



Unicenter NSM Implementation at Atos Origin

Customer Profile

Atos Origin offers multinational clients a full range of IT services and solutions in 50 countries around the world, covering Consulting, Systems Integration and Managed Operations. The company has combined annual revenues today in excess of EUR 5 billion per annum and employs over 45,000 staff.

Problem Statement

Ongoing Staff Augmentation project on Unicenter NSM 3.1 and resolve different issues prior to implementation in Production Environment. The solution will provide centralized management for customers serviced by the Atos Origin, Arlington Data Center location. Provide the means to monitor the systems and networks, both internal and external, to support notifications to the appropriate technology managers and staff.

Atos Origin uses Tivoli for standard network management tasks and is implemented within most current customer environments. Atos Origin plans to implement CA products for all new customers and at some point may deploy CA products to replace Tivoli for existing customers.

Technology Used

Unicenter NSM 3.1 Manager, Event and Workload Management, System Agents (Windows NT, Windows 2000, UNIX), Log Agents, Database Agents (SQL, Oracle), Global Configuration Utility, Advanced Event Correlation Engine

Challenges Addressed

- ***Start/Stop Agent Monitoring Script***
A custom script was developed to start and stop monitoring on Agent systems.
- ***Suppression of Duplicate Events***
Configured Advanced Event Correlation Rule for Duplicate Event suppression. A trouble ticket opened for all Critical, Warning, Fatal & Broken-Link events, and duplicate events are suppressed until that ticket is closed (preventing opening duplicate tickets for the same problem).
- ***Generic Message Trap***
Configured generic message traps for message records, reducing the number of existing messages from 2,200 to just about 30 message records.
- ***Mass Distribution of Agent Profiles***
Documented and reviewed various NT monitors. Configured baseline profile for Windows Agents. Tested distribution of the profile to the remote machines using the Global Configuration Utility.

Benefits of the Solution

- Centralized management of system and network resources.
- Migration from client's home grown manual event correlation engine to Unicenter's automated Advanced Event Correlation facility.
- More effective enterprise monitoring.
- Increased client confidence in the Enterprise Monitoring solution, which was immediately rolled into production for Dallas County, a key customer.