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## Enterprise Management/QoS

The Enterprise Management/Quality of Service Forum focuses on all aspects of Enterprise Management. The mission of the Forum is to develop a common manageability infrastructure that can be used by both application developers and management system vendors to create an open management environment in which complex solutions can be constructed without artificial barriers to their management.

The Forum aims to provide both the specifications and open source reference implementations necessary to enable the creation of such an environment. Within the Forum, customers, independent software vendors (ISVs), and system vendors work together to determine requirements, provide direction and prioritization, and create standards.

The Forum works in collaboration with other organizations, including the Desktop Management Task Force (DMTF), the Storage Networking Industry Association (SNIA), and the TeleManagement Forum (TMF) to ensure that there is no unnecessary duplication of effort, and in order to provide complementary solutions.

The Forum also works to create Test Suites and Certification Programs to support the deployment of the resulting technologies in products, allowing customers the assurance of interoperability with current products.

### Achievements

#### ARM 4.0 Technical Standard

The Open Group recently published Issue 4.0 of the Application Response Measurement Technical Standard. Issue 4.0 is available in two language bindings, C and Java. It defines programming interfaces which may be used by developers to instrument their applications in order to produce accurate response time measurements.

#### OpenPegasus Release 2.3.1

OpenPegasus Release 2.3.1 was released in January 2003. This is a highly functional implementation of the DMTF CIM/WBEM standards.

#### TMF SLA Handbook Volume 4.0

The Forum has been working with the TeleManagement Forum to create one of the volumes of their Service Level Agreements Handbook. This work has now been completed and will be released in the near future.

### Work Areas

#### Application Quality/Resource Management (AQRM)

AQRM is an initiative that is addressing the management of applications across infrastructure components including the network, servers, storage, and the data center. Its charter is to develop an architectural framework, standards profile, and appropriate standards for an adaptive approach to managing existing and new applications across one or more modular, virtual, dynamic data centers within one or more real-time enterprises.

#### OpenPegasus

OpenPegasus is a project to develop an open source implementation of the DMTF CIM/WBEM standards. It is developing an open infrastructure that runs on all common platforms and allows the construction of interoperable management environments. In addition, it will develop programming interface Technical Standards for accessing the infrastructure standards.

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## Enterprise Management/QoS

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### Work Areas (continued)

#### Application Response Measurement (ARM)

The ARM standard describes a common method for integrating enterprise applications as manageable entities. The ARM standard allows users to extend their enterprise management tools directly to applications creating a comprehensive end-to-end management capability that includes measuring application availability, application performance, application usage, and end-to-end transaction response time.

#### Software License Use Management (XSLM)

The XSLM standard defines a centralized software license use management system. Escalating software costs, the high administrative burden of license compliance control, the lack of effective customer control over employees' use of licensed software, and asset protection are all key business issues which led to the creation of this customer-driven project. XSLM provides an interoperable solution for monitoring the use of licensed software products in a business.

### About The Open Group

The Open Group is a vendor-neutral and technology-neutral consortium, whose vision of Boundaryless Information Flow™ will enable access to integrated information within and between enterprises based on open standards and global interoperability. The Open Group works with customers, suppliers, consortia, and other standards bodies. Its role is to capture, understand, and address current and emerging requirements, establish policies, and share best practices; to facilitate interoperability, develop consensus, and evolve and integrate specifications and Open Source technologies; to offer a comprehensive set of services to enhance the operational efficiency of consortia; and to operate the industry's premier certification service, including UNIX certification. Further information on The Open Group can be found at [www.opengroup.org](http://www.opengroup.org).

### For More Information

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