

System Center Service Manager: 与现有IT基础架构集成

纪宁

MCT

东方瑞通（北京）咨询服务有限公司

主要内容

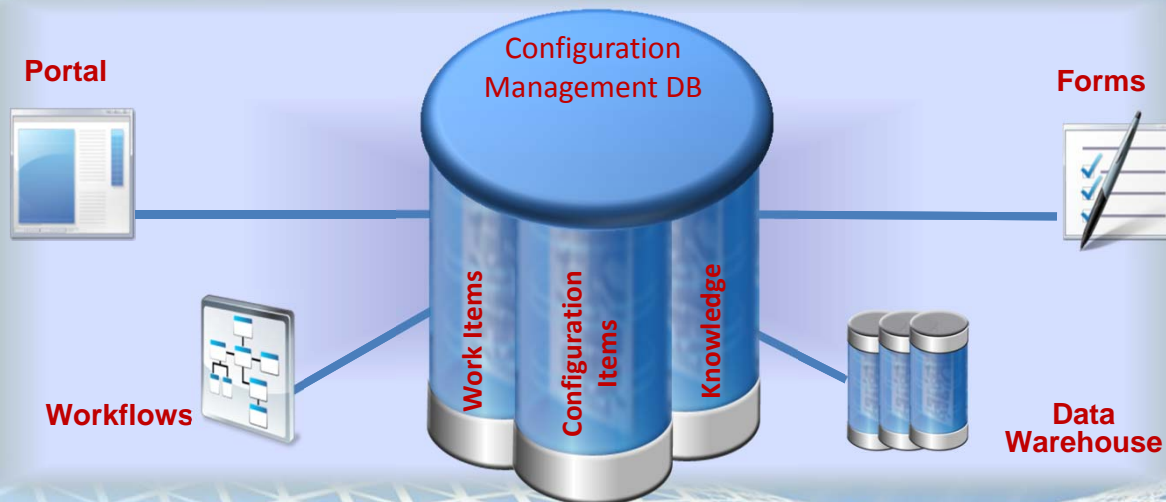
◆ 主要内容：

- 展示Service Manager和其它System Center产品的集成点
- 推荐Service Manager

◆ 要点：

- Service Manager与Configuration Manager 能很好协作
 - ✓ 自服务软件provisioning
 - ✓ Desired Configuration Management (DCM)
- Service Manager与Operations Manager 能很好协作
 - ✓ 告警→ 事件创建和解析
 - ✓ 服务定义和映射
- Service Manager可以在企业范围内进行数据整合
 - ✓ CMDB + Connectors
 - ✓ Opalis Integration Server

Service Manager: 其价值在于集成



Service Manager价值所在



最终用户

- 通过自服务来降低支持成本并增加最终用户满意度
- 提供了选择和灵活性
- 在任意时间、任意地点有效地做支持



IT服务管理目标



数据中心

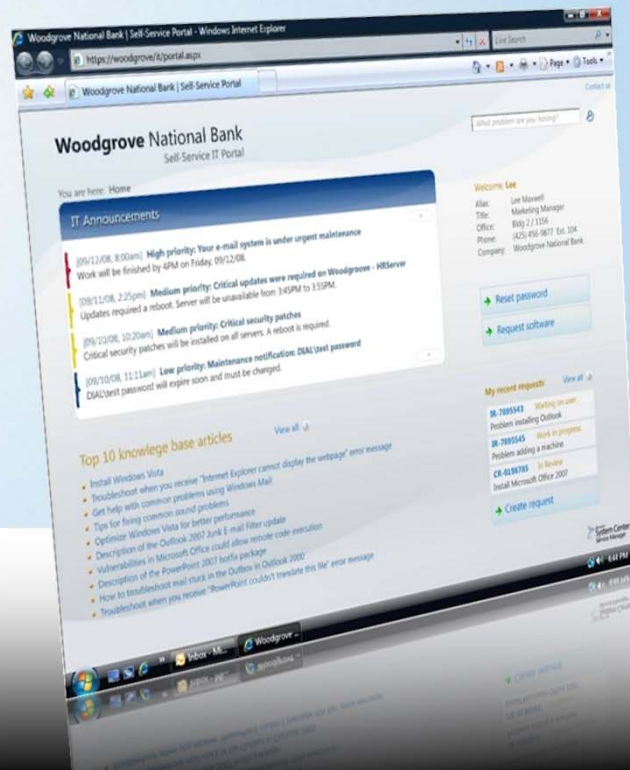
- 改进可靠性
- 减少服务器下线时间并且改善解决数据中心问题的时间
- 简化合规性和风险管理



