

# OBTAIN – Business Service Highlighter

## What is the Business Service Highlighter?

The revenue of your organization depends on its products and services, which are in turn dependent on applications and the physical infrastructure supporting them. OBTAIN is increasingly used as a tool to integrate data for physical equipment, connectivity, infrastructure with the information for applications and business services.

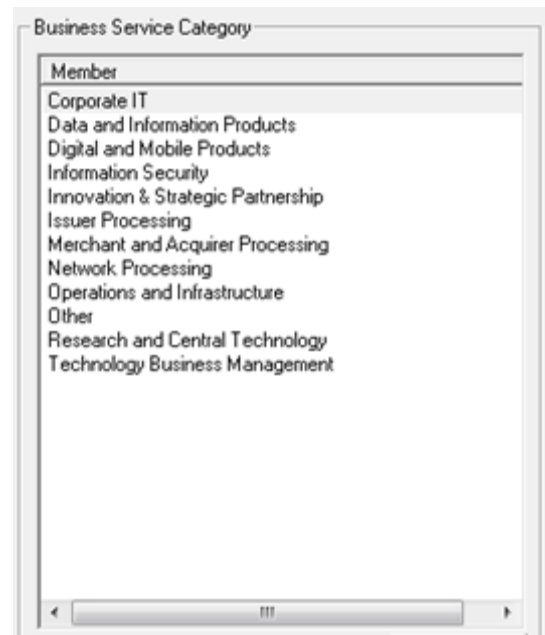
The Business Service Highlighter builds off of this capability to graphically display the usage of equipment and infrastructure on the Location View diagram. Management can easily see which parts of your data center are being used by an application or business service. The difficult task of allocating resources between competing business services and products is simplified when you can quickly generate multiple views of this important resource.

Having a visual overview of asset usage allows users to estimate which Applications or Services could possibly be affected in certain situations such as power failure, maintenance or migration. As an example, if “Rack 1” and the assets mounted in it lose power, or are being taken down for maintenance, which Applications or Services could possibly be affected or should be notified of a possible outage. By determining what applications the rack supports (as outlined in the “How To” section below) you can then use the Business Service Highlighter to highlight all of the assets on the Location that also support those same Applications, Services and Lines of Business (LoBs). With this information you would know which of them could possibly be affected by that specific rack losing power, being taken down for maintenance or being moved.

## How to use the Location View Application Highlighter:

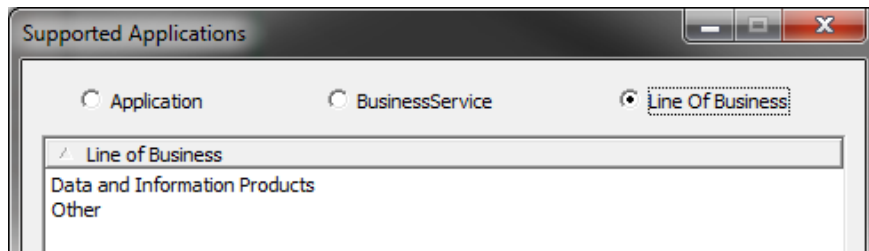
### **Prerequisites: Enterprise Applications, Business Services and Lines of Business.**

The Location Application Highlighter revolves around a few other OBTAIN features; Enterprise Applications, Business Services and LoBs. These features allow you to document the Applications, Services and LoBs that your company uses and input them into OBTAIN. Once documented in OBTAIN, you are able to assign assets to them. This provides you with a list of all the assets currently being used to support each item. With the Applications, Services and LoBs defined and the proper assets assigned to each, you will be able to make full use of the Location Application highlighter. (See Figure 1)



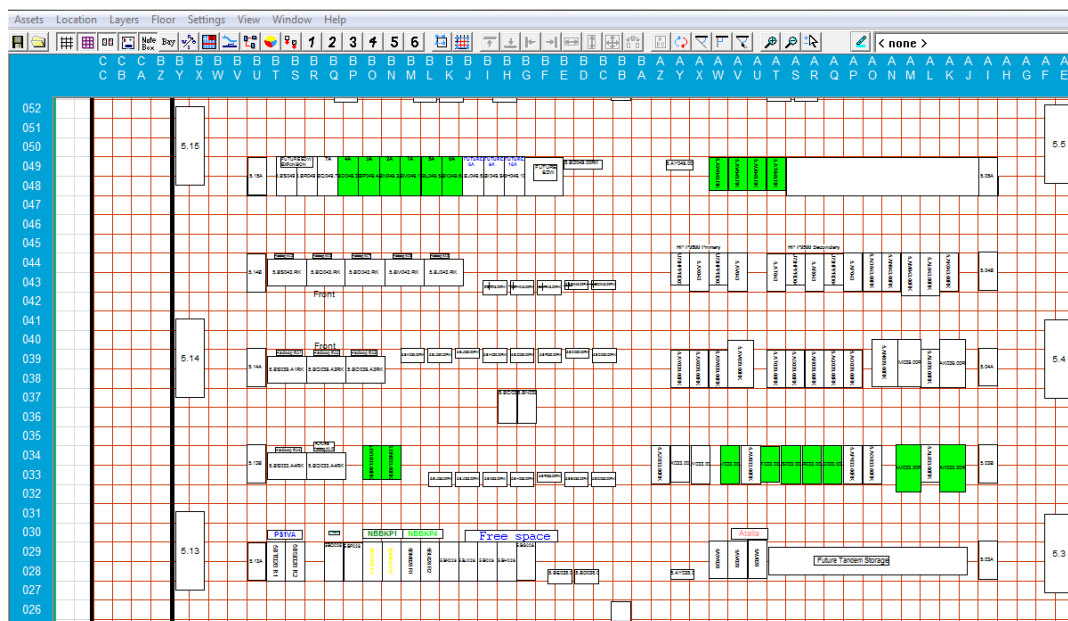
(Figure 1 – Lines of Business)

- Determine the Applications, Services or Lines of Business an Asset is supporting:**
  - 1) Choose an Asset that you would like to determine the supported Applications, Services or Lines of Business for.
  - 2) Open “Locations” (Assets -> Locations) and view the Location that the chosen Asset is placed on.
  - 3) Right-click the Asset and select “Supported Business Applications”
  - 4) A dialogue will open that will list all of the Business Applications, Services and Lines of Business that the specific asset supports. (See Figure 2)



(Figure 2 – Lines of Business supported by a specific Rack)

- Highlight assets supporting a specific Application, Service or Line of Business:**
  - 1) Select an Application, Service, or Line of Business that you want to know the supporting resources for.
  - 2) Open Locations (Assets -> Locations) and select a site.
  - 3) On the top tool bar click “Locations” and then “Business Service Highlighter”.
  - 4) You will be presented with a dialogue that has three radio buttons at the top allowing you to choose whether you want to display a list of all the Applications, Services or Lines of Business defined in OBTAIN. Select which list you want to display.
  - 5) Select the Application, Service or Line a Business you want to find the supporting assets for.
  - 6) Choose a “Highlight Color”.
  - 7) Click “Highlight”.
  - 8) If there are any assets on the current Location that support the selected Application, Service or Line of Business they will be highlighted in the selected “Highlight Color”. (See Figure 3)



(Figure 3 – Assets supporting a specific Application, Service or Line of Business being highlighted)