Fault Manager

Fault and alarm monitoring
of IT services

⚠ Fault Manager

FOR ICT PROVIDERS, GOVERNMENT INSTITUTIONS AND COMPANIES

NETvisor's Fault Manager product provides a unified platform for comprehensive error and alarm monitoring of IT services and the elements that implement them: IT infrastructure, applications, and company systems. Fault Manager enables you to provide an accurate picture of the status and availability of the entire system at all times based on events from managed elements and by analyzing the correlations between error phenomena. Active system elements can be applications, devices of the physical infrastructure, or even management and service systems (EMS, NMS).

What does Fault Manager provide?

For IT organizations and service providers, ensuring the highest possible level of **reliability** and **availability** is becoming more and more important – in addition to the high quality and standard of the services provided. To achieve the greatest possible **customer and user satisfaction** and a better market position, a solution is necessary, which analyzes the failures of the elements implementing the services – handling and presenting their differences in a uniform manner – and determines the root causes of the failure and their effects. Such a solution enables the IT organization to respond as quickly as possible and to be proactive, **improving and shortening troubleshooting processes** with the help of fault localization. Integrated into the company's process management system, it effectively supports the **smooth performance of daily operational tasks**.

Benefits of using Fault Manager

COMPREHENSIVE, REAL-TIME MONITORING OF IT SERVICES

Provide real-time and comprehensive control over your IT services and critical applications, provide maximum support for users and key customers. With Fault Manager, you can monitor the current state of your IT services and the elements that make them up, determine the components that are not working properly, be they network devices, the management systems that handle them, monitoring systems, servers, infrastructure elements, applications, etc.

IMMEDIATE BENEFITS FOR YOUR COMPANY:

- Real-time status determination for operators

- Comprehensive control for CIO and CEO

PROACTIVE AND ACCELERATED TROUBLESHOOTING

Make the annoyance and dissatisfaction of slow and complicated error detection a thing of the past. In addition to displaying alarms for IT service elements, Fault Manager is also capable of analyzing them. Based on connections between elements and correlations between errors, it determines the root cause of the problems, shortening and often completing the lengthy process of error detection and localization, and at the same time designates the specialist center responsible for troubleshooting IT operations. Using Fault Manager allows you to fix problems more often before customers or colleagues notice them.

IMMEDIATE BENEFITS FOR YOUR COMPANY:

- Eliminate problems before their effects can reduce the efficiency of users, achieve lower operating costs and thus TCO.

- Optimize your troubleshooting processes and the utilization of expert resources with more accurate fault determination.

YOU CAN TRACK EVERYTHING IN ONE UNIFIED INTERFACE

Increase the efficiency and productivity of your IT organization by monitoring and tracking the status of the entire range of IT services on a single, clear, and unified user interface. Fault Manager provides a comprehensive view of the services and the elements that implement them in such a way that it provides the possibility of a deeper, even historical view of the cause-effect relationships of errors. Furthermore, it also enables you to learn the steps and information necessary for troubleshooting without having to turn to the management systems and tools provided by different manufacturers. The ability to see the error phenomena provided by different devices and systems in a unified system also speeds up the processes of the IT organization and makes them more efficient.

IMMEDIATE BENEFITS FOR YOUR COMPANY:

- A comprehensive and unified view improves, speeds up and makes your business processes more uniform.

- The manufacturer-independent solution increases the cooperation capability and reduces response time in your company or institution.

- A single monitoring system reduces support and training costs, thus reducing TCO.

Benefits of using Fault Manager

REDUCE YOUR COSTS BY PREVENTING RESOURCE PROBLEMS

Do you need to buy new devices or replace existing ones? Fault Manager allows you to first find out the bottleneck resources, which can be expanded in advance to avoid later critical problems. Based on the conclusions, Fault Manager can indicate and draw attention to probable malfunctions of passive or active resources and devices, which could only be detected with a delay during troubleshooting.

IMMEDIATE BENEFITS FOR YOUR COMPANY:

- Optimize your infrastructure and assets to reduce service outages and down time.

- Prevent problems that are difficult and time-consuming to detect.
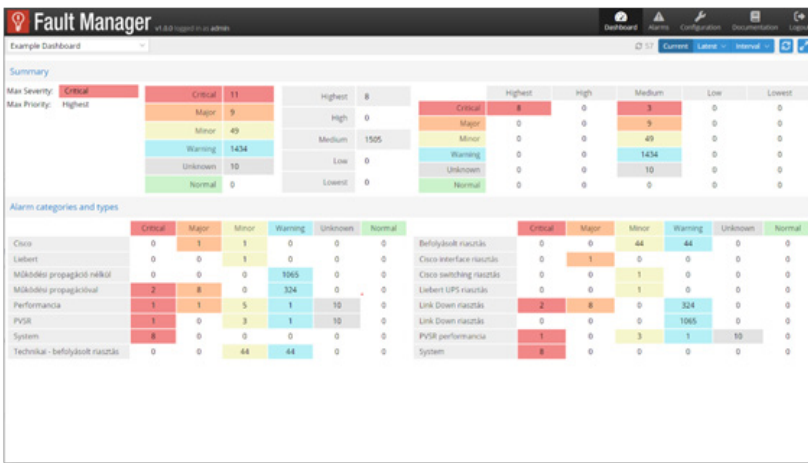
Functionality of Fault Manager

