



Foglight®

Application Monitoring for Higher Education *Blackboard Academic Suite™*

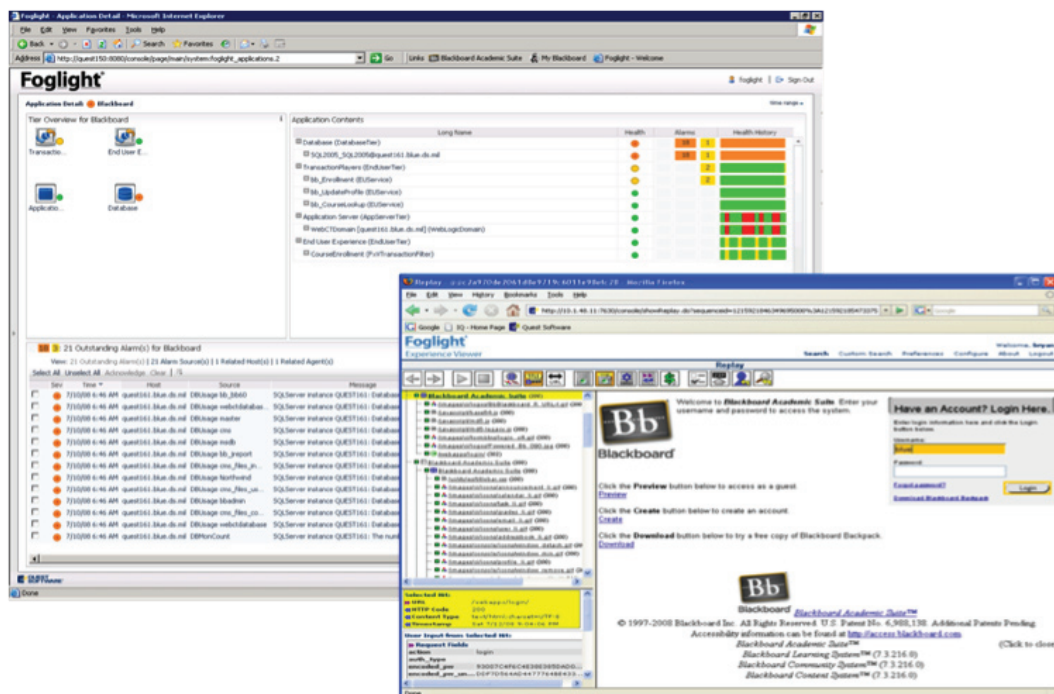
- Improves end-user satisfaction by enhancing Blackboard's availability and performance
- Provides reports and trend analysis to see how users interact with Blackboard
- Associates application issues with how they are affecting real end users
- Achieves application service levels and reduces the mean time to resolution for application issues

Blackboard Inc. is a leading provider of course management software and related services for the education industry. Because so many faculty members and students at your academic institution rely on Blackboard, it's imperative to ensure its performance and availability for meeting service levels and satisfying the needs of end users.

Foglight®, an application management solution from Quest, reduces or eliminates service disruptions to unify IT with the goals of the organization. It can provide a correlated, 360-degree view of Blackboard applications—from end user to database, and from service levels to infrastructure. With Foglight, IT can proactively detect the root cause of all incidents, and fix them quickly.

Foglight not only monitors the Blackboard infrastructure (applications, databases, web servers, network and virtual servers), but it also monitors end-user performance—to track usage levels, usage patterns and session analysis right down to the individual user level.

With the extensive visibility Foglight provides, you gain a greater understanding of user needs and improve application effectiveness. The result is a superior user experience for students and faculty.



Foglight monitors the entire Blackboard application from end user to database for a complete understanding of the entire infrastructure.

Key Features and Benefits

Proactive Monitoring: View every tier of your Blackboard application from end users, to the application and to the database, for a complete picture of application performance.

Real User Performance Measurement: Detect performance problems for individual and/or groups of users, and reduce mean time to resolution affecting end users.

Incident and Problem Management: Detect, diagnose and resolve incidents and problems quickly and effectively with deep diagnostic data that clearly highlights the root causes.

Live Session Capture and Replay: Speed problem resolution by searching captured user sessions of interest and replaying sessions to view user interactions and page-level details.

Session Search and Flexible Queries: Gain complete visibility into how users or groups of users are interacting with web applications through intelligent searches, then perform impact analysis.

Synthetic Transaction Validation and Service Level Management: Measure performance and availability through periodic recordings from disparate locations in order to calculate response times and ensure service quality.

Synthetic Performance Base Lining: Set a baseline for “normal” performance, establishing clear expectations with end-user communities.

Capacity Reporting: Understand capacity from a user volume perspective so that requirements can be included in capacity planning.

Flexible Data Collection: Combine critical information from the entire IT environment into a single dashboard captured from both existing data collectors and Foglight collectors—to provide instant problem identification.

Model-Based Management: Manage vast amounts of configuration items that require monitoring within operations by applying familiar object-oriented principles and models to your application environment.

Role-Based, Customizable Dashboards: Create and customize personalized views of the managed environment, and filter metrics according to domain responsibilities, defined services or other key areas of interest.

About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 90,000 customers worldwide meet higher expectations for enterprise IT. Quest’s Foglight® application management solution unifies IT services with end users and the business, resolves problems faster to reduce downtime, and lowers the operating cost of managing applications. Quest Software can be found in offices around the globe and at www.quest.com.