

FOCUS ON:

Improving Service and Application delivery through Change Detection and Management.

If everything was working perfectly on your network and now it doesn't....something must have changed!

Oxford English Dictionary definition of "Change":

Verb Make or become different.

Noun The action of changing, or an instance of becoming different.

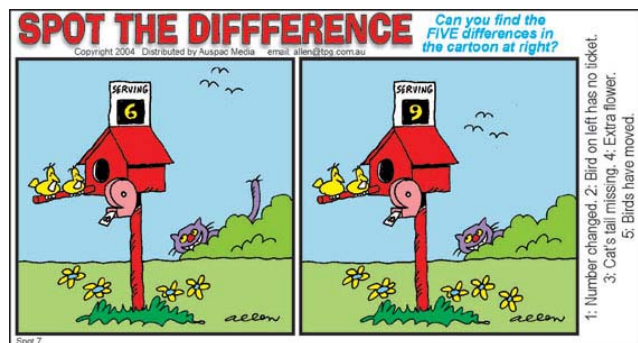
At least 60% to 80% of unplanned workload and downtime is as a result of unplanned change. These changes may be minor, such as a short increase in traffic across a specific link causing brief "slow" performance or it could be a major event such as the loss or corruption of configuration for a key device.

'Either way users are going to blame the network, and expect a quick fix.'

The good news is that there is a growing shift towards an easy to implement technology known as 'Change & Configuration Tracking or Change Auditing' that allows IT staff to establish a 'baseline' for the status, health and configuration of their systems and then manage only the exceptions (changes) to that baseline, cutting out hours of troubleshooting and uncertainty in the process.

Simply put if you know what everything looked like when it was working fine, it's easy to isolate the changes that caused a departure from that condition resulting in problems.

"Spot the Difference – It all Worked Fine yesterday!"



"If a problem occurs on the network, something has changed. Identify what has changed and you have identified the root cause of the problem!"

As mentioned, the easiest way to track all changes is to do so against a pre-set 'benchmark' or 'baseline'. Most IT departments can set up and configure systems to work fine from day one.

The problem occurs when users are introduced to these systems and things start to change. New demands, increasing user base and changing business goals all precipitate change. Let's face it, if we configured and installed a network that ran the same traffic across it day in day out & we removed all the users...it's unlikely we would see many problems.

One of the issues is that IT people have a tendency to be absorbed with problems rather than having the space to focus on the logic behind the cause – emotion can quickly play a part!

Relax...Logic is still out there!

It's absolutely true to say that if something worked one minute and has now stopped working then something has changed.

So what is the answer, & is it expensive?

This newsletter is all about helping our customers to recognise that the process of agreeing an acceptable state and configuration for the network (baseline) and then tracking changes to that.

Also it's important to be able to draw a distinction between approved authorised changes versus unauthorised changes. Gartner report that 80% of downtime is the result of unplanned changes to infrastructure and the culprit can very often be someone in the IT team. Sound familiar?

In this Newsletter we are showcasing the New Net Technologies (NNT) 'Change Tracker' suite. A comprehensive and inexpensive solution designed to Track, Audit and Manage the Status, Health & Configuration of your entire infrastructure including PC's, Network, Servers and Virtual Machines.

In addition NNT Change Tracker allows IT staff to establish a proper Change Management process and report all changes clearly identifying approved versus unapproved changes made.

The really great news is that this software integrates seamlessly with the majority of existing Network Management Solutions, giving you and your team "a one window" view of your IT world.

Change Tracker Features include:

- The ability to establish a 'Known, Available & Compliant' state for your IT Systems (baseline).
- Track any deviation from the normal, compliant & anticipated level of IT service delivery and build the ability to quickly isolate the problem and retain normal working conditions. Combining Performance, Change & Configuration Management
- Quick recovery from problems and 'auto reconfiguration' back to the last known and working state
- End User Performance Monitoring for specific Applications
- Control user activity on your systems – track PC's and manage user activity to mitigate risk of user introduced problems & security breach
- Manage VM ware
- Fully ITIL centric
- Report and isolate planned versus unplanned changes
- Back up the entire configuration of your network

What changed and where? Track all changes to your infrastructure and manage users activity in one go

In the event of a problem, select the affected area or time frame and hit the 'what's changed' button and you will get a report of all changes across the infrastructure (PC's, Network Devices, Servers and Virtual Machine) since it was last working fine. Find the unapproved changes and the likelihood is you have identified the root cause of your problem!

We have teamed up with NNT and are able to offer all an unconditional free trial of the Change Tracker solution.

To arrange you FREE trial copy, go to:

http://www.euroteknetworking.com/component?option=com_mosforms/Itemid,47/

Or, contact us now on:

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