HP Business Availability Center software

Manage and optimize the health of business services and applications.

Today, IT organizations are under growing pressure to optimize the availability and performance of key business services. This includes both front-end transactions and back-end business processes. Enter HP Business Availability Center, a comprehensive application management solution. This HP software offering allows you to monitor the health of business services and applications from the point of view of their consumers— the business, its customers and its partners. HP Business Availability Center also helps you resolve problems quickly, before the business is impacted.
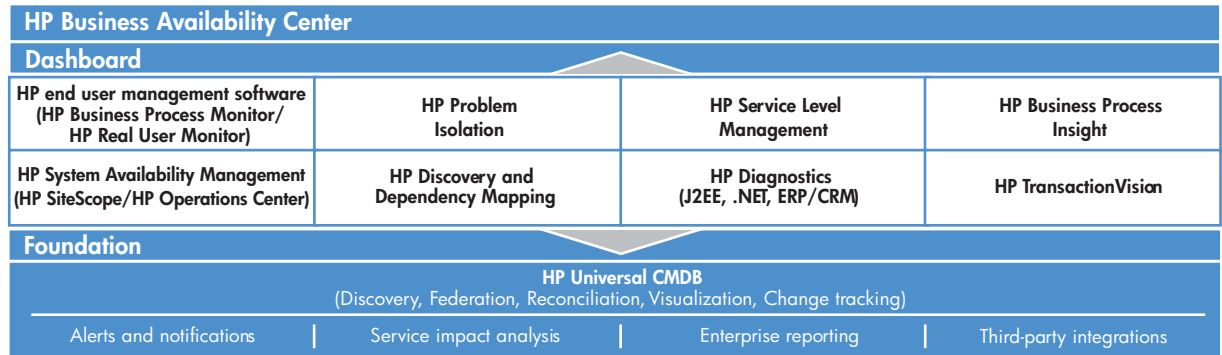
HP Business Availability Center

HP Business Availability Center allows you to optimize the availability, performance and effectiveness of business services and applications. It helps you understand the business impact an outage or degradation may have on business services and applications. Using information gathered by HP Business Availability Center, you can quickly pinpoint the area and cause of problems.

HP Business Availability Center allows you to:

- Provide end-to-end visibility into business transactions, all the way to backend systems and mainframes

- Understand key business metrics of individual business processes that fail, such as order backlog or dollars impacted

- Monitor the end-user experience using both synthetic and real-user monitoring

- Manage infrastructure and business-based service levels

- Gain visibility into end-user experiences, IT applications and services through synthetic and real-user performance monitoring

- Triage and analyze the root cause of problems in complex and composite applications across J2EE, .NET, SAP, Oracle®, Siebel and other environments

- More quickly find and resolve application performance problems, using guided workflows that enable Tier 1 and Tier 2 application support to assign responsibility to the appropriate subject-matter expert

HP Business Availability Center.
HP Business Availability Center includes a dashboard, applications and foundation built on HP Universal CMDB.

HP Business Availability Center			
Dashboard			
HP end user management software (HP Business Process Monitor/ HP Real User Monitor)	HP Problem Isolation	HP Service Level Management	HP Business Process Insight
HP System Availability Management (HP SiteScope/HP Operations Center)	HP Discovery and Dependency Mapping	HP Diagnostics (J2EE, .NET, ERP/CRM)	HP TransactionVision
Foundation			
HP Universal CMDB (Discovery, Federation, Reconciliation, Visualization, Change tracking)			
Alerts and notifications	Service impact analysis	Enterprise reporting	Third-party integrations

HP Business Availability Center architecture

The HP Business Availability Center architecture includes a dashboard, a group of related components or products, and a series of underlying foundation components or services.

HP Business Availability Center dashboard
A role-based, user-based and customizable business service dashboard provides a common environment that brings together real-time service health and historical performance data from the underlying products in HP Business Availability Center. You can create personalized views from dozens of predefined components, enabling you to focus on the key performance indicators (KPIs) for your critical business services.

HP Business Availability Center components
HP Business Availability Center contains the following components for managing and optimizing business services and applications:

- **HP end user management software** enables you to monitor applications and business services from the end-user perspective, using passive or active monitors.