MONITOR EVERYTHING

Fault Manager allows you to monitor the state of your IT services comprehensively and uniformly – and the elements that make them up – whether these components are logical, virtualized or physical infrastructure elements, storage devices, SAN network or LAN/WAN networks, applications, application servers, management and/or monitoring systems. Fault Manager's properly designed data model and agent–based, extensible framework enable the implementation of new integrations in addition to already supported systems and technologies. For all of this, it provides built–in tools that simplify the implementation process.

PROACTIVE FAULT LOCALIZATION AND TROUBLESHOOTING

With Fault Manager, fault phenomena can often be eliminated before users and business customers notice them. By continuously analyzing received error messages and looking for correlations, Fault Manager can determine root causes for generated alarms, shortening the phases of troubleshooting, fault localization and detection. Using Fault Manager, the operating organization can be immediately notified of errors via e–mail or SMS, but its plug–in framework enables the immediate execution of commands, or even the automatic issuing of a fault ticket and sending of other notifications.

Fault Manager Dashboard
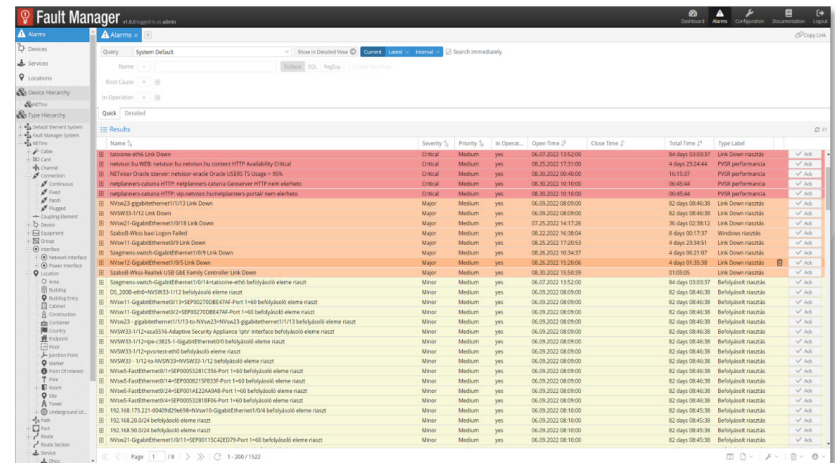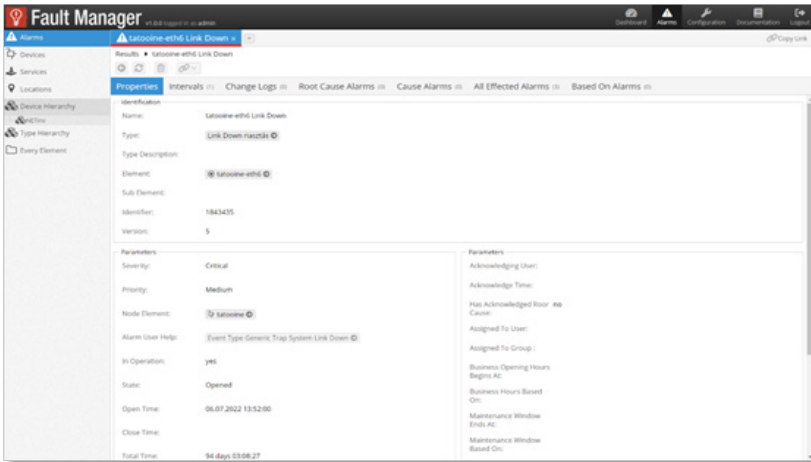

Fault Manager Alarm Console

Functionality of Fault Manager

IMPACT ANALYSIS OF ALARMS

By considering the characteristics of the elements implementing the services and their relationships, and using the built-in mechanisms, Fault Manager helps the IT operation by determining which alarms are primarily necessary to eliminate to quickly restore proper operation. These alarms can be root causes or even errors deducted of passive/active elements. Fault Manager's built-in functions include alarm aggregation, propagation, and deduplication. When creating alarms, Fault Manager considers the maintenance window, the administrative status of elements and services, and other parameters (e.g., highlighted elements).

