



- Layer-oriented structuring of services
- Support for fault impact analysis
- Visualization of CIs and their dependencies
- Information source for ITIL management processes



## // FNT Command Service Browser

Efficient IT Service Management with Service-Oriented  
Visualization of CIs in Heterogeneous IT Landscapes

The ever-increasing demand for performance and reliability from IT systems requires continuous expansion of underlying infrastructures. Often, these changes are never properly documented due to time and cost pressures. Without a complete overview of all technical objects and their interrelationships, it becomes increasingly difficult to visualize and manage large-scale IT landscapes. IT managers thus face the challenge of making an inventory of their entire IT infrastructure – including physical and logical dependencies – and systematically transferring the data to a configuration management system, where it can then be made available in a coherent and comprehensible manner to support a diverse range of management processes.

FNT Command Service Browser, with its individually editable views, provides the transparency required to accurately and coherently document and visualize all IT services and the underlying infrastructure. Depending on the role and the required level of detail, CIs can be assigned to specific services in a layer-oriented view and documented along with their

respective interrelationships. These visualizations can be used to document relationships across all layers, from the physical network and logical connections through to the IT services used in business processes.

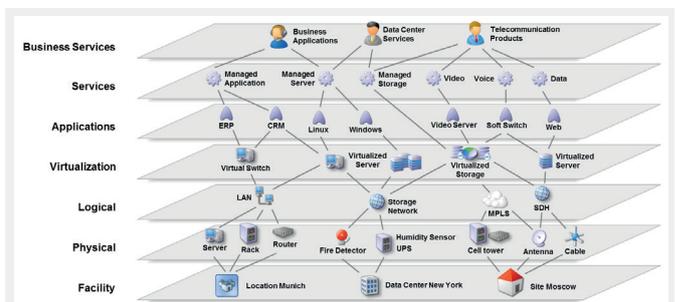


Fig. 1: Full transparency across all layers of the OSI model

The freely editable visualizations make it easier for users to understand the connections between objects in complex IT landscapes. With this enhanced understanding of relationships and dependencies, users can perform their tasks with

greater efficiency and foresight. Visualizations created in the Service Browser module can also be made available to users throughout the organization, i.e., the same information can be used in a wide range of management processes. This enables early detection and avoidance of bottlenecks and risks when swapping out a device or updating software, for example.

### Service-Oriented Structuring of CIs

All visualizations are based on the configuration items (CIs) documented in FNT Command. These objects can be easily placed and moved within a visualization in order to accurately document IT services and the underlying infrastructure. The module also includes a number of editable templates for commonly required visualizations. These are prepopulated with basic characteristics, attributes, mandators, and automatic assignment of CI classes. The templates are based on the established OSI layer model and can also be adapted to specific requirements in terms of the number, name, size, and color of the individual layers. CIs can then be assigned to each layer and visualized along with the connection types. Any gaps in the documentation in FNT Command can be filled by creating connections manually, ensuring a complete and transparent view across all layers.

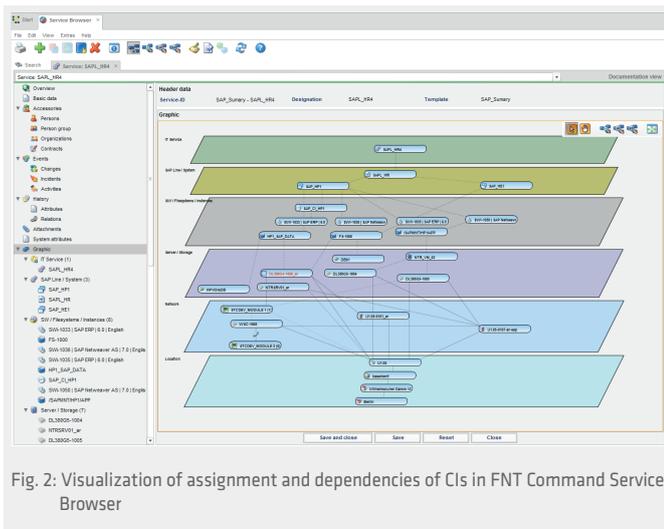


Fig. 2: Visualization of assignment and dependencies of CIs in FNT Command Service Browser

After creating and saving a visualization, it can be opened and edited at any time. Each visualization is interactive, which means CIs can be opened quickly in another FNT Command module, either to view the details of the object or to edit it. It is also possible to view the attributes and other details of the individual connections between CIs. This makes it easier to trace faults and quickly access the affected services and components along with all required data. The configured views can be made available to other users, enabling cross-departmental sharing of information.

### Effective Incident Management

Active monitoring software provides timely and reliable notification of faulty components, applications, and services. When it comes to actual incident management, it is also

extremely important to understand the knock-on effects that a fault may have within a live IT environment as well as the options available for fixing the fault as quickly as possible and preventing system downtime. Using the visualizations and functionality provided by the Service Browser module, IT managers can quickly gain an overview of the situation and use FNT Command to answer a range of key questions, such as:

- What is the signal path on the affected route and is there an alternative?
- Which services and customer SLAs are affected by the fault?
- What is the risk of total failure and what redundancies can be used as a safeguard?
- What is the physical location of the faulty CI?
- Which administrator is responsible for resolving the fault?

### Integrated Reports

In the event of a fault, the user has a number of reporting options that enable rapid identification of the fault source. If multiple services have failed simultaneously, an intersection analysis helps to locate redundantly used CIs that are probably involved in the failure.

### Service Browser Client

To support key ITIL management processes throughout the organization, the documented relationships can be accessed across all departments, which only require read-only access to the documented data. Cross-layer visualization of the IT infrastructure provides a clear and easily comprehensible view of required information, making it easier to trace affected CIs and remedy faults with minimum delay.

### System Requirements

The Service Browser module requires the FNT Command C base module plus all additional modules that provide functional information for the visualization of CIs and connections.