  – **HP Real User Monitor software** provides complete visibility into the experience and behavior of every user, from every location, for critical web applications.

  – **HP Business Process Monitor software** executes synthetic transactions—from multiple locations inside or outside your firewall—to identify availability and performance issues before they impact your customers and business.

- **HP Business Process Insight software** enables you to correlate business health (transaction value, revenue, number of orders, etc.) with supporting applications and infrastructure—so you can assess the impact of an underlying problem in business terms.

- **HP TransactionVision software** helps you measure transaction health by tracking and measuring individual transactions as they progress across your enterprise applications.

- **HP Service Level Management software** helps you manage service levels and provide service-level agreement (SLA) compliance reporting for complex business applications.

- **HP Problem Isolation software** provides a guided workflow to quickly isolate, triage, diagnose and resolve problems.

- **HP Diagnostics software** provides a top-down, end-to-end lifecycle approach for monitoring, triaging and diagnosing critical problems with .Net, J2EE and Java™ applications.

- **HP Discovery and Dependency Mapping software** creates and maintains complex relationships views of business services, applications and the underlying infrastructure.

- **HP System Availability Management software** enables you to deploy and maintain an enterprise infrastructure monitoring solution to achieve enterprise-wide coverage.

HP Business Availability Center foundation
HP Universal CMDB provides a single version of the truth to support key business initiatives. It is based on three key elements: a rich data model, visualization and federation to additional data repositories. In addition, HP Universal CMDB provides impact analysis, change tracking and reporting capabilities to transform CMDB data into comprehensible, actionable information that helps you answer critical questions and solve business problems.
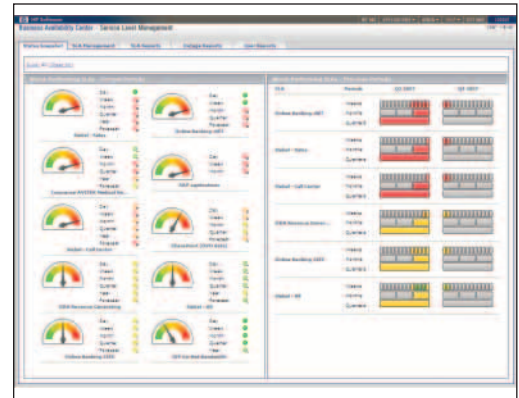
Gain deep visibility into enterprise transactions.
The transaction dashboard can report performance by transaction type or by business data, such as impacted customer.

Align IT with business priorities.
HP Business Service Level Management defines business-centric service levels so you can align IT with business priorities.

HP Business Availability Center components

HP end user management software
HP end user management software provides comprehensive, integrated user monitoring to align IT with end-user business processes. We use a combination of active business process emulation and real-user monitoring from all domains to provide real-time visibility into the user's quality of experience (QoE). HP end user management software enables you to rapidly isolate and identify the scope of an issue, gauge the customer and business impact, and as a result prioritize and respond appropriately. These HP software offerings help you:

- Visualize the user experience in order to prioritize IT response based on customer and business impact

- Perform trend analysis based on end-user metrics in order to proactively identify issues before users are impacted

- Reduce the business impact of end-user outages and performance issues

- Provide real-time visibility into user behavior and experience

HP Business Process Insight
HP Business Process Insight delivers key information about the health, performance and effectiveness of business processes. It provides this information in a context that gives IT and operations a common understanding of how IT is meeting operational business needs. You gain visibility into end-to-end business processes (such as quote to cash) and KPIs.

