

# nGenius Service Delivery Manager Migration Service

## Assuring the smooth transition to nGenius Service Delivery Manager, Version 4.9

### Highlights

- Enable faster time to value and ensure a smooth transition to nGenius Service Delivery Manager, version 4.9
- Reduce deployment downtime with NetScout Professional Services experts
- Efficiently educate IT team with transfer of new feature knowledge and best practices methodology and ease the burden of increased workloads and decreased staffing resources
- Learn about reporting templates and report administration, changes in user administration, and improvements in server and device management

### Service Overview

The nGenius® Service Delivery Manager Migration Service accelerates and streamlines the process of migrating to nGenius Service Delivery Manager, v4.9 from nGenius K2 Service Delivery Manager for customers who are eligible under the NetScout® MasterCare maintenance program. NetScout Professional Services experts will customize the solution to the customer's specific business requirements and do the following:

- Install nGenius Service Delivery Manager, v4.9
- Update the software and licensing
- Transfer new features and functionality knowledge and best practices methodology to the customer's IT team

### Service Description

#### Addressing Time and Resource Challenges

Existing nGenius K2 Service Delivery Manager customers under MasterCare agreements receive nGenius Service Delivery Manager, v4.9 without cost. However, NetScout realizes that many of today's IT organizations are operating with increased workloads and decreased staffing resources, which leaves little time for deploying new solutions or for keeping current with new releases. This service enables faster time to value, reduces system downtime, and optimizes the nGenius Service Delivery Manager solution to meet the customer's specific business goals.

#### Facilitating the Adoption of New Enhancements

The nGenius Service Delivery Manager Migration Service helps existing nGenius K2 Service Delivery Manager customers realize the advantages of the new nGenius Service Delivery Manager software in a timely and expeditious manner. nGenius Service Delivery Manager, v4.9 provides several significant enhancements over nGenius K2 Service Delivery Manager. These enhancements include:

- New services-oriented operation environment which more effectively aligns to business initiatives and operations
- Integrated threat management capabilities to address new and blended security threats
- Enhanced alerting including Analytics, Discovery, Error Code and Traffic Violation alarms
- Evolution of automated behavior analysis to include server-level and host-level problems
- Simplified workflow to streamline the movement from problem identification to resolution

During the engagement, a Professional Services expert will configure and tune new features and alarms, and develop customized business service views that align with the customer's business environment and automate and simplify the process of managing service quality.

#### Time-Proven Process

The NetScout Professional Services team uses a systematic approach to updates which results in faster installation, configuration and optimization of the nGenius Service Delivery Manager, v4.9 solution while minimizing the burden on local IT staff. Before the NetScout consultant leaves a customer's site, they confirm that the solution is operating according to published specifications and is providing the data required to optimally manage the end-to-end service delivery environment. Chart 1 provides an overview of the nGenius Service

## Key Capabilities

**Chart 1: Overview of the Service Delivery Manager Migration Service methodology and tasks**

**Discover**

- Validate configuration and health of existing NetScout solution to ensure optimal operation
- Gather information regarding existing nGenius Performance Manager, nGenius K2 Service Delivery Manager, and NetScout instrumentation

**Prioritize and Plan**

- Kickoff/design review meeting with customer to clarify and understand project requirements, logistics and any other relevant issues
- Identify and prioritize key business applications / services to be monitored by nGenius Service Delivery Manager, v4.9

**Configure, Customize, and Tune**

- Update software and licensing
  - Perform software updates to obtain new features / bug fixes where applicable
  - License nGenius Service Delivery Manager software on nGenius Performance Manager server(s)
- Application definition and tuning
  - Work with application owners to define/refine Application Definitions in Global Settings to ensure accurate reporting (Includes port-based, URL-based, or server-based applications)
- Set/adjust application response time and KPI thresholds
  - Enable applications for Response Time measurement
  - Review / adjust Application Responsiveness and KPI thresholds using previously collected baseline data
- Tune real-time alerting, early warning detection and policy violation alarms
  - Optimally tune nGenius Service Delivery Manager Analytics, Discovery, Error Code and Traffic Violation settings to produce actionable alerts
- Develop contextual service domains
  - Create display groupings that reflect application definitions and business functionality

**Verify**

- Confirm that implemented features meet customer needs and requirements as defined in the planning process

**Report**

- Share knowledge with customer, focusing on the differences between nGenius K2 and nGenius Service Delivery manager
  - Special emphasis is placed on understanding behavior analysis, policy violations, Service Domain concepts and management, new dashboard views, alarms tuning, and event management

Delivery Manager v 4.9 Update Service methodology and tasks.

### Results: Fast Time to Value

NetScout Professional Services works closely with the customer's internal staff to develop and validate all project goals, and accelerate deployment. This results in fast time to value and enhancing client enabled through practical onsite knowledge transfer. This service enables NetScout customers to achieve the following results:

- Manage service delivery in context with user experience and business operations to maintain and improve service levels
- Receive notification of emerging problems and threats to avoid or quickly resolve issues that impact on end-user experience
- Clearly and quickly understand the nature of service-impacting issues to accelerate the triage process

In addition, the IT staff will receive the tools and knowledge to continue to expand and elevate the customer's service delivery assurance strategy.

### Service Details and Pricing

The nGenius Service Delivery Manager Migration Service offering is typically a five-day engagement and includes the definition of service domains for up to 14 services, sites, or other logical groupings. To request pricing information, please contact your account manager by calling 1-800-309-4804 or +1-978-614-4000 or by emailing [consulting@netscout.com](mailto:consulting@netscout.com).

### NetScout Professional Services

The NetScout Professional Services team provides efficient and effective deployment, post-deployment and specialized consulting services to clients around the globe and in every industry. With more than 200 years of collective expertise in infrastructure and network management, including in-depth knowledge of the Sniffer and nGenius solutions, NetScout consultants work closely with each client to understand the nuances of their particular service delivery environment and requirements. Leveraging NetScout Professional Services can ease internal staffing and time challenges, as well as accelerate time to value, reduce learning curves, and ensure and optimize the success of your NetScout environment.



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NetScout offers sales, support, and services in over 32 countries (see website for contact details).

**For more information, please visit**  
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