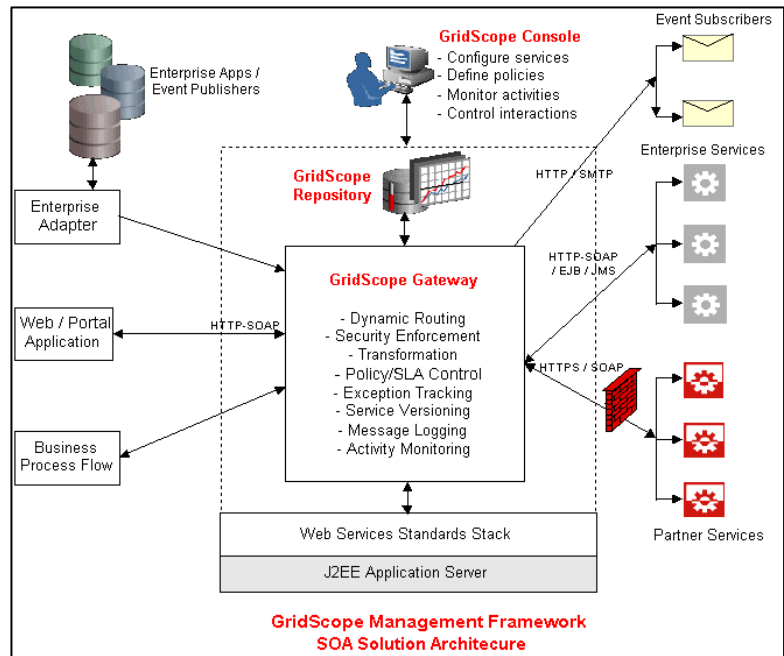


# GridScope Management Framework

## Simply Managing Services™

*A simple, dynamic solution  
for federated management of  
enterprise-critical business services.*



## Who is managing your business services?

As your business moves to take advantage of new trends in web services and Service Oriented Architectures (SOA), more services are being created and defined across your enterprise. Development of point-to-point services within a program or department will begin to give way to cross-department services and integration efforts. As this happens, how will your SOA keep track of the available services, their policies, updates and new services being developed?

Leaving the management of services to the respective business units that created and use them might work during the early stages. But as the number of services grows, such a distributed management approach becomes increasingly inefficient and difficult to sustain. Attempting to patch such a structure with additional layers of middleware increases the complexity of the system and can undermine the advantages of developing an SOA in the first place.

Without a centralized, overall management strategy or framework, your SOA effort could quickly become entangled in a complicated knot of fragmented, code-driven services, without proper provisioning, that ultimately drain away all its flexibility and efficiency.

## Total Management Solution

In the field of SOA management, only GridScope has focused on management from day one. And only GridScope provides a comprehensive management solution based

on a combination of current industry best practices and visionary insight into the future direction of SOA development.

The GridScope Management Framework is founded on a dynamically-updating federated service Repository. The Repository maintains the service assets (data and metadata) accessed and orchestrated by the GridScope Gateway. The Gateway intercepts service message traffic to provide value-added management logic at run-time. The GridScope Console provides an intuitive, centralized interface for defining, connecting to, integrating, and managing reusable enterprise services and components.

## Managing vs. Operating

GridScope believes that there is a distinction between the business processes that make your business work (business logic) and the management of those processes (management logic). Your business processes and services represent how you operate your business, your core competency and, potentially, what makes you different from your competition. But knowing the best way to make a widget is not the same as knowing how to make the widget while coordinating the myriad of supporting processes (just-in-time inventories, HR hiring practices, etc) that keep your business running smoothly.

For GridScope, management of business services is our core competency. The GridScope Management Framework does not attempt to address how you operate your business, just how you manage it. Because

we are totally focused on all aspects of service management, our solutions are redefining the leading edge in SOA Management.

## Federating Management for Accountability

In today's networked business environment, interconnections and interdependencies are taken as a given. This means the success of your business processes, and ultimately your business, may rely on the performance of someone else's services. A key challenge in this environment is how to provide accountability for services your business does not own—in other words, how to achieve federated management of all your business services.

By separating management logic from business logic, GridScope gives you the ability to control any service you consume, regardless of where it originates. You can define and store your own consumption-based policies and exceptions for external services in the GridScope Repository, regardless of the particulars of the underlying business processes. The GridScope Gateway then applies the policies dynamically at runtime.

Federating service management allows GridScope to provide a unified, consistent management layer for all services consumed or provided by your business, and extends control and accountability to services outside your enterprise.

*The primary benefit of using GridScope is to dramatically improve the manageability of any Web Service or SOA initiative, anywhere throughout the enterprise. Improving manageability drives a secondary benefit: lowering the barriers and promoting the adoption/transition to a true SOA-based infrastructure for building applications and business processes.*



## Business Value Drivers

The GridScope Management Framework focuses on three fundamental business needs as the value drivers for improving business performance:

- Visibility – businesses need to know what services they have to ensure they have the right services and don't duplicate or ignore valuable work already accomplished.
- Accountability – businesses need a way to monitor and control their services to ensure the services are performing as expected and to take corrective actions when there are exceptions.
- Flexibility – businesses need to adapt quickly to changing requirements without being constrained by static, code-driven processes or proprietary standards.

