that automatically connect to management servers to deploy the available and appropriate management policies.
- Includes rich new reports and easy to customize reporting environment, bringing additional insight to troubleshooting and planning.
- Builds on Windows PowerShell™ and provides an SDK that enables secure scripted automation across the Operations Manager environment.
- Scales to support organizations with hundreds of IT operations users, tens of thousands of managed servers, and hundreds of thousands of managed clients via highly scalable Management Servers that can be tiered to provide consolidated views of the entire enterprise.
- Minimizes false alarms by introducing self tuning monitoring thresholds that “learn” and adjust alerting behavior to the normal business usage patterns of applications and systems.

## Management Packs

Management Packs are the building blocks which extend Operations Manager 2007 management capabilities to operating systems, applications, and other technology components. A Management Pack (MP) contains best practice knowledge to discover, monitor, troubleshoot report on, and resolve problems for a specific technology component. Management Packs include health models based on the Systems Definition Model (SDM) to analyze the performance, availability, configuration and security inputs, as well as the status of related components, to determine the overall status of components. Management Packs are available for Microsoft and third party operating systems, applications, and devices.

### Microsoft Management Packs

Microsoft provides MPs for more than 60 Microsoft products and Windows components. The MPs are developed by the same teams who develop the products so the expertise and knowledge included comes from the most knowledgeable source. All of the Microsoft MPs are included for licensed users of Operations Manager 2007. For a complete list of Microsoft MPs please visit the Management Pack Catalogue on the Operations Manager website.

### Partner Management Pack Solutions

Management Packs for many third party products such as Linux, Oracle, SAP, and networking and server hardware are produced and offered by Microsoft Partners. There are more than one hundred Microsoft Partner Management Packs covering most technologies used by organizations today. For a complete list of Microsoft MPs, please visit the Management Pack Catalogue on the Operations Manager Web site.

### Management Pack Tools

Microsoft provides several tools to develop or customize Management Packs for Operations Manager 2007. The Distributed Application Designer is a graphical wizard to help IT administrators quickly create health models and MPs for their IT Services. The Management Pack Authoring Console is a graphical tool used to help IT administrators and developers build MPs for their custom applications and other technology components. The Operations Manager 2007 Software Development Kit (SDK) provides programming interfaces so developers can more deeply integrate with and automate Operations Manager 2007.



For more information on System Center Operations Manager 2007 please visit <http://www.microsoft.com/opsmgr>.