Addressing Tomorrows Challenges in Network Service Management

Richard Seery (SAS Institute EMEA)
Sven Färber (Logical - Conexus Global Information)
Introduction

- Presentation objectives
  - Service trends in Network Management
  - Network Service Management Solution
Networking Trends

- Legacy
- Evolution
- Future
Networking Legacy

- 60’s and 70’s:
  - Computers became a popular corporate tool
    - Simple terminal interfaces
    - ASCII data transfer
    - Hierarchical architecture
    - ‘one-to-one’ communications
    - Proprietary protocols
    - ‘Black-box’
  - Server was the bottleneck
80’s and 90’s:

- Mainframe centric applications became the responsibility of the business units
  - Client-server explosion
  - Moving away from centralised computing
  - More emphasis on the client
  - Peer networking
  - ‘Open’ protocols
  - World Wide Web explosion
  - ‘The Computer is the network’….
  - …..The network became the bottleneck
2000+:

- WWW adopted as the standard communications vehicle for
  - Business (e-commerce,...)
  - Leisure and entertainment
  - Education

- Emphasis on voice and data across the network
- Client and server centric
- Expansion of bandwidth
Future

- The network is now reaching into peoples living rooms
What of Service?

- Quality of service is now even more critical
  - Corporations rely upon completed business transactions
  - Schools and Universities students rely upon access to information
  - Consumers rely upon access to purchasing goods
And what are organisations doing to ensure the best quality of service?

- Establishing Customer Relationship Programmes
- Outsourcing Network Management (ASP’s…)
- Employing the best support people
- Deploying Network Management architectures
  - Systems and Network Management Framework
  - Operational products (HP, Candle, Spectrum, Cisco-Works, Network Health, Tivoli, Webtrends……)
  - Strategic Decision support products (SAS IT Service Vision)
What is the solution for ensuring quality service?

SAS
Products

Logical
Services

Solution