

Butler Group ▶
a **Datamonitor** Company



IT Systems Management

Exploiting the Infrastructure for
Business Value

April 2008

IT Systems Management

Contents – April 2008

Section 1: Management Summary	9
1.1 Management Summary	11
Section 2: Business Issues	17
2.1 Report Introduction	19
2.2 The Changing Approach to Systems Management	21
2.3 The Importance of IT Service Management	24
2.4 Understanding the Impact of Technology on Business Services	27
2.5 The Role of Systems Management in Business Continuity	30
2.6 Quantifying the Business Benefits of a Unified Systems Management Approach	36
Section 3: Technology Capabilities	39
3.1 Monitoring and Fault Diagnosis	41
3.2 Change and Configuration Management	44
3.3 IT Service Management	47
3.4 Business Systems Management	49
3.5 Performance and Optimisation	53
3.6 Administration/Reporting	56
3.7 Deployment	58
3.8 Scope of Management Capability	61
3.9 Managing in a Virtualised Environment	63
Section 4: Strategies and Implementation	71
4.1 Infrastructure Management Maturity Models	73
4.2 Impact of Systems Management on IT Structures and Skills	77
4.3 Matching IT Domain Supply with Business Domain Demand	81
4.4 Practical Considerations When Implementing a Systems Management Tool	86
4.5 Adoption Strategies for Systems Management	90

Contents – Continued

Section 5: Market Analysis	95
5.1 Market Overview	97
5.2 Vendor Comparisons	100
5.3 Future Directions	109
Section 6: Tables	113
6.1 Butler Group IT Systems Management Features Matrix	115
6.2 Butler Group IT Systems Management Product Capability Diagrams	153
6.3 Butler Group IT Systems Management Market Lifecycle Ratings	157
Section 7: Technology Audits	161
BMC Software, Inc. – Business Service Management v1	163
CA Inc. – CA Systems Management	171
EMC Corporation – EMC Smarts	183
HP – Business Service Automation v1	193
IBM – Tivoli	203
Microsoft – Microsoft System Center 2007	213
Novell – ZENworks version 10	221
Section 8: Vendor Profiles	231
8.1 Monitoring	233
ATM Limited	233
Netuitive	234
Nimsoft	235
8.2 Network	236
Cisco Systems	236
Entuity	237
Insightix	238
Juniper Networks	239
NetQoS	240
NetworkD	241
Network General	242

Contents – Continued

8.2 Network (continued)	
Opnet	243
Packeteer	244
SolarWinds	245
Zeus Technology Ltd.	246
8.3 General	247
FrontRange	247
Fujitsu Siemens	249
Hornbill	251
iEt Solutions	252
Infovista	253
Infra Corporation	254
Itheon, Inc.	255
LANDesk	256
Managed Objects	257
NetIQ	258
Platespin	260
Quest Software, Inc.	261
Red Hat	262
SpiceWorks	263
Symantec – Altiris	263
VMware	266
8.4 Storage	267
CommVault	267
Datacore	268
FalconStor	269
Network Appliance, Inc.	270
8.5 Applications	270
Oracle	270
Section 9: Glossary	273

This Report reveals:

- How organisations should approach the deployment of systems management.
- Why Business Service Management is a key enabling capability of any systems management tool.
- The differences between IT Service Management and IT Systems Management.
- How IT Systems Management can help transform the way IT departments operate.
- The business challenges, opportunities, and benefits that systems management addresses.
- Why management of the infrastructure will become a significant influence on the added value that virtualisation technologies can deliver.
- How systems management capabilities are changing the skills and competencies needed in IT.

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Analysis without compromise

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