

RiverMuse: Open Source Fault Management

RiverMuse is a newly architected agile fault management platform that provides organizations with reduced time to resolve issues across their virtualized and highly abstracted service delivery infrastructures, while enabling demand-driven-change at the lowest total cost of ownership.

Overview

The last twenty years has seen the complexity of IP and telecoms service delivery infrastructures grow beyond the economic viability of systems put in place to enable service management personnel to keep order. Infrastructure change and complexity are too great to manually maintain business logic while vendor innovations have been insignificant.

RiverMuse offers two value propositions: (i) an agile, change ready Fault Management architecture that has been designed to simplify adaptation of business logic in line with changes to today's challenging service delivery environments while achieving a low total cost of ownership, and (ii) new features and functions, as required by any customer when they want them, in the form of transportable pluggable

modules facilitated through the open source community of developers.

RiverMuse is delivered as freely downloadable source code or binaries, and allows users to take advantage of the community of experts in the Fault Management space to add greater insight and value to future iterations.

Highlights of RiverMuse Fault Management

RiverMuse has been designed around the core goals of scalability, performance, robustness, integrity and portability, all without any license fees. RiverMuse innovations begin with the data architecture and extend to the data model and business logic technology and usage.

RiverMuse's entirely new agile architecture is specifically designed to enhance problem isolation

across virtualized and high density infrastructures as easily as with traditional managed infrastructures.

Innovations including dynamic business logic and system-wide content integrity protection significantly reduce fault management total cost of ownership.

The RiverMuse data architecture is entirely event-flow driven, meaning business process integration is less complex than traditional models and hence less costly to maintain.

For compliance, the RiverMuse data model supports a two tier content-integrity approach. Raw content is captured and maintained as an 'Event', enabling ongoing analytics, trending, forensics and most importantly, compliance auditing to be performed. Alerts, created from and linked to the raw events, are used by operators and business process escalation.

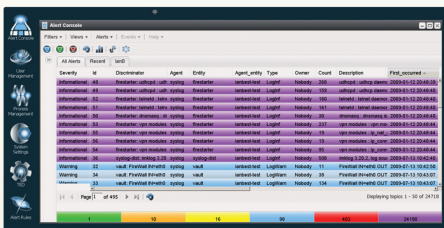
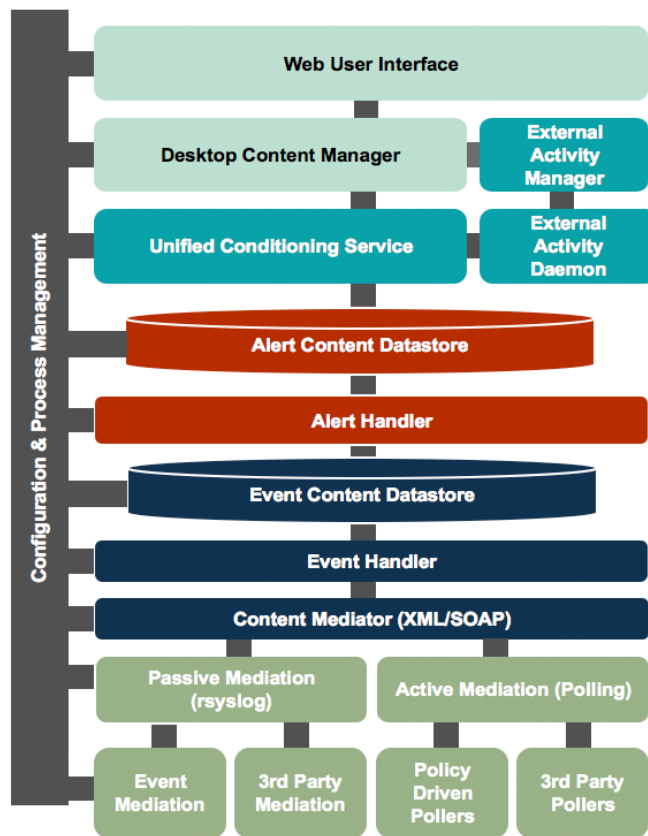
Why Open Source?

- ★ No single vendor can provide all the functionality in time with their individual customers requirements
- ★ A large community of service management specialists exists to develop custom enhancements to their customers fault management toolsets
- ★ A transportable, trusted, enterprise class open source fault management architecture enables this diverse community of expert developers to transform their custom enhancements into transportable pluggable modules
- ★ The Community can develop value added functionality that customers require as and when they require it – with no reliance on vendor product roadmap or release schedules
- ★ A Community of dedicated 'experts' extending the platform, can create the ultimate in service management solutions

RiverMuse can trigger pre-defined activities based upon the contents of event and alert messages. These actions may be used to trigger correlation, automation, enrichment, transposition and external applications. The Conditioning service supports both time-triggered and uniquely, event-triggered conditioning. All Conditioning actions are configured using the same ANSI SQL compliant configuration language.

RiverMuse supports passive and active event message collection over well established protocols and facilities: SNMP, syslog (RFC3164 & RFC3195), ICMP and Microsoft Windows Event Logging. More generic methods and protocols are also supported: Log files, TCP & UDP Socket data-streams and XML/SOAP . An 'out of the box' integration capability means that RiverMuse is able to deliver business benefit quickly without a costly integration 'tax'.

The RiverMuse Web-based user interface offers an Alert List tool, providing a view of the state and presence of any managed object and the ability to view Alerts filtered by any available attribute for that item with minimal mouse clicks.



Benefits of RiverMuse Open Source Fault Management

- ★ Zero license cost for a platform that equals the functionality of other vendor and legacy fault management systems
- ★ Low risk deployment with content and business logic integrity protection
- ★ Eliminates the dependencies of vendor product release cycles

Supported Platforms

For a current list of our supported platforms, please see our community website at <http://www.rivermuse.org>

RiverMuse was established in 2008 by the original founders of Micromuse (Netcool) and RiverSoft, whose inventions assure over 90% of public and private internet infrastructures today; these inventions are more recognizable perhaps as IBM Tivoli Netcool, Omnibus and Precision, IP Manager, Cisco InfoCentre and HP OpenView Advanced Edition.

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www.rivermuse.org to download RiverMuse Open Source Fault Management.

