



**A whitepaper examining how a management event is more effective and affordable than network event management at ensuring secure, productive and compliant IT operations.**

**Fortune 100 Companies Use Proactive Processes To Ensure Their Network & Business Operations Perform at 100%. Now The SMB Market Can Enjoy The Same Fortune 100-like Benefits Using Threat Inspector Software.**

## **The Management Event: Protects Exec's assets**

Companies invest in IT gear to gain competitive advantage. E-commerce, Email and an E-presence are all possible through the Internet. Resources are accessible from home or on the road, offering flexibility of use for business and pleasure. But this flexibility comes with a cost. Business owners and stakeholders bear direct responsibility for ensuring that the systems and data they hold are secure. Business can be damaged by customer information that ends up in the wrong hands. Compromised systems and confidential data can leave stakeholders with potentially large fines and even jail time.

Despite the weighty consequences, execs have had surprisingly few choices available to show them that everything is running smoothly. There is the "executive dashboard," featuring color-coded warning indicators. Most focus on technical operations status – things that IT staff react to and fix. While these are important, they do not provide management decision data. In order to manage, plan and budget effectively, stakeholders need both quantitative and qualitative IT operations information.

## **Event Management= Reactive Management**

The IT market has an appetite for automated networking tools. Presumably, with more automation productivity improves, resulting in less resources and costs. The most hyped automated feature is real-time monitoring and event management. Real-time means that when a predefined event happens, the system detects it and initiates an alarm so that the problem can be addressed. Higher-end systems identify and fix the problem on the fly. These systems are expensive, require considerable integration and provide very specific control. These technologies claim to help managers better control their environment but they can't tell them what may have been missed.

Waiting for something to happen is purely reactive. Ivan Pavlov first demonstrated behavioral conditioning by ringing a bell and causing a dog's salivary response before offering the animal food. Isn't there a better process than waiting like dogs and responding to events as they happen? A better approach would be to employ a retrospective review, looking at what actually happened on the network as a basis for improving controls, policies and management processes.

## Looking backwards to get ahead

Through empirical operational review (looking at what happened on the network), an individual can learn quite a lot. They can assess whether internal controls and systems work effectively. They can identify if policies are followed. They can identify trends and usage patterns. They can both quantitatively and qualitatively determine if technology is helping to reach business goals or undermining them. Armed with knowledge, an individual can create a plan of action to address problems simultaneously and prevent most problems from occurring. By changing controls, monitoring and enforcing policy and educating users, a regular empirical review process produces the desired results with less effort, resources and cost.

## The Management Event

Translating event management data into usable management data is challenging. The world of computers, networks and Internet connectivity is a science in itself. The executive dashboard was an attempt to bridge the technical underpinnings with the needs of stakeholders. In reality, useful executive management data just hasn't been practical without an excess of resources. The Fortune 100 company enjoys this luxury because it has the capital and resources. Everyone else has been left wanting.

Congruity Inspector provides Fortune 100-like process management benefits in an easy-to-use and affordable software solution. It offers fast installation, one-click operation and comprehensive reporting. It presents empirical findings in a single Web-based report console. Avoiding the executive dashboard shortcomings, Congruity Inspector presents operations data in terms that everyone can understand. Executives can see if their "assets" are covered and how their IT investment is being used. IT personnel can proactively identify network and desktop issues and prevent disruptions. Human Resources can address policy issues at the source. Compliance and internal audit teams get a comprehensive regulatory documentation as well as an archive of their efforts. Congruity Inspector enables a consistent, repeatable process so that decision makers can plan, do, review and operate the network cost-effectively through regular "management events."

