

ZIF

Auto Discovery and
Dependency Mapping

Shadow IT

To bring Shadow IT under control, you must know about it.

Shadow IT, the use of technology outside the IT purview, is becoming a tacitly approved aspect of most modern enterprises. As many as 71% of employees across organizations are using unsanctioned apps on devices of every shape and size, making it very difficult for IT departments to keep track. The evolution of shadow IT is a result of technology becoming simpler and the cloud offering easy connectivity to applications and storage. As this happened, people began to cherry-pick those things that would help them get things done easily.

Shadow IT evolves not with but bad intentions to begin with. When employees take things into their own hands, they know what's necessary to get the job done, to do whatever they were hired to do. However, there are risks associated if the sprawling Shadow IT is not reined in. Research group Gartner estimates that very soon one third of successful attacks experienced by enterprises will be on their shadow IT resources. You can rein in Shadow IT with Auto Discovery and Dependency Mapping.

Application Auto Discovery & Dependency Mapping

AIOps Platform Zero Incident Framework™ (ZIF) provides Application Auto Discovery and Dependency Mapping (ADDM). ZIF automatically discovers and maps the applications and topology of the end to end deployment, hop by hop.

- Auto discovery of applications and topology mapping
- Auto baselining of response time and throughput of all transactions from all users on all applications for any given hour, day and month
- Topology map showing the individual response times for each hop, which can be drilled down to see the actual process and ports in use

ZIF supports all types of applications:

- Web applications, Virtually delivered applications, Vendor software such as SAP or Microsoft Exchange and Custom developed applications
- Synchronous, Asynchronous and Batch Processing applications
- Applications written in any programming language
- SaaS applications that are part of the workload

Zero Configuration

ZIF's auto discovery feature requires no additional configuration. ZIF discovers applications and maps topology upon installation, based on new transactions that are directed towards the applications from the users.

Discover Applications

ZIF uniquely and automatically discovers every Windows and Linux application in your environment, identifies it by name, and measures the end-to-end and hop-by-hop response time and throughput of each application. This works for applications installed on physical servers, applications installed in virtualized guest operating systems, applications automatically provisioned in private or hybrid clouds, and applications running in public clouds. It also works irrespective of whether the application was custom developed or purchased.

Discover Multitenant Applications

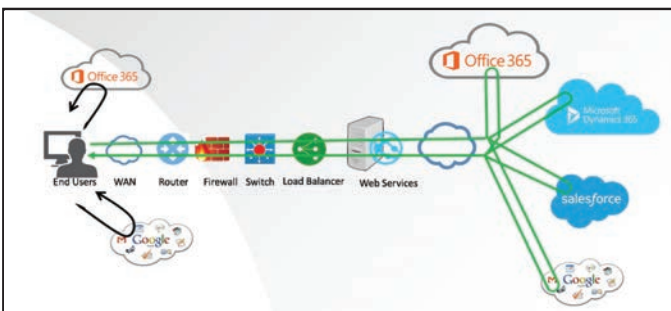
On a logical web server like IIS, Apache or WebSphere, multiple applications can be installed, and differentiated by the URIs. ZIF auto discovers multitenant applications hosted on web servers, and does not limit the discovery to the logical server level.

Discover Multiple Instances of Applications

It is common practice for enterprises to service their end users responsively, by running multiple instances of each application load balanced amongst the instances. For example, it is quite typical to have multiple Microsoft Exchange Servers to service Email requests. Business critical applications may have multiple web servers front ending, to receive requests to be serviced from the end users. ZIF auto discovers multiple instances of the same application, and presents them all as a group, with the ability to drill down to the details of each instance of the application.

Discover SaaS Applications

ZIF auto discovers requests directed to SaaS applications, such as Office365 or Salesforce, and calculates response time and throughput to these applications from the enterprise.

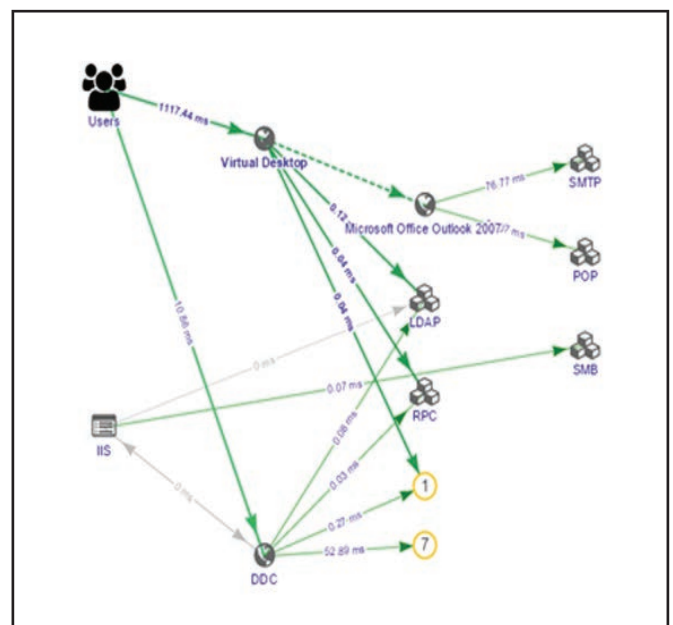


Discover Virtually Delivered Applications or Desktops

ZIF provides extensive support for Citrix delivered applications or desktops. ZIF automatically maps the topology of the delivered applications and VDIs, hop by hop and end to end. This visibility extends beyond the Citrix farm into the back-end infrastructure on which the delivered applications and VDIs are supported.

Discover Application Workload Topologies

The ZIF architecture auto discovers application flows, mapping topology and user response times from these flows, to create the application topology. This topology is updated in near real time as changes occur - all without requiring any user configuration. This allows for excellent 'out-of-the-box' support for applications, including custom applications. These capabilities significantly reduce the resources required to configure service models and operate the product. This is a dynamic view that updates in real time to show all instances with their respective response times. The overall throughput of all instances of an application delivers a deterministic demand load profile, that is not just inferred from resource utilization.



Discover Every Tier of Every Multi-Tiered Application

ZIF auto discovers the different tiers of every multi-tiered application, and provides the performance of each tier. ZIF automatically maps the virtual and physical topology of each application, to give clear visibility of all transactions through all tiers of the application and infrastructure. Each tier is discovered and named with the transactional throughput and response times shown for each tier. If there is an alert for slow response time, the segment with extended latency will be clearly marked in the end to end transaction flow.

Discover All Users of All Applications

ZIF identifies every user of every application, and the response time experienced by the user for each use of a given application.

Discover Anomalies with Applications

ZIF uses a sophisticated anomaly detection algorithm to automatically assess when a response time excursion is valid. If the response is seen to exceed normal baseline or SLA performance expectations, deep diagnostics are triggered to analyze the event. In addition, the hop by hop segment latency is compared against the historical norms, to identify deterministically, the segment with extended latency that has reduced application performance.

Bring IT out of the Shadows

According to Gartner, shadow IT comprises roughly 40 percent of enterprise technology purchases. That much of technology, its users and data generated cannot remain in the shadows. With ZIF, you can bring Shadow IT to light, continue to provide the security, availability, and enhanced end user experience of the applications, while still allowing the independence and innovation of your employees to find new ways to solve problems with agility.

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