

Sun Microsystems and IT Service Management

Trusted scalability, availability, and security.



Sun's mission is to solve complex network computing problems for governments, enterprises, and service providers.

A Different Approach

Sun Microsystems partners with customers to optimize their IT environment with industry standard-based services that address process, people, and technology in their data centers. From the initial engagement through the architecting, implementing, and ongoing management phases, we deliver business value by assessing your operational capabilities and then optimizing your IT assets. Our solutions incorporate servers, workstations, software, storage, and services, including a broad range of IT Service Management offerings. A few of our offerings are described below and highlighted at itSMF 2004:

SunToneSM

SunTone is a collaborative industry effort providing validation of IT operations and management excellence (Sun's ITSM reference model). The initiative's ITIL-aligned best practices are defined by a group of representatives from across the industry - a truly collaborative effort. Following the SunTone Service Management framework can help to reduce service complexity, streamline operations, and leverage resources, resulting in costs savings and improved service quality. SunTone provides a practical approach to Service Management, based on real experience. SunTone best practice standards are designed into Sun's Service Management solutions. The SunTone certified brand signifies excellence in end-user service delivery by adhering to rigorous practices for people and process. Become a member of the SunTone community today by visiting www.sun.com/suntone.

Operations Management Capabilities Model

Sun's approach to improving operational effectiveness utilizes an Operations Management Capabilities Model (OMCM) that

incorporates ITIL guidelines. This model offers a comprehensive framework to assess an operations environment and develop an actionable IT Service Management Improvement Plan leading to improvements in all three areas—people, process and technologies that are required to manage operations environments. The SunTone Service Management Framework is the foundation for OMCM.

Technology Solutions

Best-in-class IT operations are built upon a foundation of well executed processes enabled by sound technology. Sun provides enterprise management tools to manage the data center and automate the execution of repetitive, error prone tasks. In conjunction with our third party partners, Sun technology is used to realize the implementation of a robust data center management infrastructure. Examples of our high-value technologies include:

N1 GridTM: Sun's N1 Grid products simplify IT operations by helping customers manage their data center as if it were a single system (n computers operated as one). Leveraging virtualization and automation technologies, N1 Grid products decrease repetitive provisioning tasks and provide tools to take operational efficiency to new heights.

N1 Grid Service Provisioning System is a software tool that allows customers to automate the complex application provisioning process to make it quick and reliable, enabling complex services to be rolled-out in a day or less. This helps reduce time in deployment, while reducing operating expenses and increasing application uptime by eliminating errors.

Sun Management Center (SunMC) is an Element Management System for monitoring and managing the Sun environment. Sun Management Center also integrates with the leading Enterprise Management Systems to provide customers with a unified management infrastructure. The base package of Sun Management Center is free and provides hardware monitoring. Advanced applications (add-on's) extend the monitoring capability of the base package.

Sun Ray™ : Sun Ray ultra-thin clients provide customers with an interoperable desktop computing solution that reduces the maintenance, upgrade, and operational costs associated with most "fat" PC client environments. The stateless nature of Sun Ray ultra-thin clients allows for complete session mobility, improves workflow, and helps ensure the protection of data.

Bringing the Solution Together

Sun Data Center Reference Implementation (DCRI): Sun's DCRI is a pre-tested set of configurations that will reduce the risk and time associated with the deployment of infrastructure and enterprise management services. The DCRI is a flexible combination of Sun Fire™ servers, Sun StorEdge™ storage arrays, Java™ Enterprise System and Solaris™ software, as well as LAN and SAN infrastructure. Availability, scalability, and security are built into all aspects of the DCRI to provide the data center with an integrated, tested solution that can be deployed quickly, with lower costs and reduced risk.

The management cluster is a key component of the DCRI. Using Sun enterprise management tools, it provides the core of the operational management capability for the environment to include: backup and recovery, a domain name service (DNS), Web service hosting operational procedure documentation, NFS and SAMBA file services, a centralized system messages log, a directory service, as well as management and monitoring applications. Provisioning capability is also included.

Manageability Solutions

Sun Managed Services is a customized IT Infrastructure solution designed to optimize data center operations and/or management without transferring IT or HR assets. Sun Managed Services offers the customer Sun and partner expertise of a single data center function. Full data center operational management is delivered on a foundation of the SunTone Service Management framework and incorporates ITIL and ITSM principles. Operational management, security management, availability management, service management, financial management, business continuity, capacity and asset management, and the development of measurable service level agreements through Six Sigma are just a few of the IT Infrastructure challenges that the Sun Managed Services solution can address.

About Sun Microsystems

Sun's mission is to solve complex network computing problems for governments, enterprises, and service providers.

At Sun, we're tackling complexity through system design. Through virtualization and automation. Through open standards and platform-independent Java technologies. In fact, we're taking a holistic approach to network computing in which new systems, software, and services are all released on a regular, quarterly basis. All of it integrated and pre-tested to create what we call the Network Computer.

With our depth of expertise, Sun and our iForceSM partners team with customers to build network computing solutions and translate that innovation into business value. To find out how we can help you transform your IT operation from a cost center to a business asset, please visit us at Booth #130 or on the Web at www.sun.com.

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