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COMPUTERWORLD WEBINAR: EFFICIENT ROOT-CAUSE ANALYSIS IN THE FACE OF DATACENTER COMPLEXITY

AccelOps and RedMonk Research Examine Real-world Issues, Proven Techniques and Enabling Technologies

SANTA CLARA, CALIF. – September 16, 2009 – Today’s anytime, anywhere service delivery and demand for operational savings created the evolution of the datacenter leveraging virtualization, consolidation, n-tier applications and cloud computing technologies. However, these same technologies add to management complexity and make it difficult to identify and resolve problems quickly and effectively. “Efficient Root-cause Analysis in the Face of IT Complexity” is a webinar that will examine real-world challenges, proven approaches and technologies that can automate root-cause analysis, expedite incident response and improve IT service reliability.

Presented by [AccelOps](#), an IT service management innovator, and enterprise research firm RedMonk, the webinar will be of particular interest to mid-tier enterprises. The webinar is open to CIOs, CTOs and datacenter staff who are responsible for assuring, delivering and improving IT services. Media and industry analysts are also encouraged to attend. Computerworld will host the online seminar on October 1st at 1:00 P.M. EDT/10:00 A.M. PDT. To register, visit www.accelops.net/root-cause.html. Registrants will also receive a whitepaper that examines datacenter and IT service management for mid-tier organizations.

Questions that speakers Michael Coté, lead analyst at RedMonk, and Scott Gordon, vice president at AccelOps, will answer are:

- How do virtualized infrastructures, tiered applications and hybrid clouds affect root-cause analysis and what practices can expedite problem identification and diagnosis?
- What are the key considerations to advance incident response regarding processes, operational controls, data analysis and data management requirements?
- What techniques and tools, including collaboration, instrumentation, investigation, service intelligence and SLA tracking, can improve operational effectiveness?
- Which pragmatic metrics best measure progress across incident management, service resumption and service level delivery?
- What enabling technologies can automate proactive management, problem management and IT service management results?

- More -

About the Speakers

Michael Coté is an industry analyst at RedMonk covering enterprise software, specializing in systems management, application development, collaborative and social software. Before RedMonk, Michael worked at BMC developing the BMC Performance Manager family of enterprise systems management products. Prior to BMC, he worked at a wide variety of tech companies and startups such as The Cobalt Group, Coral Technologies and FundsXpress.

An avid user of technologies such as wikis, weblogs, RSS, search, and other collaborative and social ideas and software, Michael produces his popular PeopleOverProcess.com blog, the RedMonk podcast and video podcast RedMonkTV. Technobabble 2.0 ranked his blog #8 in its ranking of “Top 100 analyst blogs,” and he was recently named the 3rd most regarded analyst in the U.S. and 5th globally by the Institute of Industry Analyst Relations.

Scott Gordon, vice president at AccelOps, has 20 year of experience in enterprise systems and information security. Prior to AccelOps, Scott was part of the team at Protego, the makers of the popular MARS security information management solution acquired by Cisco. Scott has advocated and contributed to the advancement of industry leading products spanning business service management, event correlation, security information management and risk management. Scott holds ITIL, CISSP, ISSMP certifications.

About AccelOps, How IT Accelerates Business

AccelOps provides innovative datacenter and IT service management software delivered as a virtual appliance or SaaS. Our all-in-one solution assures greater service reliability by empowering organizations to readily monitor and improve service availability, performance, security and governance objectives. The integrated approach aggregates, cross-correlates and manages diverse operational data to yield end-to-end visibility, service insight, operational efficiency and resource savings. The Silicon Valley-based company is privately held, venture-backed and led by experienced technology executives who created the popular Cisco MARS security appliance. Do more, control more and save more by visiting www.accelops.net.

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