



How to Eliminate Service Outages

- 1. Map Business Services to Infrastructure**
 Discover and map relationships between business services and the IT components required to support them.
- 2. Keep Service Maps Current**
 Continuously monitor IT infrastructure for changes and update service maps in real time.
- 3. Ingest Events from Across the IT Landscape**
 Gain a consolidated view of service-impacting events for a rapid and effective IT response.
- 4. Prioritize Issues and Automate Fixes**
 Automate IT and business processes to accelerate remediation, reduce manual tasks, and improve productivity.
- 5. Gain Visibility into Business Service Health**
 Prioritize the resolution of issues to ensure business service availability.