业务

- 实现IT投资的价值
- 满足企业不断改变的需求
- 通过自动化合规管理来降低业务风险

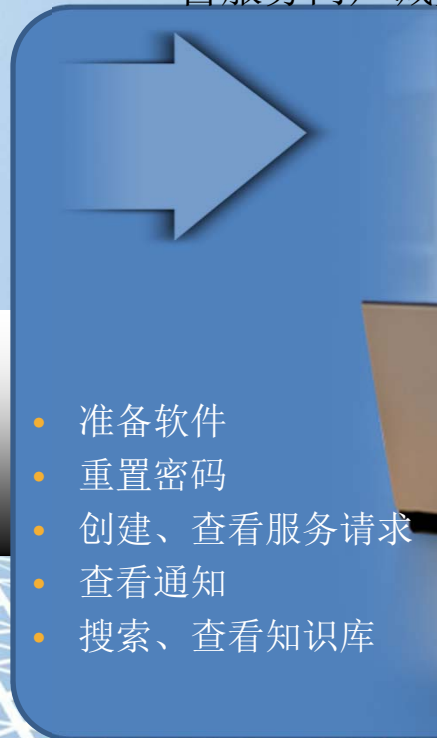
集成的自服务门户



平均每次电话支持的成本为\$25 到 \$30

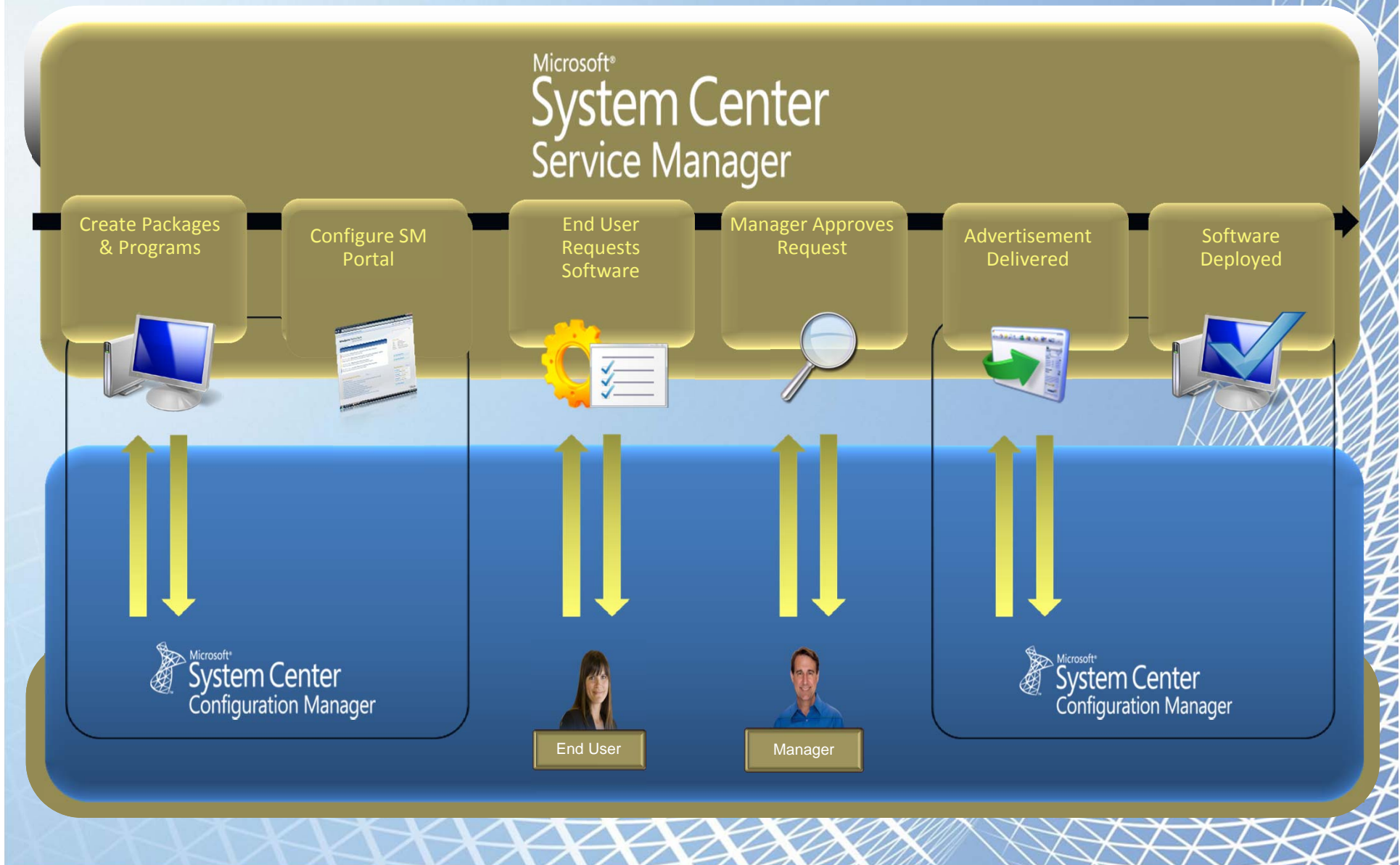


自服务门户减少了30%的电话支持量



- 准备软件
- 重置密码
- 创建、查看服务请求
- 查看通知
- 搜索、查看知识库

场景：自动化最终用户软件请求



IT分析师所使用的 **SYSTEM CENTER**集成功能

Microsoft | TechNet

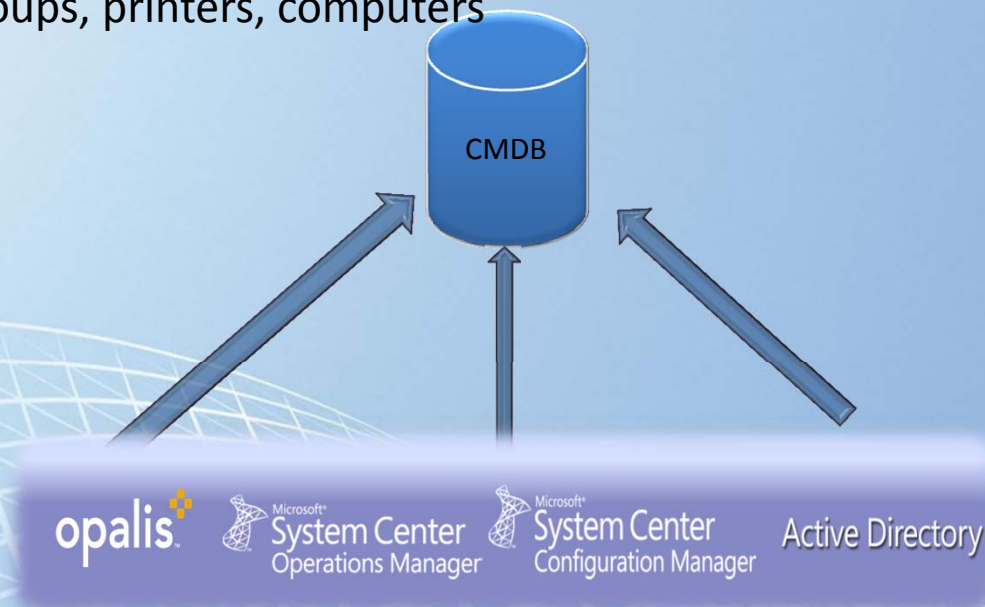
SC集成性概览

配置项通过连接器单向同步进入CMDB

- CM – Computers with inventory, collections, DCM baselines
- OM – MP inventory, distributed applications
- AD – Users, groups, printers, computers

工作项通过 workflow 进行同步

- CM – unidirectional into the CMDB for DCM baseline violation as Incidents
- OM – Bidirectional for Incidents generated from Alerts