## Differentiators

### Simple to Implement and Use

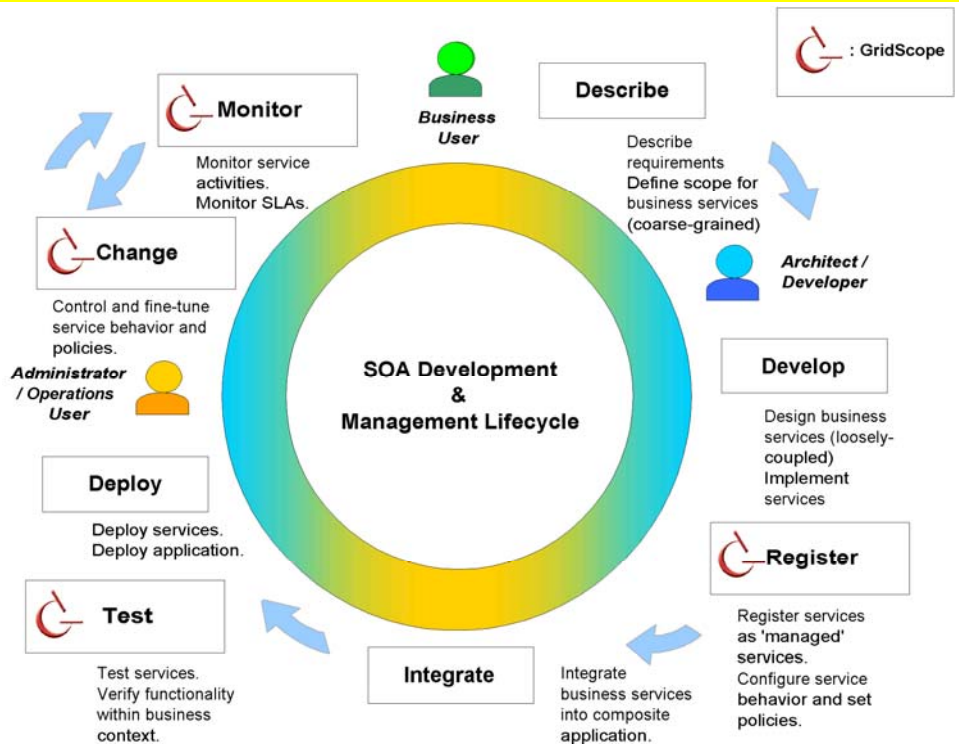
- No requirements for proprietary software (based completely on open standards).
- No requirements to install client-side software.
- No requirements for service client compatibility (client/platform independent)
- Rapid, simple installation (<1 hour).
  - No server restarts or downtime
  - No expensive consulting/training arrangements
  - Faster ROI and time to market for applications
- Separation of management logic from business logic.
- Automation of routine tasks (e.g., batch service registration).
- Intuitive browser-based interface.

### Dynamic Approach to Management

- 100% configuration and policy-based.
- Service and other configuration updates are picked up automatically.
- Management logic applied at runtime based on stored policies and configurations.
- High performance caching of service data and metadata (policies, configurations, etc.)
  - Enhances performance
  - Reduces response time for composite applications

### Federated Approach to Management

- Manage services, configuration, policies, and other resources, across divisions and external to the enterprise.
- Provide a unified, consistent management layer for all services consumed or provided by the enterprise, whether originating within or outside the enterprise.
- Auto-discovery and federated management of services from multiple sources and registries, public and private.
- Automatically adjust to work with J2EE, .Net or any other client standard. Operate with multiple client standards simultaneously.



## Capabilities

### Define, Configure and Provision

Define, configure, and services for use in business processes.

### Store Service Data and Metadata

Store service data/metadata in a Repository to ensure it's always readily available. Automatically register individual or batches of services from any other UDDI-compliant registry, public or private.

### Monitor, Track and Audit

Monitor, track and audit service activities using message logs. Search and view details on any service, activity, message, exception, or notification

### Run-time Version Management

Enable seamless evolution of your SOA:

- Publish and track multiple versions of the same service simultaneously
- Redirection of requests to multiple instances of a service
- Providing necessary API and libraries for all versions to the client
- Help in migrating clients to the new versions

### Policy Management

Set policies related to services, performance metrics, and SLAs.

- Reuse existing policies across multiple services.
- Easy export/import of policies for distribution and versioning

### Exception Management

Identify, intercept and fix all types of exceptions (system, application, and business-level) with alerts, notifications and event-driven business rules.

### Custom Logging and Reports

Design and generate reports on service operations and performance

- Logging of any business event and/or alert, including requests and responses, along with system information
- Customizable log and report formats

### Testing and Troubleshooting

Generate sample service calls (routed via the Gateway or directly to the service endpoint), to verify functionality within the business context.

### Customizable Performance Caching

Dynamically adjust caching values at various levels (including data, components, services, and configurations) is to achieve optimal performance.

### Security Compliance

Compliant with WS-Security

### Standards-based

Uses industry-standard technologies such as XML, SOAP, WSDL, and UDDI to provide maximum flexibility for future growth and evolution of your SOA.



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