



# eHealth<sup>®</sup> Business Service Console

The eHealth<sup>®</sup> Business Service Console (eHealth BSC) is a web-based tool providing a high-level view of the availability and performance of your business services. It provides real-time visibility into critical availability and performance problems with applications, systems or networks so corrective action can be taken before services are impacted.

### Top Three Key Features

- Real-time status of critical business services
- Immediate notification of service problems
- Tailored business views

### Supported Environments

- Solaris 9, 10
- HPUX 11i, 11.23
- Windows 2003

### Availability and Performance of Business Services Impacts Users and Revenue

Today's business services, such as contact centers and on-line banking, directly affect customers and problems can be quickly reflected in a company's bottom line. The pressure of customer-facing business services is driving a need for more visibility into the end-user experience and a better means of tracking availability and performance problems that impact customers. Problems, whether in an application, a system or a network, can affect the overall availability and performance of a business service. Identifying problems quickly and knowing which users are affected is important information for prioritizing fault resolution efforts. A quick resolution minimizes customer impact, drives a fast mean-time-to-repair and preserves the company's revenue stream.

Everyone from the CEO to the IT staff is interested in the status of business services but each may prefer a different view. For example, the CEO and CIO may only want

to view the top-level screen to monitor overall business service availability and performance, understand the range of customer impact and ensure that problems receive immediate attention. A next level manager may want greater detail to investigate key service resources. The IT staff may want to track the performance and availability of business services with greater emphasis on technical information. With the eHealth BSC, customized views are created based on user input and allow different users to focus on different business areas.



**Figure 1. The top-level Business Service Console view shows the availability and performance of key business services, highlights and acknowledges problems, and tracks the duration.**

## Keeping a Watchful Eye on Business Services

The eHealth BSC adds significant value to the real-time and historical management information collected and analyzed by the eHealth Suite. Through mapping of important business services to the managed IT infrastructure, the eHealth BSC provides a real-time, end-to-end view of the performance of key business services from the end-user perspective. Customized notification of performance problems and drill down capability for fault resolution make the eHealth BSC a valuable tool for everyone from the CEO to the IT staff in ensuring customers can complete their business transactions.

The eHealth BSC provides a snapshot view of the status of your business services. Throughout the day, you can monitor activity and status of applications, systems or networks, with a scrolling "ticker" in the corner of your desktop. The ticker provides a subset of the overall hierarchy represented within the console and expands to the full console with a click. If a critical availability or performance problem occurs that may impact your business and customers, you can quickly determine if someone is addressing it. An acknowledgement indicator shows that someone is working on the problem, while a duration indicator shows the length of time the indicator has been in the current state of red or yellow. The eHealth BSC provides additional details through pop-ups and navigation buttons to go directly to a report generation window, or to the eHealth Live Exceptions Browser to drill down to detailed alarm data.

