

StrongStart™ for Incident Management™

Fast. Flexible. Cost Effective.

Incident management is a fundamental requirement for every operations environment. Vendor element management systems raise incidents for fault conditions and give insight into the resulting events. However, the element management system typically only supports a vendor's devices.

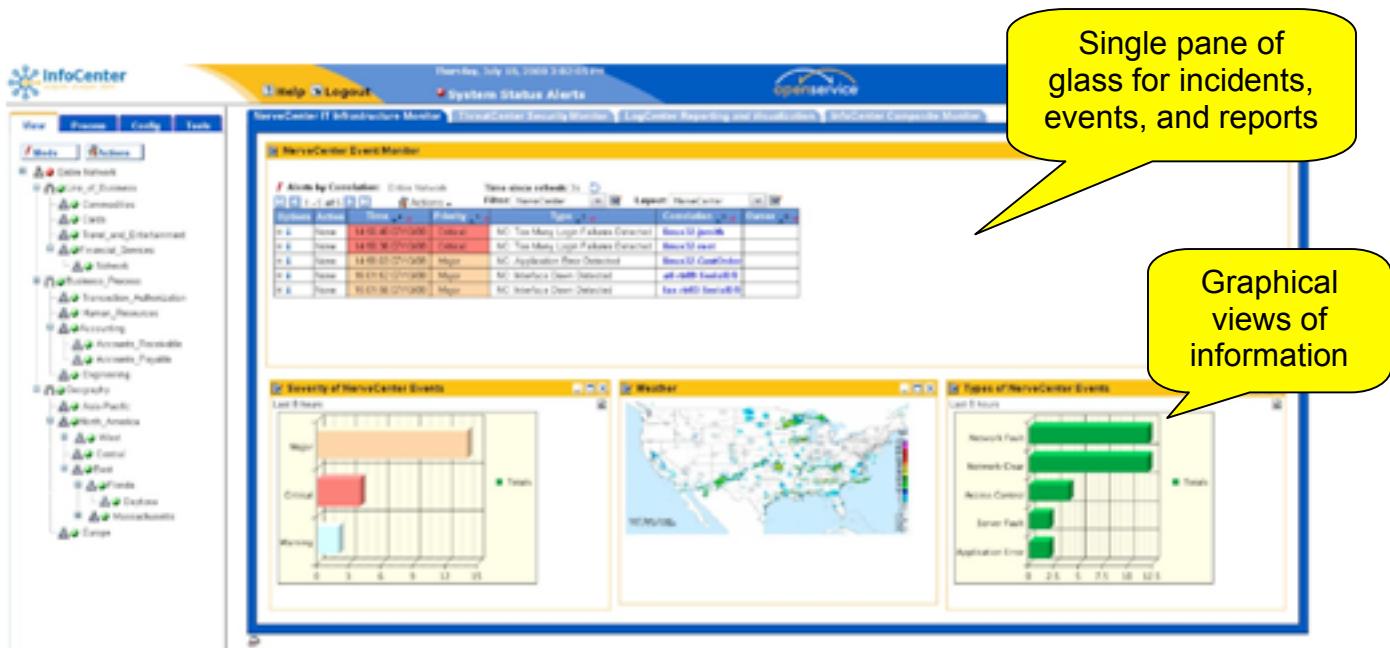
Where do you start if you want to consolidate your incident information for all infrastructure? That's where StrongStart™ for Incident Management™ comes in.

StrongStart™ for Incident Management™ delivers consolidated, cost-effective, incident management, reduces risk, and decreases implementation time by providing predefined objectives, activities, and deliverables. It provides, literally, a strong start that supports and integrates with other solutions.

StrongStart™ for Incident Management™ is the low risk, high reward solution that you've been looking for to consolidate and manage your incident information.

Featured capabilities:

- ITIL incident management for network devices and systems that support SNMP polling, traps, or syslog events. Includes support for network devices, servers, and other systems, and other modern network infrastructure.
- Accepts events from other tools or applications that send events via SNMP trap or syslog.
- Out of the box event processing for supported devices and systems.
- Consolidates incident management operations.
- "Single pane of glass" interface for all incidents including event lists and web-based graphical views and reports.
- Advanced AJAX web interface for high performance interaction.
- Supports integration with other management systems and tools.
- Interoperates with other StrongStart™ and QuickStart Plugin™ add-ons and solutions.



The screenshot displays the StrongStart for Incident Management interface. At the top, there is a navigation bar with 'InfoCenter' and 'System Status Alerts'. Below this, a table titled 'NerveCenter Event Monitor' shows a list of events with columns for 'Severity', 'Action', 'Time', 'Type', 'Category', and 'Status'. Below the table, there are three graphical views: 'Severity of NerveCenter Events' (a bar chart showing counts for Major, Critical, and Warning), 'NerveCenter' (a map of the United States showing event locations), and 'Types of NerveCenter Events' (a bar chart showing counts for Network Fault, Network Clear, NerveCenter, Server Fault, and Application Error). Two yellow callout boxes are present: one pointing to the top right of the interface with the text 'Single pane of glass for incidents, events, and reports', and another pointing to the bottom right with the text 'Graphical views of information'.

The completed StrongStart™ for Incident Management™ installation features a fully functioning OpenService InfoCenter console incident and event management system as well as reporting system. It includes OpenService NerveCenter as well as an OpenService syslog collector. This solution accepts events via SNMP and syslog, as well as provides the robust NerveCenter network management solution.

Software Components

StrongStart™ for Incident Management™ includes the following software components:

- OpenService NerveCenter
- OpenService InfoCenter console
- OpenService InfoCenter Adapter for NerveCenter
- OpenService Syslog Collector

Professional Services Deliverables

- Planning
 - Project kickoff/management discussions
- Installation and Configuration
 - All software installed and configured on customer servers
- Wrapup
 - As-built documentation, functional demos, and project closeout



Technical Specifications

InfoCenter Console server requirements

- Solaris 9, or 10 server with 2 GB RAM or greater, 2 x 73 GB or larger hard disk
- Windows Server 2003 with 2 GB RAM or greater, 2 x 73 GB or larger hard disk
- Red Hat Enterprise Linux 3 or 4 with 2 GB RAM or greater, 2 x 73 GB or larger hard disk

NerveCenter server requirements

- Solaris 9 or 10 server with 2 GB RAM or greater, 2 x 73 GB or larger hard disk
- Windows Server 2000 or 2003 with 2 GB RAM or greater, 2 x 73 GB or larger hard disk
- Red Hat Enterprise Linux (32 bit) with 2 GB RAM or greater, 2 x 73 GB or larger hard disk

Supported SNMP polling and trap versions

- V1, V2c, and V3

Supported Device Vendors

- 3com
- Adtran
- Alcatel
- Allied Telesyn
- CheckPoint
- Ciena
- Cisco
- Enterasys
- Extreme Networks
- Foundry Networks
- HP
- Huawei
- IBM
- Juniper
- Lucent
- Microsoft
- Nortel
- Red Hat
- Sun
- Symantec
- TippingPoint
- Trend Micro
- Tripwire