

Integration with Microsoft Operations Manager 2007

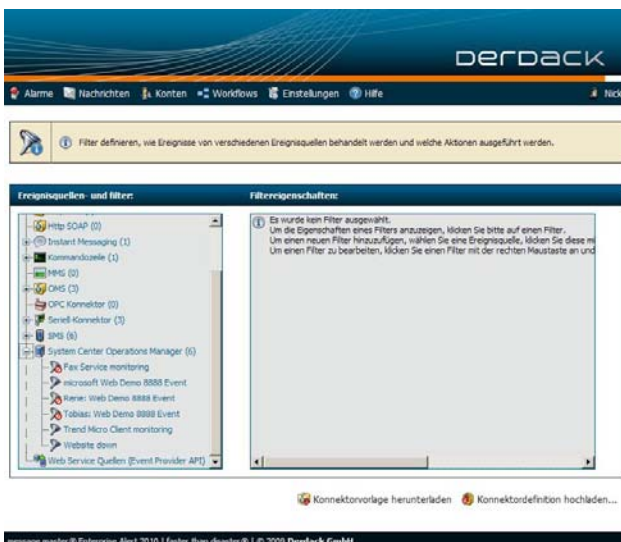
About System Center Operations Manager

System Center Operations Manager 2007 is the end-to-end service management solution that is the best choice for Windows because it works seamlessly with Microsoft software and applications helping you increase efficiency while enabling greater control of your IT environment.

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

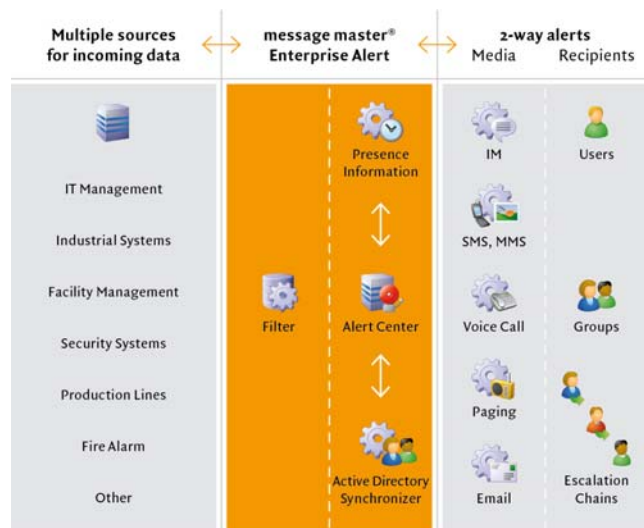
System Center Operations Manager automates routine, redundant tasks, and provides intelligent reporting and monitoring to help increase efficiency and enable greater control of your IT environment.

System Center Operations Manager 2007 is the successor of Microsoft Operations Manager 2005 (MOM).



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Functional diagram



message master® Enterprise Alert

- Complements OpsManager with automated notifications and alerts
- Plug-and-Play solution for automated notification and alerts via SMS, MMS, email, voice, paging, IM
- Automated forwarding of events with detailed parameters from OpsManager to single destinations, groups, escalation chains and schedules
- Full tracking of notification delivery and reply
- Automation logic for failed notification delivery, e.g. escalations
- Comprehensive reports (supporting ITIL)
- Seamless integration into multiple OpsManager 2007 installations via a real Product Connector

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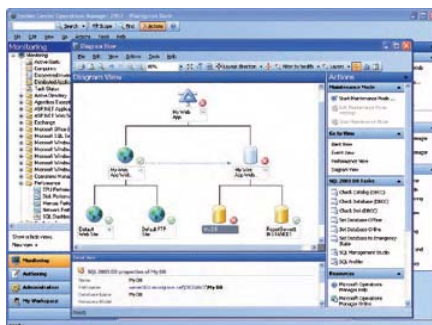
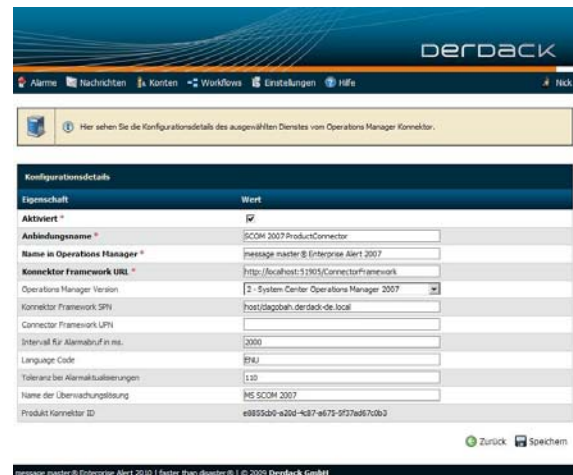
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Integration

message master® Enterprise Alert integrates with System Center Operations Manager 2007 through a 2-way Product Connector. This Product Connector is directly visible in the Operations Manager console. It receives events and alerts via so-called subscriptions, a new feature in Operations Manager 2007. Thus, critical events and alerts are forwarded directly and automatically to message master® Enterprise Alert. If message master® Enterprise Alert creates a ticket, delivers mobile notifications and the ticket is closed by a user the status is automatically updated within Operations Manager 2007 (2-way integration).



Configuration

To configure message master® Enterprise Alert with OpsManager 2007 you need to enter the IP address or DNS of the computer running OpsManager 2007 in the web portal of message master® Enterprise Alert. message master® Enterprise Alert then creates the Product Connector automatically. At least one filter rule needs to be created in message master® Enterprise Alert to process data and events coming from the Operations Manager 2007, e.g. to create a ticket or submit a notification.

How it works

Events and alerts in Operations Manager 2007 are automatically forwarded to the message master® Enterprise Alert Product Connector (via a web service in the background) in case a so-called subscription was created in OpsManager. The forwarded events and alerts are very detailed and include information like the number of occurrence, etc.

The moment an event arrives in message master® Enterprise Alert it is evaluated by the filter system. In case the conditions of an existing filter apply the filter rule is executed, e.g. creating a ticket, submitting a simple notification via SMS or a voice call. The event ID of OpsManager is mapped to the internal ticket in message master® Enterprise Alert.

If then for instance a ticket is resolved and closed, message master® Enterprise Alert can automatically update the alert status in Operations Manager 2007.

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