Using HP Business Process Insight, you can:

- Measure and generate alerts based on business process performance and demand

- Track each business process transaction and link business process steps to the IT services on which they run, translating IT service impacts into business and financial impact information

- Use process consoles and KPIs to provide business managers with the information they need

- Proactively alert on approaching deadlines for individual processes, such as orders or payments

- Measure process peak loads or service oversubscriptions to allow IT to better provision and budget for actual business demand levels

HP TransactionVision
HP TransactionVision gives you deep visibility into enterprise transactions to measure business impact and service health. This software tracks and measures individual transactions as they progress through your enterprise. It provides the convergence between low-level systems and network monitoring and high-level business process monitoring to complete your BSM strategy and link your IT objectives directly to your business objectives. With HP TransactionVision, you can:

- Monitor business activities in real-time based on KPIs

- Monitor both transactional patterns and transaction content patterns to identify issues and trigger automated processes or notifications across all tiers in the enterprise, including J2EE application servers, messaging middleware such as WebSphere MQ and Java Message Service (JMS) implementations, and mainframe transaction monitors such as Customer Information Control System (CICS) and IP Multimedia Subsystem (IMS)

Identify likely causes of problems.
The Main Suspects report in HP Problem Isolation shows the most likely causes of problems by factoring status, changes, dependencies and relationships.
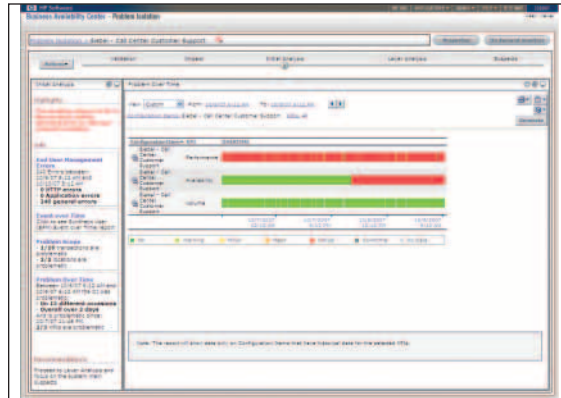
- Optimize transaction performance and improve capacity planning
- Capture KPIs to understand performance and availability across the enterprise
- Track web services calls from inception through the middleware to backend systems, in order to increase SOA manageability
- Use non-intrusive architecture and auto-discovery of transaction flows to accelerate deployment

HP Business Service Level Management
With HP Business Service Level Management, you can compare actual application performance to business goals. This software offering helps you determine whether business requirements are being met. It sends alerts when performance is in danger of falling below agreed-upon service levels, potentially saving money by avoiding financial penalties. In addition, you can map service levels to the underlying operational level agreements (OLAs) and underpinning contracts to see which infrastructure tiers impact end-user service-level achievement. With HP Business Service Level Management, you can:

- Define realistic, quantifiable availability and performance objectives that reflect business goals
- Measure performance and availability as end users experience them
- Track service-level availability and performance, both on a real-time basis and for offline planning purposes
- Isolate and resolve performance problems before they impact service-level objectives
- Remove the need for manual, ongoing report generation, which reduces costs

- Improve the availability of revenue-producing applications, increasing reservation agent productivity
- Reduce the level of effort required to produce and distribute service-level documentation

HP Problem Isolation
HP Problem Isolation helps you resolve application problems and prevent recurrence. Our software acts as your single point of access for information about problems and their resolutions. It leverages HP Universal CMDB service maps to identify, correlate and present configuration items and changes that may cause application problems. As a result, you can efficiently assign ownership, communicate across your organization, understand business context and correlate data from multiple systems. HP Problem Isolation enables you to:

- Centralize critical information about problems and reduce manual correlation to improve mean time to resolution (MTTR)
- Leverage a guided workflow to more quickly identify end-user performance issues
- Integrate with HP Universal CMDB to link end-user problems with the underlying infrastructure, reducing manual effort and the application knowledge required for troubleshooting
- Perform real-time problem validation and provide recommendations and advanced analysis to reduce the cost of keeping your IT infrastructure operational
- Provide automated data collection for Tier 1 support, helping to quickly solve problems or provide the right information for experts
- Integrate with HP ServiceCenter software, complementing the IT service management problem management process