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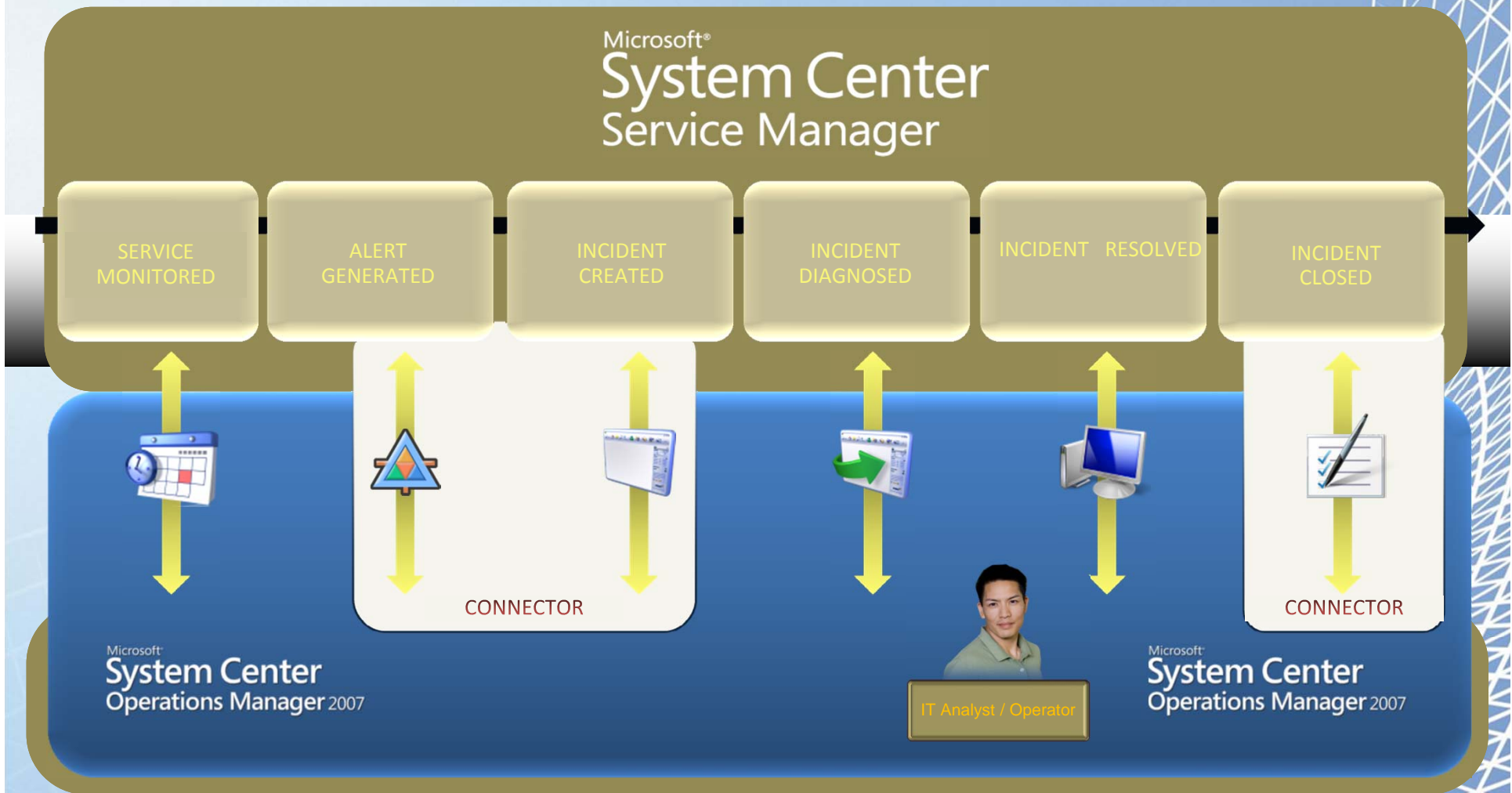
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SC集成的事件管理

下线时间	<ul style="list-style-type: none">•Awareness•Action•Communication
解决时间	<ul style="list-style-type: none">•Context of the problem•Applicability of existing solution•Communication

