

# Control-M

## SLA Management

**SLA Management** enables proactive workflow planning and troubleshooting and prevents critical delays to business services.

**Predictive runtime analytics** provide future runtime estimates for all steps in the workflows and detect potential delays and errors

**Advanced problem analysis tools** identify the root cause of actual and potential SLA delays

**What-if simulation capabilities** provide guidance on how to resolve problems

### BENEFITS

**Provides the business perspective** needed to gain more value and make management decisions

**Minimizes business disruption**

**Fast time-to-benefit** by delivering value as soon as a single SLA is defined such as AWS Direct Connect

### DESCRIPTION

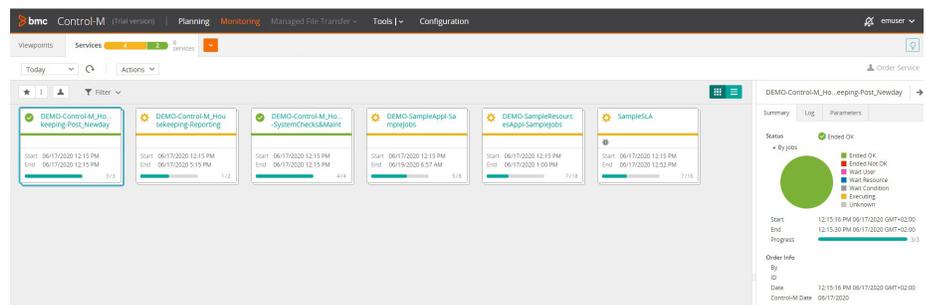
Control-M's Service Level Agreement (SLA) Management capability (formerly known as Batch Impact Manager) helps you minimize the risk of SLA violations for your business-critical applications by proactively determining how a potential delay or error in their workflow execution will affect business SLAs.

### BUSINESS CHALLENGE

When a failure or latency occurs in the application workflow execution, its impact to the business may not be obvious. Is it a low priority issue or will it have a direct impact on business SLAs? Can the organization afford not to know?

### BMC SOLUTION

Control-M simplifies application workflow orchestration and helps organizations accelerate application delivery and digital business services. Control-M's SLA Management capability brings a business-impact perspective to your workflows. It gives users insight into how workflow disruptions may affect business application SLAs and helps them prioritize incident responses and plan corrective actions before the business is affected.



 Proactively track service delivery progress in the production environment. Runtime projections ensure quick response to potential delays.

## CAPABILITIES

### How Control-M's SLA Management Works

**Critical jobs:** Orchestrating workflows from a business-impact perspective begins with identifying the most critical applications or business services. With SLA Management you can define these critical jobs and their endpoints and deadlines. All predecessors in the workflow are then discovered automatically and considered part of the critical workflow.

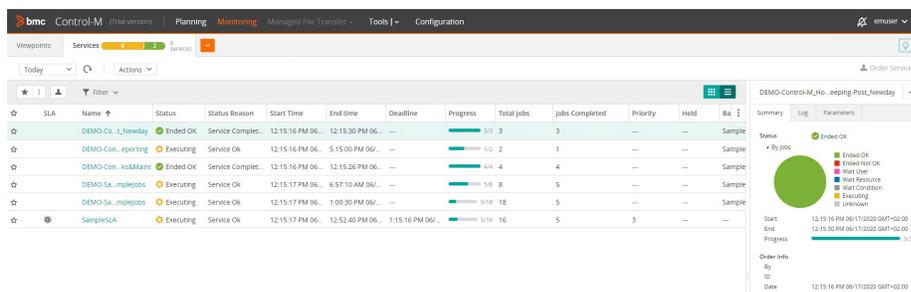
**Automatically monitors:** SLA Management dynamically tracks critical workflow progress to services endpoints. Potential delays are determined at the earliest possible time, giving users ample time to prevent problems.

**Automatically initiates problem resolution:** When a potential delay or failure is detected, proper notification is displayed through standard Control-M alert mechanisms. SLA Management can also:

- Open a service desk ticket describing the service at risk
- Trigger automatic corrective actions, such as a recovery job submission

**Root-cause analysis:** Users can quickly identify and analyze potential delays using predictive analytics, such as a job's estimated future run times, critical path analysis, execution time windows, and statistical trends.

**Prevention Through Simulation:** Users can examine the potential results of their changes at both the workflow and business level by simulating actions such as skipping a job within the workflow, changing a job's priority, manipulating logical resources, creating downtime maintenance window, and other activities.



SLA	Name	Status	Status Reason	Start Time	End Time	Deadline	Progress	Total Jobs	Jobs Completed	Priority	Hold	Blk
DEMO-Co..._Newday		Ended OK	Service Complet...	12:15:16 PM 06...	12:15:30 PM 06...	---	3/3 3	3	3	---	---	Sample
DEMO-Con..._reporting		Executing	Service Ok	12:15:16 PM 06...	5:15:00 PM 06...	---	1/2 2	1	1	---	---	Sample
DEMO-Con..._jsskMann		Ended OK	Service Complet...	12:15:16 PM 06...	12:15:26 PM 06...	---	4/4 4	4	4	---	---	Sample
DEMO-Sa..._mplejobs		Executing	Service Ok	12:15:17 PM 06...	6:57:10 AM 06...	---	5/8 8	5	5	---	---	Sample
DEMO-Sa..._mplejobs		Executing	Service Ok	12:15:17 PM 06...	1:00:30 PM 06...	---	5/18 18	5	5	---	---	Sample
SampleSLA		Executing	Service Ok	12:15:17 PM 06...	12:52:40 PM 06...	1:15:16 PM 06...	5/16 16	5	5	3	---	---

## FOR MORE INFORMATION

To learn more please visit [bmc.com/it-solutions/control-m-capabilities](https://bmc.com/it-solutions/control-m-capabilities)

### About BMC

From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

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