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Gain visibility into your .NET applications.
HP Diagnostics for .NET provides comprehensive visibility into .NET applications deployed in heterogeneous composite environments. Out-of-the-box dashboards provide quick time-to-value.
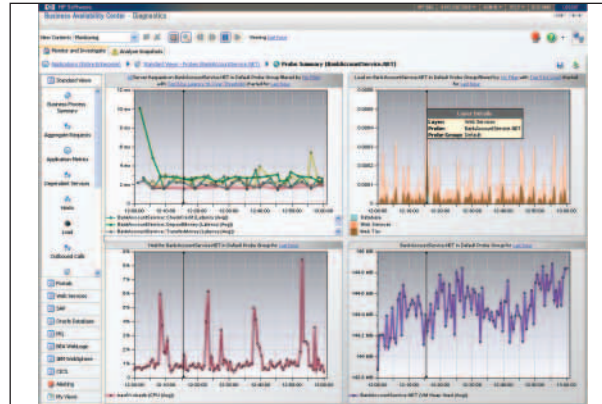
HP Diagnostics

HP Diagnostics enables you to seamlessly monitor, triage and diagnose critical problems in composite applications—in both pre-production and production environments. This software collects performance and availability data from Java, .NET and SAP platforms, isolating performance and availability problems and reducing MTTR. It can be deployed with HP Business Availability Center, HP LoadRunner software, HP Performance Center software or as a standalone product. HP Diagnostics helps you:

• Provide low-overhead monitoring, alerts, triage and diagnosis of problems in heterogeneous environments (service-oriented architecture [SOA], web services, Java, J2EE, .NET, SAP, Oracle, WebSphere, WebLogic and other applications) in pre-production and production environments

• Automatically discover composite application topologies

• Monitor and display both synthetic and real-user data

• Trace cross-virtual-machine (VM) instances across technology stacks (J2EE, .NET and SAP)

• Monitor, alert, triage and diagnose problems with databases, including wait-time analysis for Oracle 10g

• Support Structured Query Language (SQL) and method-level trending to monitor SQL and method performance over time

• Collaborate with development organizations by providing data such as CPU time by method, heap dump, thread dump, exceptions and advanced instrumentation control

• Perform advanced memory diagnostics, including allocation analysis, heap walker and more

HP Discovery and Dependency Mapping

HP Discovery and Dependency Mapping dynamically discovers and maps IT service dependencies between applications and the underlying infrastructure, to provide visibility and control over business services with minimal effort and cost. It also populates HP Universal CMDB to create an accurate service model. The tightly integrated HP Discovery and Dependency Mapping and HP Universal CMDB streamline data instantiation, updates and proactive impact analysis rather than relying upon tying together two or more separate systems. With HP Discovery and Dependency Mapping, you can:

• Use more than 100 out-of-the-box discovery patterns and automated discovery processes to accelerate CMDB adoption

• Automate maintenance to improve the accuracy of your CMDB

• Minimize deployment and maintenance overhead typically associated with customization and updates

• Select when and which patterns to run, to control the discovery process

Achieve visibility and control with Siebel applications.
Diagnose application problems into the specific tier—Siebel Application Server, Siebel Gateway Server or Siebel Database—to quickly pinpoint and resolve bottlenecks.
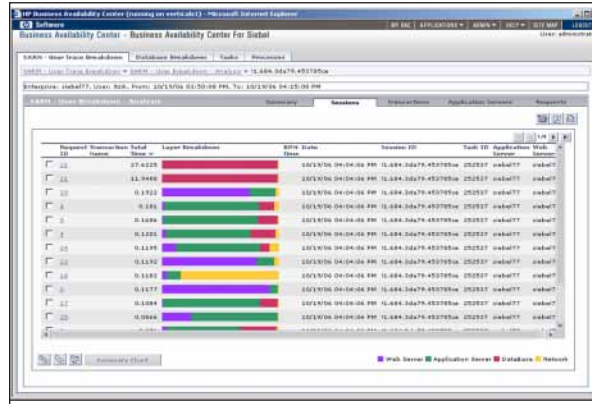
HP System Availability Management

HP System Availability Management helps you deploy and maintain a cost-effective enterprise infrastructure monitoring solution. It combines agent-based and agent-less monitors to provide comprehensive coverage. By providing the ability to integrate with existing enterprise management system (EMS) products, HP System Availability Management allows you to:

- View infrastructure monitoring data within the context of your application performance

- Understand how infrastructure components affect application performance and availability

- Collect infrastructure status data, whether you have deployed multiple HP SiteScope software servers, HP Operations Center or use a third-party management system