◆ 来自于告警的事件，能够解决这几方面的问题

场景：自动化SCOM 告警→事件



Service Manager价值所在



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合规性管理

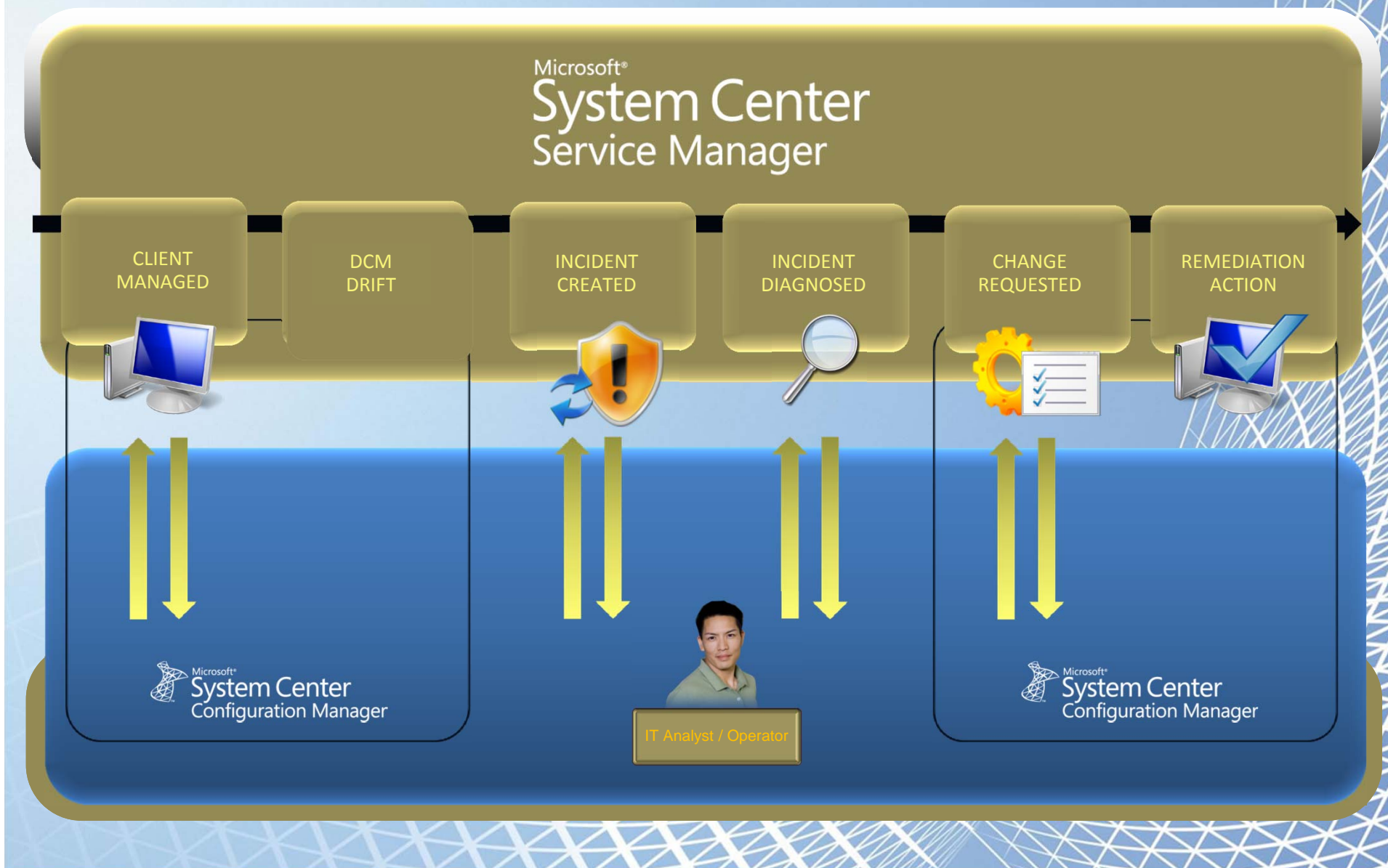
◆ 主要场景

- Reduce operational cost by managing deviation from standardized configuration
- Manage regulatory compliance

◆ Service Manager 与 DCM 协同，能够对两个软件都有帮助

- Regulatory compliance is focus of additional solution (BI03)

