

System Management Software in Brief

Due to the increased complexity of the IT environment and the importance of the service level of the computing resources to the essential business, the IT managers need the tool to manage the IT resources efficiently and effectively. Managing the IT resources requires different fields of managements such as System and Network Management, Inventory Management, Security Management. The System Management Software (SMS) is the part of System and Network Management along with the Network Management Software (NMS). The SMS is the software monitoring and managing the elements of the system such as the system parameters, utility programs, and application programs.

Business Challenge

As companies rely on their computing resources to support their main business, IT managers are challenged with

- ❖ managing the heterogeneous systems
- ❖ handling the geographically distributed systems
- ❖ meeting the demand from the sophisticated users
- ❖ meeting the service-level agreements

Needs for IT Managers

To accommodate the challenges, the IT managers need to have the control of their IT resources and maintain the business availability. The managers want to:

- ❖ know what and where the IT resources are
- ❖ know what is happening with the IT resources.
- ❖ improve the quality of service with functionality
- ❖ get the alert message if any abnormal status occurs
- ❖ resolve the alerted issues.
- ❖ evaluate the IT resources for future direction.

Concerns of Company

Having the efficient IT environment is essential to the operation of the companies. The companies want to:

- ❖ have IT managers spend time on the strategic issues directly related to the company output.
- ❖ reduce the cost and maximize the utilization of IT resources.
- ❖ keep the IT knowledge within the company.

SMS: Feature - satisfying the IT managers' needs

The System Management Software offers features to satisfy the needs of the managers. The SMS allows the managers to:

- ❖ View the geographically distributed and heterogeneous system resources at the central location.

- ❖ Set the system parameter, utility tools, and application programs for monitoring.
- ❖ Monitor the system resources at the central location.
- ❖ Get notification on any alerted resources.
- ❖ Guide for speedy resolution.
- ❖ Generate the reports on the history on the system resources.

SMS: Benefit – satisfying the users and improving the bottom line

When the SMS features are effectively used, there are much benefit not only to the IT managers but also to the company, satisfying the users and improving the bottom line for the company..

- ❖ The IT mangers can **focus** on the strategic issues instead of spending time on managing the systems.
- ❖ The manager can **improve** the usage of the systems because the utilization is known from the monitoring information.
- ❖ The manager can **improve** the infrastructure and **assist** on the future IT investment with the historical data provided from the report..
- ❖ The users are **satisfied** with the service finding potential problems in advance or resolving the problems in a timely matter.
- ❖ The user satisfaction is **increased** with the added functionality.
- ❖ The knowledge managing the heterogeneous systems is **built in** and the expertise **stays** within the company with the SMS.

SMS: Considerations – right choice

Choosing the right SMS is depending on the need for the company and its budget. Things to be considered are:

- ❖ **Stability:** depends on the stability of the product software, the hardware, the OS, and the database being used. The quality of the expertise of the engineer and the support from the vendor can also be the issue.
- ❖ **Functionality:** includes the default features for monitoring, notifying, and generating reports along with the capability of the customization and integration.
- ❖ **Performance:** relies on the effectiveness of the SMS product itself to accommodate the numbers of systems and the number of parameters to be monitored.
- ❖ **Interoperability:** is the ability operating on various platforms, utility tools, and application programs in different IT environments.
- ❖ **Ease of use:** is the ability for the users to learn and use the SMS conveniently and easily. GUI effectiveness and the flexibility
- ❖ **Cost:** is the cost for the hardware, the installation, the main software, the features, the maintenance, the upgrade, and the customization.