- Integrate with major ticketing systems

- Leverage your current investment in infrastructure monitoring tools

HP Business Availability Center solutions for SAP, Siebel and SOA

HP Business Availability Center for SAP

HP Business Availability Center (BAC) for SAP is a comprehensive solution to help you proactively measure and manage application availability, performance and change—increasing the value SAP applications deliver to your business. Our solution complements SAP Solution Manager and SAP NetWeaver Administrator. It includes a business dashboard and an integrated set of applications that provide end-user monitoring, service-level management, change and configuration management, system availability monitoring and diagnostics. With HP Business Availability Center for SAP applications, you can:

- Manage SAP service levels in real time, from a business-process perspective, rather than based on technology-oriented system metrics

- Proactively identify, diagnose and solve SAP application issues

- Map and manage the dynamic relationships between users, applications and the underlying infrastructure

- Automate the tracking of planned and unplanned changes to the SAP applications and infrastructure

- Manage business and application complexity caused by interdependencies of SAP and non-SAP applications

HP Business Availability Center for Siebel

HP Business Availability Center for Siebel optimizes the performance and availability of critical Siebel business processes and provides a comprehensive change-management solution. This HP offering helps you put the user experience for each business service in context with technology metrics, manage planned and unplanned change, monitor the underlying heterogeneous infrastructure, and diagnose and solve problems. HP Business Availability Center for Siebel provides visibility into and control over Siebel business application processes, components and the entire supporting infrastructure. With this HP offering, you can:

- Monitor Siebel application performance and availability from the end-user perspective and receive notification of problems before SLAs are broken

- Diagnose application problems into the specific tier to quickly pinpoint and resolve bottlenecks (Siebel Application Server, Siebel Gateway Server, Siebel Database, etc.)

- Detect and understand how change impacts the availability and performance of Siebel applications

HP Business Availability Center for SOA

HP Business Availability Center (BAC) for SOA meets SOA management challenges and helps you measure and manage critical business processes to deliver intended business outcomes for your SOA environment. This HP offering includes a dashboard that delivers up-to-date business service configuration and active drill-down to application components, and it provides simple and fast access to SOA data and reports. You can deliver the following value using HP Business Availability Center for SOA:

- Gain comprehensive automated discovery capabilities and visibility into service dependencies
- Achieve real-time visibility into SOA services and non-SOA business applications and infrastructure so you can proactively manage service levels from a business perspective
- Rapidly diagnose and resolve SOA performance issues
- Quickly detect changes in your SOA environment and assess the impact of changes in services on the end users' experience

Why HP Software?

Choose the BSM leader.

HP Software is uniquely positioned to deliver your application monitoring and BSM needs. As part of our BSM solution, we offer:

Top-down and bottom-up management: HP Software combines the top-down problem isolation of HP Business Availability Center with the bottom-up service impact analysis of HP Operations Center and HP Network Management Center. These feeds are then linked together in HP Universal CMDB to create a relationship view of business services and their underlying applications, infrastructure and network components.

Service desk integration: HP Business Availability Center links service health information with service desk processes that manage incidents, problems and change. This can quickly inform any service desk of service-affecting problems so operators can appropriately triage incidents and ultimately reduce business impact.

Delivery flexibility: HP Business Availability Center can be delivered in-house via HP Services or its partners, or via HP Software-as-a-Service.

Get comprehensive training.

HP provides a comprehensive curriculum of HP Software and IT service management courses. These offerings provide the training you need to realize the full potential of your HP software, optimize application performance, increase your network optimization and responsiveness, and achieve better return on your IT investments.

HP has more than 30 years of experience meeting complex education challenges. For more information about these and other educational courses, visit **www.hp.com/learn**.

Make a smart IT investment.

HP Financial Services provides innovative financing and financial asset-management programs to help you cost-effectively acquire, manage and ultimately retire your HP solutions. For more information on these services, contact your HP sales representative or visit **www.hp.com/go/hpfinancialservices**.

Succeed with HP Services.

HP provides high-quality software services that address all aspects of your software application lifecycle needs. With HP, you have access to standards-based, modular, multi-platform software, coupled with global services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs. For an overview of HP Software services, visit **www.managementsoftware.hp.com/service**.

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