场景：使用DCM实现合规管理自动化
















CMDB + Connectors = 数据集成

- Configuration Management Database (CMDB) 存储了
 - Configuration Items (CI) = computers, software, users
 - Work Items (WI) = incidents, problems, change requests
 - Relationships between CIs and between CIs and WIs
- CMDB架构可以使用 Management Packs 和Authoring Tool进行扩展
 - Common schema shared with SCOM
 - Authoring tool supports customization of forms, workflows and schema extensions
- Connectors 能够自动在CMDB中从其它数据库创建CI
 - Connectors run on a schedule and data is watermarked to facilitate efficient data synchronization
 - Service Manager ships with Connectors for SCCM, SCOM and Active Directory
- 与其它产品的数据集成是通过 Opalis Integration Server实现的

使用Opalis进行Service Manager数据集成

Service Manager 使用了 *Opalis* 在它的CMDB 和其它产品数据库之间同步数据，来支持数据集成以及企业内部的互操作性

	BMC Atrium CMDB
	BMC Remedy AR System
	BMC Event Manager
	BMC Patrol
	BMC BladeLogic Operations Manager
	CA AutoSys
	CA eHealth
	CA Service Desk
	CA SPECTRUM
	CA Unicenter NSM
	VMware VI / vSphere
	Symantec VERITAS NetBackup

	HP Operations for UNIX
	HP Operations Windows
	HP Operations Solaris
	HP Network Node Manager
	HP Service Desk
	HP Service Manager
	HP Asset Manager
	HP iLO 2
	IBM Tivoli Enterprise Console
	IBM Tivoli Netcool/Omnibus
	IBM Tivoli Storage Manager
	EMC Smarts InCharge

客户喜爱集成、RIO和简化！

57 Customers Already in Production

Equiniti

“We’re looking at a definite reduction in the staff hours required to deliver high service levels. It will take half the time it used to for managing the change process, leaving more time to fix other problems.”

Matt Higham, Technical Strategy Consultant



General Mills

“We installed Service Manager and set up the connectors. In less than two hours, we had a useful, synchronized CMDB that we had not been able to duplicate with Remedy in all the years we have had it installed (more than 15 years).”

Glenn Cozine, Senior Technical Specialist and Project Manager



Avanade

“(Service Manager) helps us gather better intelligence about our infrastructure, which enables us to better plan for hardware replacements, software upgrades, and other modifications to our infrastructure.”

Kristin Shulik, Product Manager for IT Management Services



ISV合作伙伴正在提供 Service Manager解决方案

AbsoluteSoftware

AT&T



BAY DYNAMICS™



FULLARMOR.
The Leaders in Enterprise Policy Management

SVT

SECURE VANTAGE
TECHNOLOGIES

**QUEST
SOFTWARE**
Smart Systems Management

RightStar
SYSTEMS

PROVANCE

savision

infront
consulting group

Provance

“As an ISV, the flexibility and extensibility of the platform allows us to deliver the same powerful capabilities we provide in our stand-alone Provance IT Asset Management software from right within System Center Service Manager.

Customers get the best of both worlds – our longtime Provance expertise in IT Asset Management delivered with Microsoft System Center technology.”