FLEXIBLE, EDITABLE RULE SYSTEM

Built-in event and alarm management rules make Fault Manager work efficiently. The built-in, full-featured editor user interface allows the IT administration to fully customize the rules that manage the devices and systems of the already integrated manufacturers (e.g., for key customers and services). The generator utilities simplify the creation of rules implementing the management of error phenomena of new elements. Fault Manager also enables testing of implemented rules without affecting live operational processes.

Fault Manager alarm properties
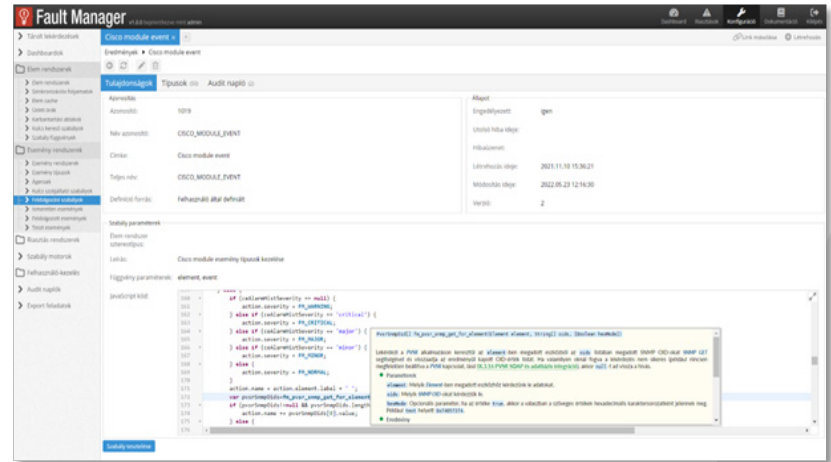
Fault Manager configuration

Functionality of Fault Manager

IT CAN BE INTEGRATED INTO A CORPORATE ENVIRONMENT

Fault Manager has all the capabilities that allow it to be immediately installed and integrated into the existing IT environment:

■ It has a fine–tuned authorization system

■ It has built–in Active Directory and LDAP support

■ It provides a full–value web REST interface for the superior systems, as well as the elements and subsystems implementing the integrated IT service:

- Submit alarm events

- Search for alarms (even historically)

- Query the status of services and elements

- Execution of alarm actions (acknowledgment, comment, closure, …)

- Data export

Using its plug–in frameworks, Fault Manager enables you to make troubleshooting and alarm monitoring an integral part of your enterprise environment:

■ With the help of the notification framework, you can keep the status of alarms managed in Fault Manager synchronized in the subsystems as well

■ You can create an error ticket manually or even automatically in the error ticket management system

■ You can easily navigate to other apps with screen integrations
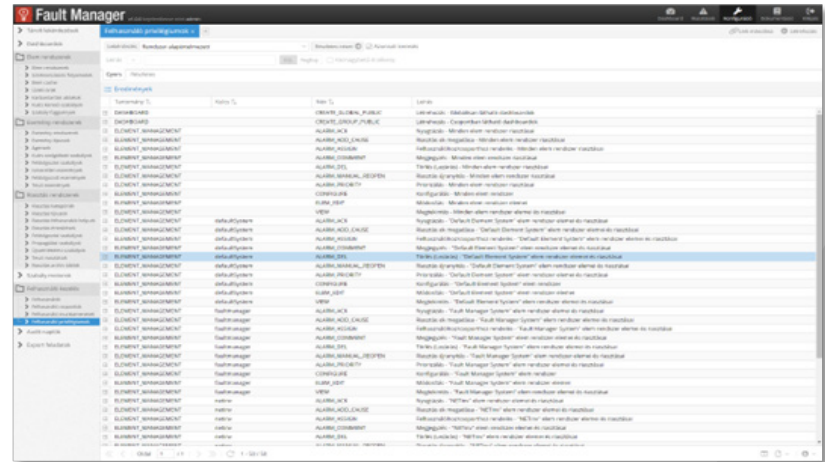
Fault Manager configuration

The Position of Fault Manager

in the product range of Netvisor OSS

complex operation support solutions

1

MONITOR AND TRACK

ALL ELEMENTS OF THE IT AND
COMMUNICATION SERVICES.

2

DETECT AND SOLVE
PROBLEMS

BEFORE USERS EVEN NOTICE THEM.

3

SUPPORT EFFECTIVELY

DAILY OPERATIONAL TASKS,
TROUBLESHOOTING, CAPACITY, AND
RESOURCE MANAGEMENT TASKS.

Measuring Level

PVSR

Performance Management

SLA Suite

Service Level Agreement
Management

Fault Manager

Fault and Alarm Management

Inventory Level

NETinv

Technical Inventory

Network Device
Operation Level

IP Explorer

Network Discovery

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