

1: Service Level Management for Enterprise Networks - Video Dailymotion

From the Publisher: After Service Level Agreements (SLA) are made between IT providers and consumers, expectations and services to be rendered vary widely and standardization is often fragmented.

Towards generic service management concepts - a service model based approach by M. Service management has been a hot topic in the research community for the last couple of years. However, due to the complexity of this research area, no commonly accepted definition of the terms service, service management, and the associated management tasks has evolved yet. This paper contributes to the ongoing process of defining these terms by proposing a top-down oriented and systematic methodology that is used to analyze and identify the necessary actors and the corresponding inter- and intra-organizational relationships. Then, a generic service model is introduced that defines commonly needed service-related terms, concepts and structuring rules in a general and unambiguous way. Since most of the work that is being presented here is still in flux, the service model is finally used to identify and structure open research questions. Show Context Citation Context This definition does not meet our requirements, since it lacks a recursive definition of services composed of other sub-services and the associated management. The implications of using mobile wireless communications are significant for emerging peer-to-peer P2P collaborative environments. From a networking perspective, the use of wireless technologies to support collaboration may impact bandwidth and spectrum utilization. This paper explores these network effects and describes an agent-based solution for providing feedback to system users regarding wireless P2P network behavior on the performance of collaboration support applications. Results achieved during experiments conducted at the Naval Postgraduate School demonstrate significant effects of network behavior on application sharing performance and integration with client-server applications. A solution for improving network aware P2P collaboration, identified during the experiment, is discussed. Prior to the experiment, project members created the topology manually because many of the devices were not configured with appropriate MIBs Management Information Bases. Based on analysis of simulation To satisfy customers and to avoid penalties, service providers have to ensure that the agreed SLAs are met. Therefore, it is necessary to be able to effectively deal with resource failures which could endanger the SLAs by affecting the provided services. The effort for recovering from failures should be selected corresponding to the expected SLA violation costs. In this paper we present a framework to automatically determine the impact of resource failures with respect to services and service level agreements. We achieve this by monitoring the service quality from inside and outside the service provider and also by incorporating information about the current and expected future service usage. The expected costs of the resource failures are assessed to select an appropriate recovery alternative. Besides this short term perspective the impact analysis can also be employed to identify critical resources and to improve the service provisioning. Problems arising when dealing with SLAs across domain borders are addressed in [3]. This publication also contains a language to define SLAs. Symposium on Integrated Network Management , " Abstract " In this paper, we present a design for a generic, open, application-oriented performance instrumentation of multitier applications. Measurements are performed through configurable instrumentation points at the middleware level and can be combined with application-level measurements for a conjoined analysis. In addition, we present a prototypical realisation of the design for two commonly used middleware components: Apache Tomcat and JBoss. Our approach may be used in a wide variety of application scenarios like providing a monitoring architecture for SLM scenarios or as a performance-debugging platform during application development. The architecture uses open standards and APIs and may therefore be seamlessly integrated into existing management environments. Typical SLOs define availability criteria and performance-related metrics, e. Customers are primarily interested in the enduser experience, which means short end-user re Due to the increasing use of service level agreements for the provisioning of IT services, providers have to ensure that the guarantees for the quality of their offered services, expressed by quality of

service parameters, are met. These guarantees are endangered by resource malfunctions in the prov To optimize the resolution of customer reports about service quality degradations affecting the quality guarantees we propose to apply event correlation techniques. In this paper we present a framework for this new kind of event correlation which is called service-oriented event correlation. The framework bridges the gap between the management of the infrastructure and the offer of services for the customers with respect to the service fault diagnosis. The application of event correlation approaches in the framework is examined in detail. The behavior of the whole infrastructure is a result of the interaction of the This paper describes a hierarchical architecture of active policies [1] that performs the management of a differentiated services DiffServ network. These policies monitor quality of service QoS

2: What is an Enterprise Network? - Definition from Techopedia

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3: CiteSeerX " Policy based SLA Management in Enterprise Networks

Service Level management is also the most important management component for proactive network management. For this reason, service level management is highly recommended in any network planning and design phase and should start with any newly defined network architecture.

4: Service Level Management For Enterprise Networks PDF

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5: Service Level Agreements - Home | Microsoft Azure

*Service Level Management for Enterprise Networks [Lundy Lewis] on www.enganchecubano.com *FREE* shipping on qualifying offers. After Service Level Agreements (SLA) have been made between IT providers and consumers, expectations and services to be rendered vary widely and standardization is often fragmented.*

6: CiteSeerX " Citation Query Service Level Management for Enterprise Networks, Artech House

After Service Level Agreements (SLA) have been made between IT providers and consumers, expectations and services to be rendered vary widely and standardization is often fragmented. This examination of IT Service Management provides a framework for implementing and evaluating Service Level Agreements and helps the reader avoid common pitfalls.

7: www.enganchecubano.com: Customer reviews: Service Level Management for Enterprise Networks

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