Gord Watts, Vice President, Marketing

SI合作伙伴已经准备好做Service Manager的支持！

CDW

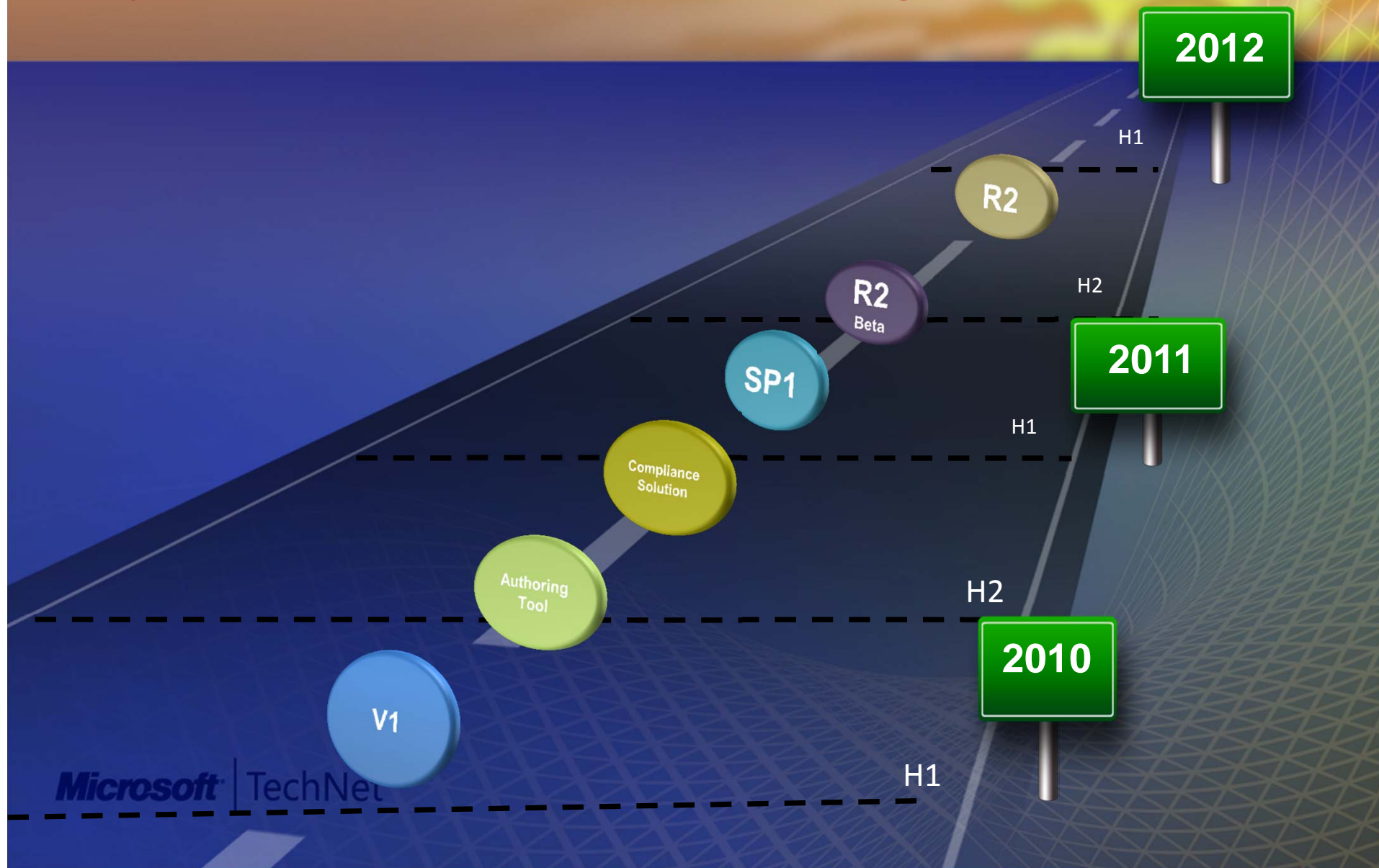
“作为解决方案集成商，我们一直都很期待下一个重头产品——我要非常荣幸地告诉您，Service Manager 就是！Service Manager 发布的同时，我们就在超过 15 家客户的现场部署了它。通过和这批早期采用了SM的客户合作——我们自己也是SM的早期使用者——我们对我们的解决方案、知识和经验都很有信心，我们能够帮助我们的客户从Service Manager和整个 System Center套件中获取最多 suite。”

Doug Miller, Practice Architect

Microsoft | TechNet



System Center Service Manager 路线图



概述 – Service Manager

用来 *自动化* 常见IT流程
的灵活解决方案

- ITIL / MOF
- Workflows
- Self-service

与其它System Center
产品深度集成

- Configuration Mgr
- Operations Mgr
- Active Directory

全面、可扩展的平台，
用于使人员、流程和系
统在一起协作

- Public SDK
- Tools for IT and Dev
- Connectors



Incident and Problem



Change



Portal



Workflows



Authoring



Knowledge Base



CMDB



Data Warehouse

The image features a solid light blue background. A white wireframe grid, composed of numerous intersecting lines, curves upwards from the bottom left and bottom right corners, meeting towards the center. The grid lines are more densely packed on the right side, creating a sense of depth and movement. In the center of the image, the word "Microsoft" is written in a bold, black, sans-serif font. Below it, the tagline "Be what's next." is written in a smaller, black, sans-serif font.

Microsoft®

Be what's next.™