

Redwood Active Monitoring™

Redwood Extensions for Cronacle and SAP Central Process Scheduling by Redwood

Event-driven Alerting with Active Monitoring from Redwood

The Redwood Active Monitoring module for Cronacle and SAP Central Process Scheduling provides a rules-based monitoring framework to meet your most complex and demanding automated alerting needs. The Active Monitoring module ensures that your process automation environment will move you toward lights-out operations and true management by exception.

Rules-Based Monitoring

The event-driven design of Cronacle and SAP Central Process Scheduling facilitates the most flexible approach to workload management, enabling you to reflect business-level processes in the underlying IT environment and dynamically respond to change. The Active Monitoring module leverages this event-driven approach to detect exceptions, raise alerts and manage escalation.

From job completion to managed environment status changes, Active Monitoring responds to events and applies predefined rules to determine who to alert and when, how quickly an operator response should be received, who to escalate alerts to, and acceptable acknowledgement.

Flexible Monitoring Framework

The Active Monitoring module is fully integrated into the administration interface and comprises a framework built around a number of reusable objects:

- **Sources:** Define the monitored environment
- **Alert Gateways:** Determine how alerts are dispatched
- **Escalation Rules:** Define how exceptions in the monitored environment are handled



Alerts are based on source definitions that enable Redwood Active Monitoring to detect and respond to real-time changes that could potentially impact business process execution. Pre-defined alert sources, such as monitoring for changes in component status, are supplemented by an open ad hoc alert source. This allows any external monitoring probe to generate an alert based on exceptions across the environment, for example, identifying a potential database storage shortage prior to an overnight update run. Sources can be defined generically for the entire environment or specific to workload situations such as particular applications or departments.

Redwood Active Monitoring manages the immediate notification of exceptions and tracks response through operator message interaction and escalation rules. Escalation rules determine alert recipients and escalation path. They are

fully configurable and can be reused multiple times in different situations, shared across alert sources, or targeted at very specific scenarios.

Active Monitoring Alert Gateways define the default system used to ensure immediate notification to the recipients identified by the escalation rules. Several gateways can be defined, enabling notification to different groups based on the nature of the exception and user-defined priorities.

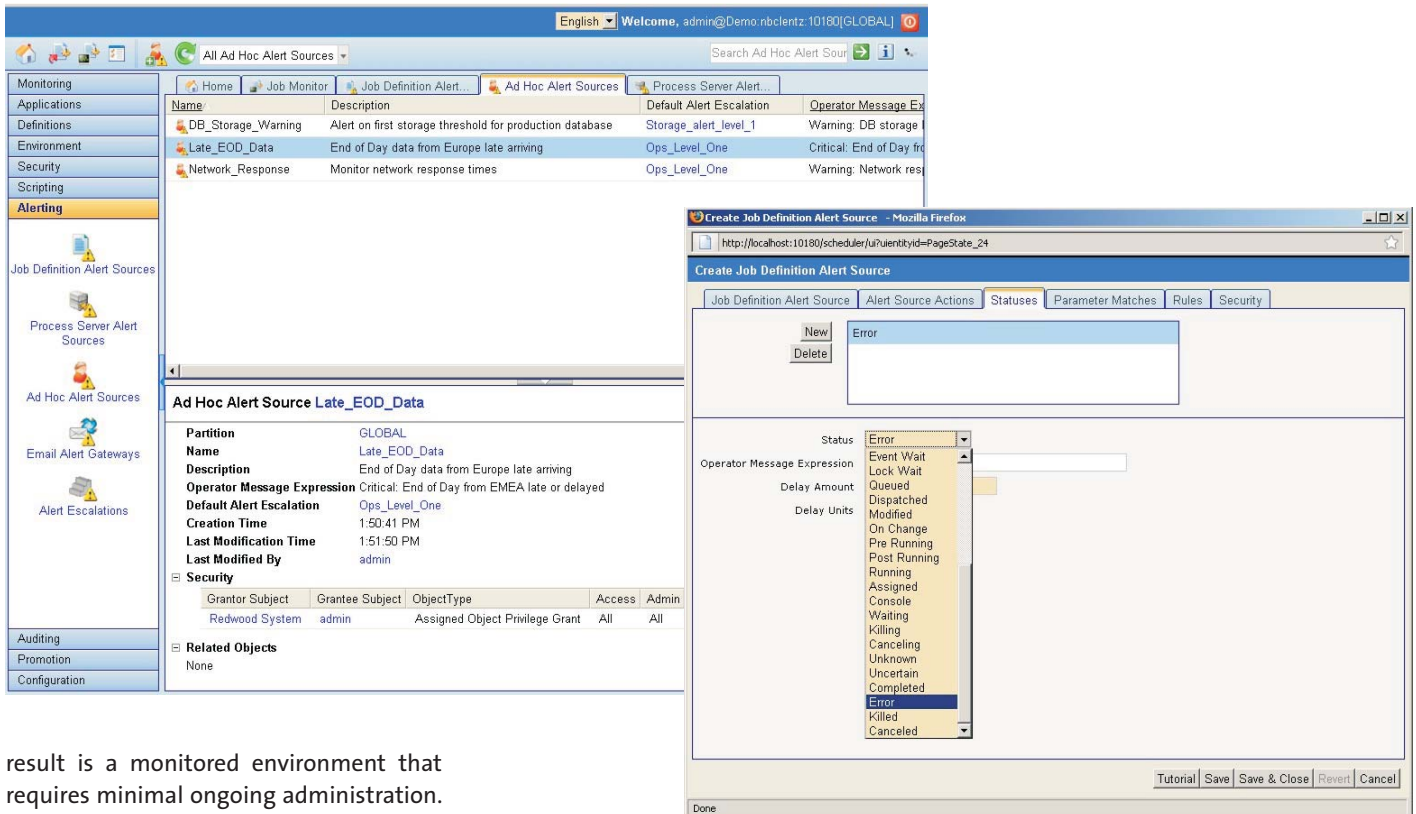
Redwood Professional Services

To ensure maximum benefit, Redwood Active Monitoring is implemented through a Redwood Professional Services engagement. The Active Monitoring module is delivered as a combination of licensed software and consulting services to ensure that customer-specific requirements can be met quickly using the most effective methodology. The



Redwood Active Monitoring

Redwood Extensions



result is a monitored environment that requires minimal ongoing administration. Customers can choose an off-the-shelf implementation and training package, or fully customize the engagement to meet their specific needs.

The Redwood Active Management™ Suite

Active Monitoring is just one of several modules designed to extend the value of your process automation environment.

Active Auditing™: Increased Visibility

Tracking changes made to the environment is particularly important in process automation where a large number of background tasks are managed. Redwood Active Auditing increases visibility and accountability by tracking and recording change activity in the entire process automation environment.

Active Auditing logs changes made to monitored objects, making data accessible through a user-friendly interface. By allowing objects to be rolled back to their previous state, Active Auditing enables controlled implementation of process definitions and minimizes service interruptions.

Active Archiving™: Secure Data Retention

With increasing emphasis on accountability and transparency, historical process data must be retained for longer periods and still be easily accessible for auditing and compliance.

The Active Archiving™ module provides a reliable and secure long-term archiving environment for data associated with managed tasks. A highly configurable option that moves historical data into an archive repository and provides compliant data retention adds to the overall performance of your Redwood process automation implementation.

For more information on the Redwood Active Management suite for Cronacle and SAP Central Process Scheduling, please visit www.Redwood.com.

