

Sysload and ITIL

IT Infrastructure Library (ITIL) is a framework based upon “best practices” for IT Service Management. At the core of ITIL Service Delivery, Sysload is designed to fit into the Service Level and Capacity Management aspects.

Sysload helps IT Managers and Engineers to meet the future needs of the business by providing key performance indicators and valuable information for Service Level and Capacity Management.

IT Service Level Management

Sysload measures and reports on the service being delivered by IT to the business. Sysload therefore provides indicators that help to determine whether IT delivers a quality service.

IT Capacity Management

Sysload offers a comprehensive and homogeneous view of the capacity and utilization level of IT resources, allowing IT Managers to understand precisely how servers and applications behave and how they respond to the needs of the business.

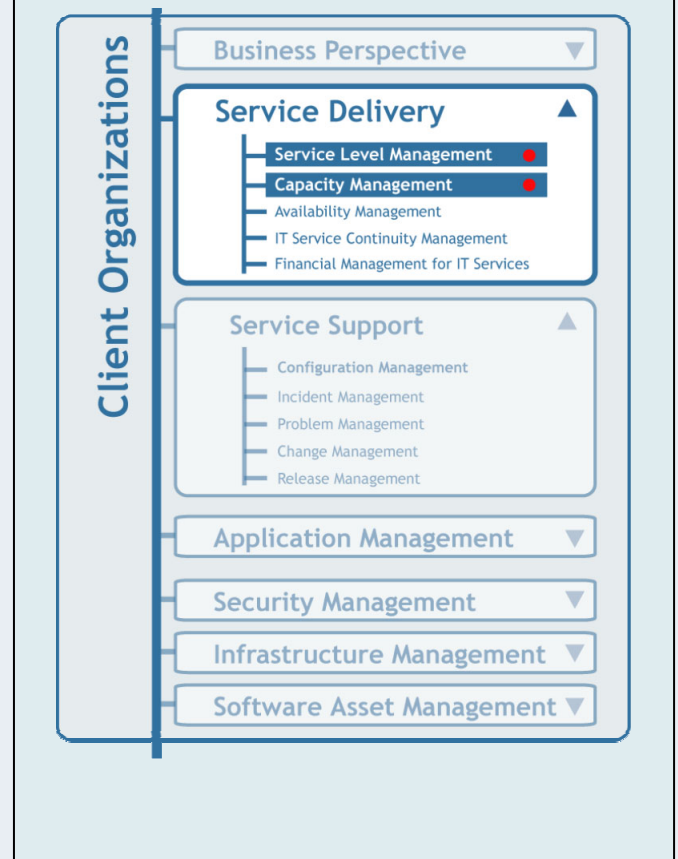
Sysload delivers quality key performance indicators (KPIs) allowing the measurement, reporting and evaluation of the performance and capacity of the IT infrastructure.

The key benefits of using Sysload within ITIL Capacity Management are:

- The alignment of IT resources to the needs of the business thus providing better ROI of the IT infrastructure
- Reducing the risk of performance problems and failures thus providing continuous quality service delivery and end-user satisfaction
- A quality and accurate Capacity Plan based upon trend analysis thus anticipating future needs and cost savings

What is ITIL Service Delivery?

ITIL breaks down into seven components. Service Delivery is one of them. It aims at providing the best level of IT service to the business. Service Delivery is divided in five disciplines:



IT Capacity Management Process

Sysload helps Engineers to measure and optimize the current levels of resource utilization and service levels. Sysload provides the necessary information required to ensure a continuous quality IT service as needed by the business. This is done in the most cost-effective and timely manner.



Monitoring

Sysload automatically collects, analyzes and reports on the availability and saturation of systems, on the application usage as well as on the IT resource status and capacity usage. Detailed technical metrics are collected by platform-specific Sysload agents every 5 seconds. These provide detailed performance information on various aspects of the servers, including CPUs, memory, swap, cache, logical and physical disks, processes, network interfaces, users and applications.

The technical metrics are analyzed using a powerful built-in performance knowledge-base to create diagnostic metrics. These intelligent indicators contain the necessary information to determine the health of the IT system in Real-Time (capacity, utilization and saturation levels).

Analyzing

Sysload provides powerful performance reporting functionality in order to determine the current usage of IT resources and to plan for the future needs of the business. Using trend analysis and typical day reports, IT Managers can identify resources at risk (full disks, overloaded processors, memory bottlenecks, etc.).

Sysload provides a set of powerful statistical functions that allow to “slice and dice” the collected data in a variety of ways (days, weeks, weekends, working hours, batch times, etc.). IT Manager can easily identify the spare and saturated IT resources.

Tuning and Implementing

Monitoring and analyzing servers allow better understanding performance, capacity and utilization level of IT resources. Engineers can take the right decision at the right time for tuning systems and implementing changes.

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