



HP Problem Isolation software

Data sheet



HP Problem Isolation software gives IT a single point of access to relevant information for identifying and resolving problems. It leverages HP Universal CMDB software to correlate effectively across your infrastructure, applications and systems to isolate problems in context. It helps you find problems even if you are not monitoring a component. It also helps IT spend less time on “keeping the lights on” and more time on being a strategic contributor to your business.

Manage your IT problems

Managing a problem often involves a sequence of steps—identification, isolation, domain analysis, diagnosis, resolution and verification. In many IT organizations, most of the resources, energy and time are devoted to finding the problem and identifying the owner. Locating the problem, finding out whether it has happened before, identifying application, system and infrastructure dependencies and assigning ownership typically consume 80 percent of the effort. That effort is expended by the staff whose time and talent cost the most. And while it is being expended, your business is not operational.

To reduce mean time to resolution (MTTR) and increase mean time between failures (MTBF), you need software that quickly and efficiently:

- Informs IT of problems
- Automates problem isolation by correlating data from multiple systems and assigning ownership
- Enables collaboration across your organization

HP Problem Isolation software specifically identifies, diagnoses and resolves problems. HP Problem Isolation does not require a process framework to add value; however, it can easily complement the ITIL service delivery process for organizations that use the Information Technology Infrastructure Library (ITIL) framework.

HP Problem Isolation integrates with HP Business Availability Center software, allowing you to access reports on suspect systems.

Resolve problems effectively

HP Problem Isolation is key to effectively resolving problems and reducing repetitive occurrences. It acts as a single point of access for problem information and resolution, and it leverages HP Universal CMDB software for identifying, correlating and presenting configuration items (CIs) and changes that may cause problems. It can identify the main suspects for a problem without any effort by automatically correlating key performance indicators (KPIs) with CIs and associated changes. It also integrates with other HP Business Availability Center software to deliver:

- A single point of access to relevant problem information and status over time
- Integration with HP ServiceCenter software to facilitate automatic ticket creation and tracking
- Correlation of problems across CIs to identify problem sources in components that aren't being monitored
- Automatic correlation to identify changes that cause problems
- Reduced manual troubleshooting with automated problem isolation workflow, recommendations and more

All this helps your IT team quickly and efficiently assign ownership, communicate across your organization in real time, place performance data in a business context and correlate data from multiple systems.

How HP Problem Isolation works

HP Problem Isolation integrates with HP Business Availability Center software, such as HP Business Process Monitor software, HP SiteScope software and HP Universal CMDB, allowing you to access reports on suspect systems, event status over time, changes related to problem CIs and much more from a single screen. It also allows you to view application, system and infrastructure dependencies in usable reports.

For example, the Triage report in HP Business Process Monitor delivers data on all components related to a problem, including a breakdown by status, location and transaction. An Over-Time report lets your team compare current performance with past performance.

In addition, HP Problem Isolation integrates with HP ServiceCenter so that when you identify problems, the service desk automatically opens a trouble ticket for tracking and recording the resolution, making it a complementary solution for any ITIL problem management initiative.

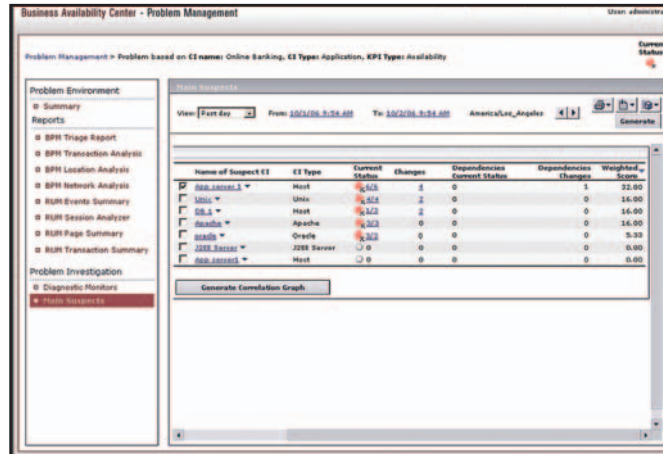
The following capabilities bring all the steps in the problem management process together:

Identification: HP Problem Isolation captures all incidents in one place in a common context and displays them across time and KPIs.

Isolation: You can identify suspect systems and pinpoint the application or tier causing the problem for your end users, even if the components are not being monitored.

Identify likely causes of problems

The Main Suspects report in HP Problem Isolation shows the most likely causes of problems by factoring status, changes, dependencies and relationships.



The screenshot displays the Business Availability Center - Problem Management interface. The main window shows a table of 'Main Suspects' for a problem based on CI name: Online Banking, CI Type: Application, KPI Type: Availability. The table lists various components and their current status, changes, and dependencies.

Name of Suspect CI	CI Type	Current Status	Changes	Dependencies Current Status	Dependencies Changes	Weighted Score
DB_SERVER1	Host	OK	0	0	1	25.00
DB1	Unit	OK	2	0	0	16.00
DB2	Host	OK	2	0	0	16.00
Oracle	Apache	OK	0	0	0	16.00
Oracle	Oracle	OK	0	0	0	5.33
J2EE_SERVER	J2EE Server	OK	0	0	0	0.00
App_Server	Host	OK	0	0	0	0.00

Domain analysis: The CMDB-based model reduces the subject-matter expertise required to isolate problems by providing the correct view across disparate data sources. You can quickly identify malfunctioning components and determine whether changes were made. And data correlation across multiple sources, which traditionally is a time-consuming, manual process, happens automatically in the background.

In-depth diagnostics: Linking to HP Diagnostics software lets you drill down to identify specific causes inside applications.

Resolution: Once you pinpoint the root cause, HP Problem Isolation lets you categorize the problem for future reference and issue a change request.

Verification and validation: HP diagnostics monitors help you quickly assess whether a status change to red is an impending threat to your business or an anomaly. Integration with HP Business Availability Center provides constant monitoring and verification.

Key features and benefits

- Provides a central place to view critical information about problems and reduces manual correlation to improve MTTR
- Integrates with HP Universal CMDB to link end-user problems with the underlying infrastructure, reducing manual effort and the application knowledge required for troubleshooting
- Places systems information in a defined context for faster troubleshooting, showing network operators how their systems affect end users and enabling operations and infrastructure teams to focus on the correct data, solve problems quickly and distinguish between simple correlations and actual causes
- Performs real-time problem validation and provides recommendations and advanced analysis so that operations teams can reduce the cost of keeping the IT infrastructure operational
- Provides automated data collection for tier one, helping operations teams solve problems more quickly or have the right information for experts
- Integrates with HP ServiceCenter, complementing the ITIL problem management process

A complete solution

Comprehensive training

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