## Distinctive Features and Functionalities

### Real-time, end-to-end visibility into your business services.

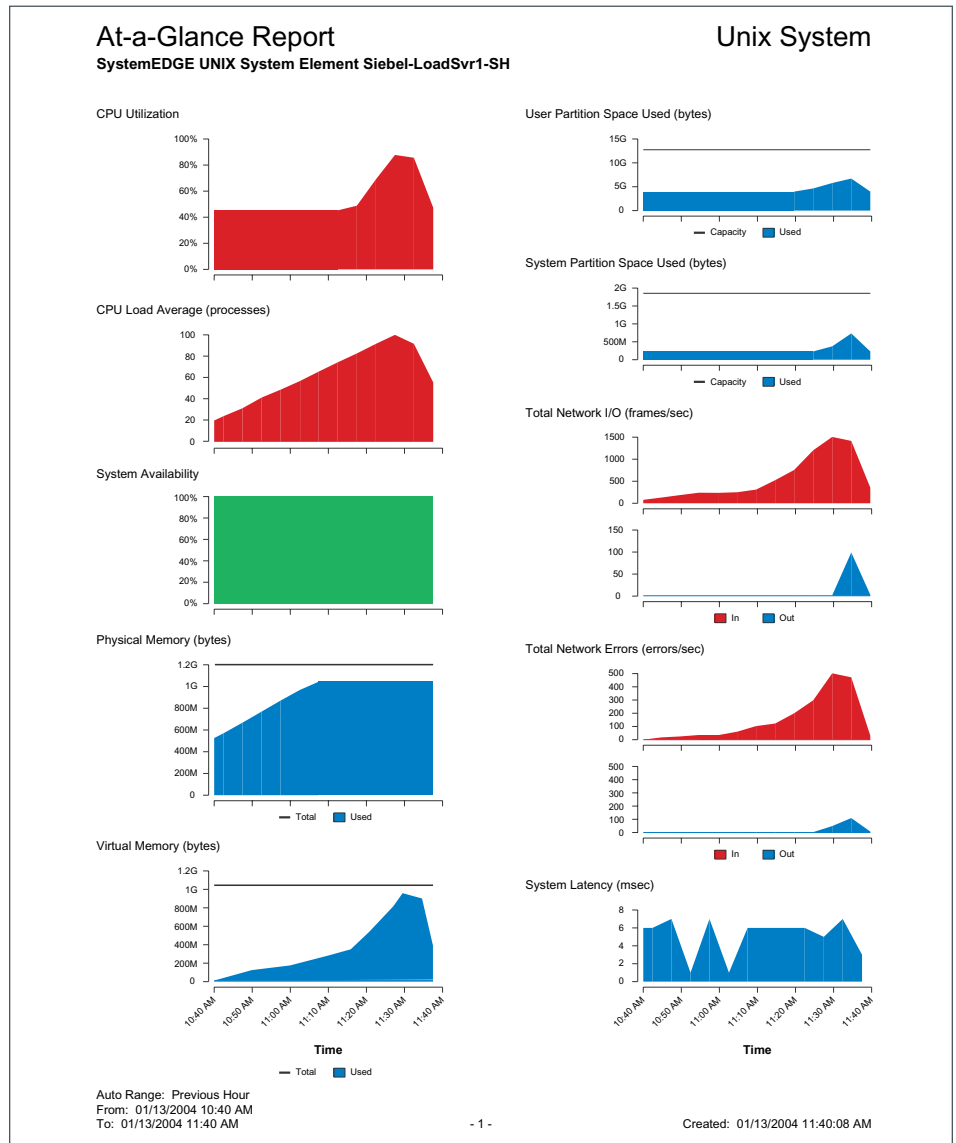
Real-time status indicators ensure you always know the status of your key business services.

- **Immediate notification of availability and performance problems.** Receive

immediate notification of availability and performance problems that impact your business services and quickly identify which users are affected.

- **Acknowledgement indicator.** An acknowledgement indicator shows that the problem has been acknowledged and identifies who is responsible for resolution.
- **Duration indicator.** A duration indicator shows the length of time the indicator has been in the current state of red or yellow.

- **Drill-down to detailed information.** The integrated management platform of the eHealth Suite ensures that you drill down quickly to the performance-impacting component. Pop-ups and navigation buttons speed up the drill down process.
- **Access to detailed alarms.** Access to a detailed list of alarms based on historical and real-time information can be made directly from the eHealth BSC.



**Figure 2. With the real-time input from the Live Exceptions Browser, historical information from an At-A-Glance report can show the conditions that led to the server outage, simplifying the fault identification process.**

## Customized Business Views.

Tailored eHealth BSC views are created by the eHealth administrator based on user input and allow different users to focus on different business areas.

## Scrolling Ticker.

The ticker provides a subset of the overall hierarchy represented within the console and expands to the full console with a click.

## Remote Access.

The eHealth BSC is a web-based tool so you can access it anytime, anywhere and so can your co-workers. If you are away from the office you can access the eHealth BSC from your laptop, while communicating with people at the office who are simultaneously accessing the same view.

- **Uniform information for all users.** The ability to provide uniform information to all parties, whether in or out of the office, greatly speeds the fault resolution process, minimizing customer impact.

## Supported Environments

- Solaris 9, 10
- HP-UX 11i, 11.23
- Windows 2003

For a complete list of technical specifications please visit [www3.ca.com/services/Collateral.aspx?CID=88661](http://www3.ca.com/services/Collateral.aspx?CID=88661)

For more information, visit [ca.com](http://ca.com) or 1-800-225-5224.

