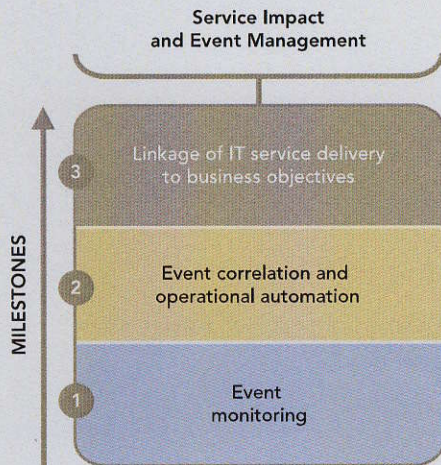
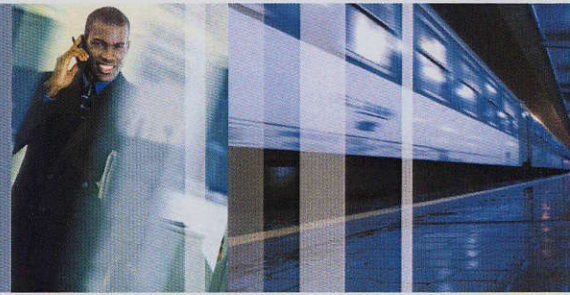


Service Impact and Event Management



Service Impact and Event Management implementation milestones provide measurable benefits and value as you progress from basic event monitoring to event correlation and operational automation and on to linkage of IT service delivery to business objectives. BMC Software is the right choice for helping you to achieve best-practice service impact and event management because we:

- > Position you to move toward a more value-based approach by bridging business and IT at the organizational, process and tool levels
- > Streamline and verify incident resolution based upon full understanding of the business impact
- > Improve ROI by prioritizing incident resolution for the most critical business services according to greatest revenue and expense impacts
- > Quickly identify the root cause of service delivery failures, enabling fast problem resolution

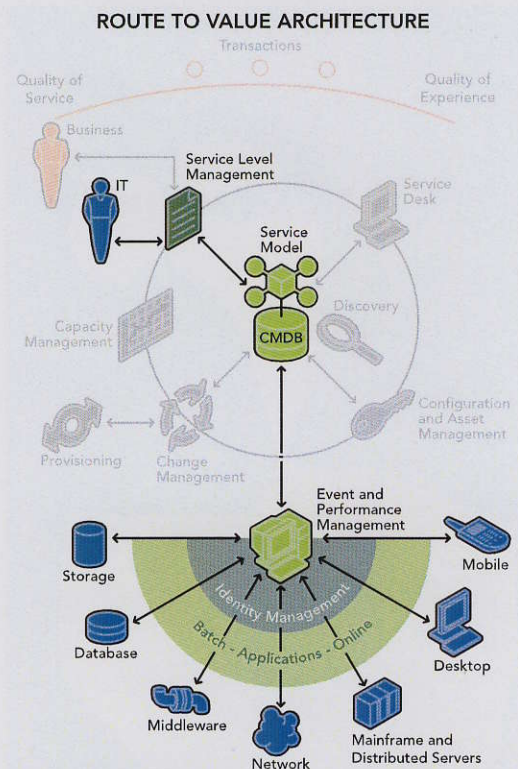
Map technology components and services to business processes so you can prioritize IT actions based on their business impact.

Providing business-relevant IT services is one of the biggest challenges IT organizations face. Most companies do not prioritize IT actions based on their business impact in order to proactively prevent business disruption.

Service Impact and Event Management enables you to properly relate complex IT events and services to critical business services by:

- > Mapping IT components to the business services they support in a service model
- > Integrating event management and monitoring capabilities with the service model to correlate events in real time
- > Quickly visualizing and understanding the root cause and impact of IT component availability on business services, end-users and key business metrics
- > Eliminating boundaries separating IT operations, the service desk and the business

Service Impact and Event Management provides a direct path to Business Service Management by developing meaningful, tangible connections between the IT organization that delivers services and the business constituents who use them.



Highlighted elements indicate key technologies and relationships for Service Impact and Event Management.