



## DATA SHEET

# CISCO NETWORK CONNECTIVITY CENTER BUSINESS IMPACT MANAGER 1.0

**There is more to IT management than keeping technology operational. You need to know how network problems impact business so you can focus on solving the problems that matter most. Cisco® Network Connectivity Center (NCC) Business Impact Manager automatically calculates the impact of technology faults on services and customers. This precise analysis helps you take swift action to protect the services that are most critical to your business.**

In today's IT environments, infrastructure, application, and business elements are all interconnected, and problems in infrastructure elements can quickly spread to impact applications and services. The key to managing service levels is knowing which business elements are impacted by infrastructure and application problems, the severity of the impact, and the importance of the impacted user to the business.

Cisco NCC Business Impact Manager works with other Cisco NCC modules to map the connections between infrastructure and application elements and the business services and customers they support, and calculates the impact of infrastructure and application problems on services, processes, and their users. This information helps organizations to prioritize the resolution of IT problems according to their business impact.

Cisco NCC Business Impact Manager performs the following functions:

- Models business entities and their relationships to underlying infrastructure and applications.
- Calculates the business impact of IT problems.


## MODELING OF BUSINESS ENTITIES AND THEIR RELATIONSHIPS

Patented technology is used to model the business entities in the environment, and to link those entities to the underlying infrastructure and applications that support them. The model is automatically populated by the industry's most comprehensive auto-discovery, complemented by facilities to import business-element definitions and a topology-builder console for adding and modifying business elements and relationships. The model is unique in its ability to map business processes, offering model classes to represent customers, lines of business, business units, departments, and other business entities. Based on this model, Cisco NCC Business Impact Manager can calculate how problems in one business process impact a related process.

Because end-to-end modeling of Cisco NCC understands all components, relationships, behaviors, and interactions across the IT and business environments, it can determine the true cause of business-service problems wherever they occur—in related applications, systems, or network resources—and calculate the impact of problems on business. Organizations can use this information to focus corrective action on the problems that matter most to the business.

## Calculation of Business Impact

Cisco NCC Business Impact Manager calculates the impact of IT problems by totaling the values of all affected customer, service, and infrastructure components. Users assign these values, or "weights," according to business importance. Impact analysis can be customized to use external data, such as importing penalty rates from service contracts, to automatically calculate business value. In addition, Cisco NCC Business Impact Manager can determine business impact based on non-IT notifications. Organizations add the notification—such as



loss of a major supplier or delivery channel—and assign a severity level, and Cisco NCC Business Impact Manager automatically includes that factor in its calculation.

Specifically, Cisco NCC Business Impact Manager does the following:

- Determines the infrastructure or application element associated with the root-cause problem as well as the elements associated with the problem's impacts. The association between the problem and its impacts is the result of the root cause and impact analysis of the underlying Cisco NCC modules.
- Determines the business elements associated with each of the infrastructure and application elements.
- Reads the weights assigned to the infrastructure, application, and business elements and calculates a value for impact.
- Uses a built-in, automated mechanism to propagate impacts to affected business elements as discrete notifications that are related to the infrastructure or application events that triggered them.

In addition to performing these business-impact calculations automatically, Cisco NCC Business Impact Manager also automatically updates its topology maps and built-in analysis as the environment changes. The result is dramatically lower total cost of ownership and the best return on investment (ROI) in the industry.

## **PRODUCT SPECIFICATIONS**

### **System Requirement**

Operating systems supported: Solaris 2.8, 2.9, Windows 2000 and 2003

### **Software Requirement**

Cisco NCC Network Connectivity Monitor

## **SERVICE AND SUPPORT**

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## **FOR MORE INFORMATION**

For more information about the Cisco Network Connectivity Center Business Impact Manager, visit <http://www.cisco.com/en/US/products/ps5934/index.html> or contact your local account representative or [cs-cncc@external.cisco.com](mailto:cs-cncc@external.cisco.com).

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