



# System Center Operations Manager (SCOM) 2007 Service Offering

## Pygmalion Overview

Pygmalion has extensive experience with the various versions of Microsoft Operations Manager, recently renamed System Center Operations Manager, since the product was first released in 2001. The management team have implemented many projects for companies with various event and performance monitoring requirements.

Pygmalion is a **Microsoft Gold Partner** with competencies in: - **Advanced Infrastructure, Collaboration, and Learning Solutions**. The company is **Certified to ISO 9001: 2000**, the internationally recognised quality assurance standard – by the British Standards Institution. Reg. No: FS 73185

## SCOM 2007 Service Offering

Pygmalion is able to offer a range of services relating to SCOM 2007 including general consulting, provision of technical specialist(s); delivery of a complete solution through requirements gathering, design and deployment.

### Requirements, design & planning phase

- Define business and technical requirements
- Analyse and define server OS, hardware and applications specifications and requirements
- Analyse and define current strategy and management tools and processes and support model
- Define design objectives in terms of features, capacity, redundancy, supportability and expandability.
- Produce solution architecture and deployment (or upgrade) plan and recommendations for processes and training together with budget costs.

## SCOM 2007 Overview

SCOM 2007 is part of the System Center family of products from Microsoft and provides advanced event and performance monitoring for IT infrastructures and applications.

### Key Business Benefits

Improve the efficiency & productivity of support personnel through actionable best practices

Monitor the ever increasing complex IT environment with the same or fewer resources

Rapidly resolve complex and time-consuming infrastructure and application problems and understand the root cause with expert guidance from the built-in knowledge base.

Improve system availability /uptime by directly monitoring events, health and performance., to provide an early warning system of potential issues.

### Features

**Provides end-to-end service management** of distributed IT services and /or applications that is easy to customize and extend. Enabling the speedy identification and resolution of issues to give improved service levels.

**Provides end user perspective monitoring** (using synthetic transactions) to give a more accurate assessment of service health, generating alerts about client oriented service problems before the user calls the help desk



## Service Offerings contd..

### Service Offerings Continued.

#### Develop, stabilise and deploy

- Install and configure pilot
- Test and stabilise pilot
- Install and configure production servers
- Deploy management packs
- Confirm that data is being captured and reports generated
- Document solution design and operations processes

#### Tuning and Optimisation

This service reduces the erroneous or false alerts number resulting from out-of-the-box installations. e.g. from 1,000 to 10's of alerts /day.

#### Application Instrumentation

Instrumentation enables organisations the deep and specific monitoring of mission critical business applications. This can be used by SCOM to provide business performance metrics and SLA compliance.

#### Management Pack Creation

- Analyse in-house or 3rd party application
- Agree critical alerts and Create MP with appropriate computer group, attribute and rule group
- Add knowledge and tasks and test MP
- Provide on-going process to tune and add knowledge

#### Report Creation

- Create customised reports to present key performance indicators for management purposes and SLA compliance and monitoring.

#### Features

**Utilises model-based management** to better understand the relationships between the distributed applications and components, that comprise the IT services. Based on the System Definition Model (SDM) and the industry standard services modeling language (SML),

**Extensive Reporting** Using Microsoft SQL Server Reporting Services 2005 (SRS 2005) providing an easy-to-use graphical report designer. Many best practice reports are provided such as Availability Reporting.

**Provides an Audit Collection Service** that gathers Windows Security log entries in real time and consolidates them in a database for easy access by security auditors.

**Increased security and control** from role-based security allowing the delegation of the monitoring of specific systems to specific personnel without the need for separate monitoring infrastructures.

For comprehensive product features see [Microsoft web site](http://www.microsoft.com/systemcenter/opsmgr/default.mspx)  
<http://www.microsoft.com/systemcenter/opsmgr/default.mspx>

#### Further information & Contacts

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