Cisco Tidal Enterprise Adapter for Microsoft System Center Operations Manager 2007

Introduction to Enterprise Scheduling and Adapters

IT operations that focus on the automation of business processes involve integrating a wide range of custom and enterprise applications and the infrastructure on which they run, often with complex interdependencies. In such environments, IT typically uses job scheduling tools to control batch and on demand event processing, which are vital to the success of a range of business operations from sales to manufacturing to financial management.

For the past decade, Cisco Tidal Enterprise Scheduler has been defining standards for job scheduling usability, scalability, and breadth of coverage. The role of the many Tidal adapters available for Enterprise Scheduler is to make connectivity, control, and visibility of diverse technologies accessible directly through the Enterprise Scheduler user interface (UI). The breadth of coverage these adapters provide simplifies end-to-end scheduling of processes across the enterprise.

Product Overview

Expanding the Visibility and Coverage of Microsoft SCOM 2007

Microsoft System Center Operations Manager 2007 (SCOM) gives IT operations staff a centralized view of the state, health, and performance of IT environments. It is also an alerts console that monitors resource availability, performance, security, and configurations. Enterprise Adapter for SCOM 2007, combined with Enterprise Scheduler, is designed to give SCOM 2007 users a complete picture of the current state of their job scheduling environment.

Enterprise Scheduler customers can manage workflows across diverse platforms and applications and already have a holistic view of their enterprise job scheduling environment. By adding comprehensive IT configuration views and greater control of the scheduling environment to the SCOM 2007 console, customers can take another step toward end-to-end IT service management. This solution provides IT staff with high-performance job scheduling environmental views and complex event management functionality, which will help them meet service levels goals and reduce downtime.

How the Adapter Works

Integrating Enterprise Scheduler environmental information and alerts processing functionality into SCOM 2007 brings the best of both worlds together. Once the adapter is installed, SCOM 2007 auto-detects Enterprise Scheduler masters and deployed agents, then creates a health model to monitor basic service states, master system events, and job failures. Users can immediately see the health of their job scheduling environment, including the databases, agents, and jobs that are running critical business processes, all within the familiar SCOM 2007 console. The adapter also gives SCOM 2007 users control over key enterprise workflow scheduling tasks, such as rerun job, set job status, or releasing a job.
Features and Benefits

Increase Proactive IT Systems Management
Through the SCOM 2007 service model definition and configuration, IT operations staff can manage business process alerts, see health model maps, and view and interact with core and extended components of the scheduling environment. Information about the current state of Enterprise Scheduler, its database, and associated agents is visible and available, consolidating and streamlining the management of service levels. Users can instantly see jobs that have issues or require operator intervention. Job groups can be aggregated, covering all scheduler instances in a large installation.

All the job schedule and performance information available through SCOM 2007 supports problem management through standard processes used by administration teams. Having a single console for performance metrics allows operations staff to better manage resource utilization, enabling higher service levels and proactive alerts management.

Place Broad Coverage of Scheduler Information into SCOM 2007
This adapter provides SCOM 2007 users with a single point of access to a wide range of information about the performance of their job schedules, the resources they manage, and the business processes they control. The scope of this coverage includes:

- Creation of a core health model and views for understanding job scheduling issues
- Monitoring of core health to understand overall health and performance
- Specific content monitoring for job activity
- Staff control to restart failed jobs, set job status, and release held jobs
- Performance monitoring of the number of jobs on an agent or an adapter
- Performance monitoring of masters and agents
- Monitoring of the associated Windows systems and SQL Server database

The adapter improves IT efficiency by helping users:

- Become proactive in error recovery by using holistic health model views of Enterprise Scheduler, its SQL Server database, and agents
- Increase control by managing job exceptions from the SCOM 2007 console
- Understand complex environmental problems quickly using root cause analysis
- Simplify business process management using service model definitions and exception management
- Optimize resources by monitoring and managing real-time utilization information
- Increase efficiency by using SCOM 2007 for managing the enterprise scheduling environment

Key Requirements
Although specific planning and sizing is straightforward, actual requirements can vary by enterprise, depending on the environment and type of coverage needed. Specific requirements information is easily obtainable after an initial conversation with a product expert. Enterprise Scheduler and its adapters can be installed and deployed by users or by engaging Cisco Services. There is also an array of online materials available through Cisco Knowledge Services.
About Cisco Tidal Enterprise Scheduler

Cisco Tidal Enterprise Scheduler drives efficiency by centralizing and providing a single view of cross-enterprise job scheduling events. This powerful, yet easy-to-use solution enables organizations to assemble complex batch job and business process schedules that span the enterprise. With its ability to closely monitor scheduled jobs, automatically detect problems, and define actions to aid in recovery, business process performance can be greatly enhanced.

With the broad coverage provided by Enterprise Scheduler, IT operations teams can effectively schedule processes that touch a wide range of databases, systems, and applications. They can also easily incorporate and manage new applications as they come online, which helps improve the operation of mission-critical business processes as the enterprise expands and evolves.

Companies in a variety of industries rely on Enterprise Scheduler to keep their daily operations running smoothly. The Cisco enterprise job scheduling software combined with its performance management solutions can deliver even greater levels of automation and optimization to the data center than conventional scheduling and performance management solutions.

For More Information

To learn more about Cisco products and services, please visit www.cisco.com.