Nomura Research Institute Group

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Nomura Research Institute, Ltd.

NRI Launches "Senju Family 2021," New Version of its System Operation Management Solution

—Streamlining Remote Work-Based System Operations —

Beginning December 2020, Nomura Research Institute, Ltd. (NRI) has released "Senju Family[1] 2021", the newest version of its tool suite used in streamlining system operation management for companies and data centers.

With the rapid expansion of remote work, even the field of system operations is faced with the need for infrastructure development enabling work to be done remotely. In addition to safe and secure remote access to existing system operating environments, what is needed are collaborations with relevant internal and external parties, flexible workflows, and integrated management of multicloud environments, for example.

By interfacing with the Chat tool and other external tools, this latest version of the Senju suite allows for more efficient system operations via remote work and offers enhanced integrated management features for multicloud environments. In addition, its AI-based autonomous operation solution implements features for utilizing accumulated operational management knowledge more effectively. The chart below lists the main enhancements (Chart 1).

Chart 1: Enhancements to Senju Family's Solutions

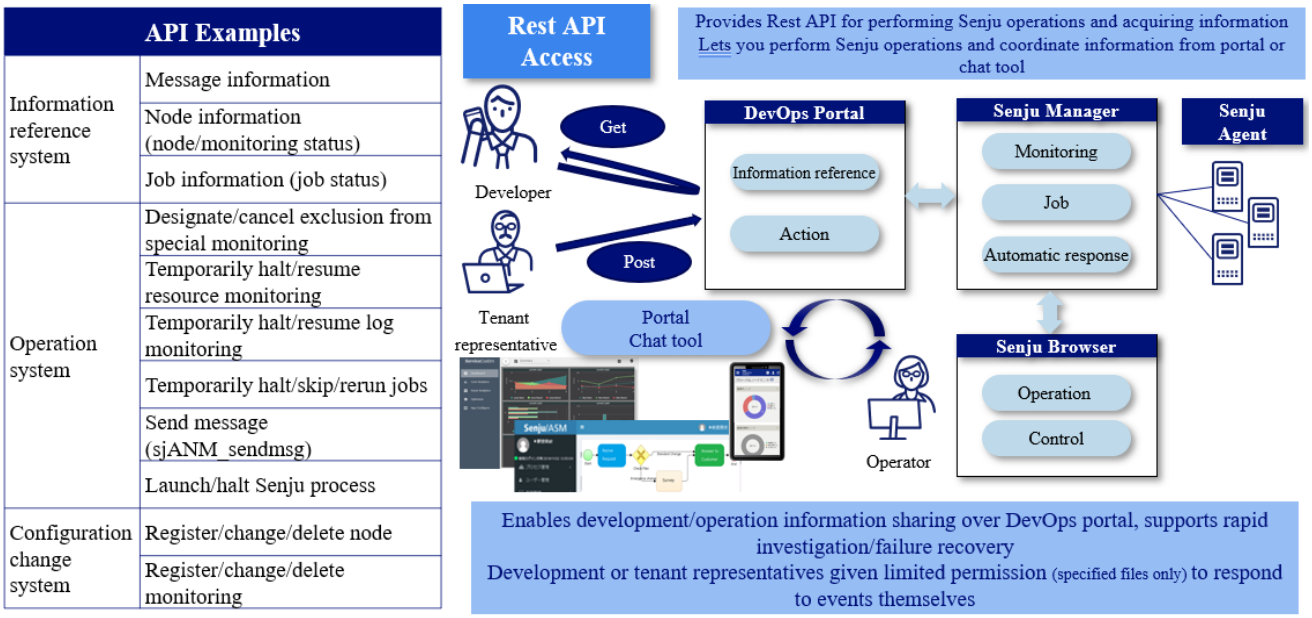
Solution	Category	Main Enhancements
Senju/DC	System operation management	Multicloud management feature External interface via Rest API
Senju/EN	Integrated operation management	Augmented rule engine Enhanced event processing feature
Senju/SM	Service desk	Better visibility through upgraded UI Advanced approval flow
Senju/ASM	AI-based autonomous operation	ChatOps using Chat tool interface Knowledge workflow feature

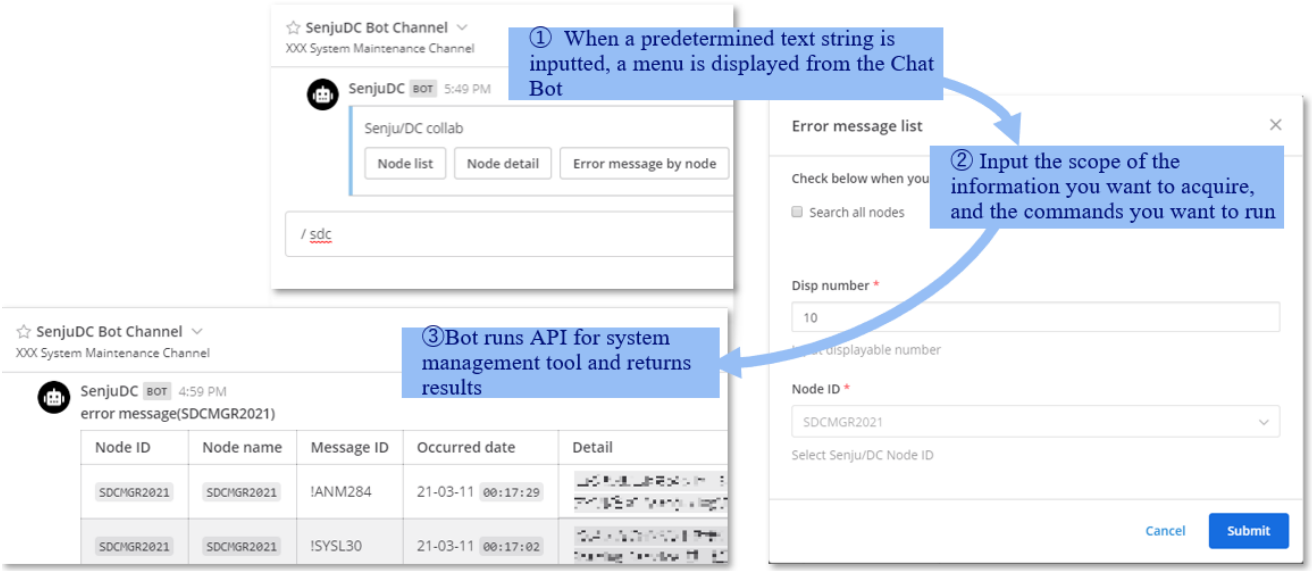
■ System Operation Management (Senju/DC)

Senju Family's Mutlicloud integrated management features have been enhanced by incorporating Docker/Kubernetes compatibility and interfacing with cloud-native applications using webhooks[2]. Further, a new

tool link involving Rest API accessibility now makes it possible to conduct system operation tasks from the Chat tool or Service Desk tool, for instance (Fig. 1).

Fig. 1: Chat Tool and System Operation Management Tool Linkup

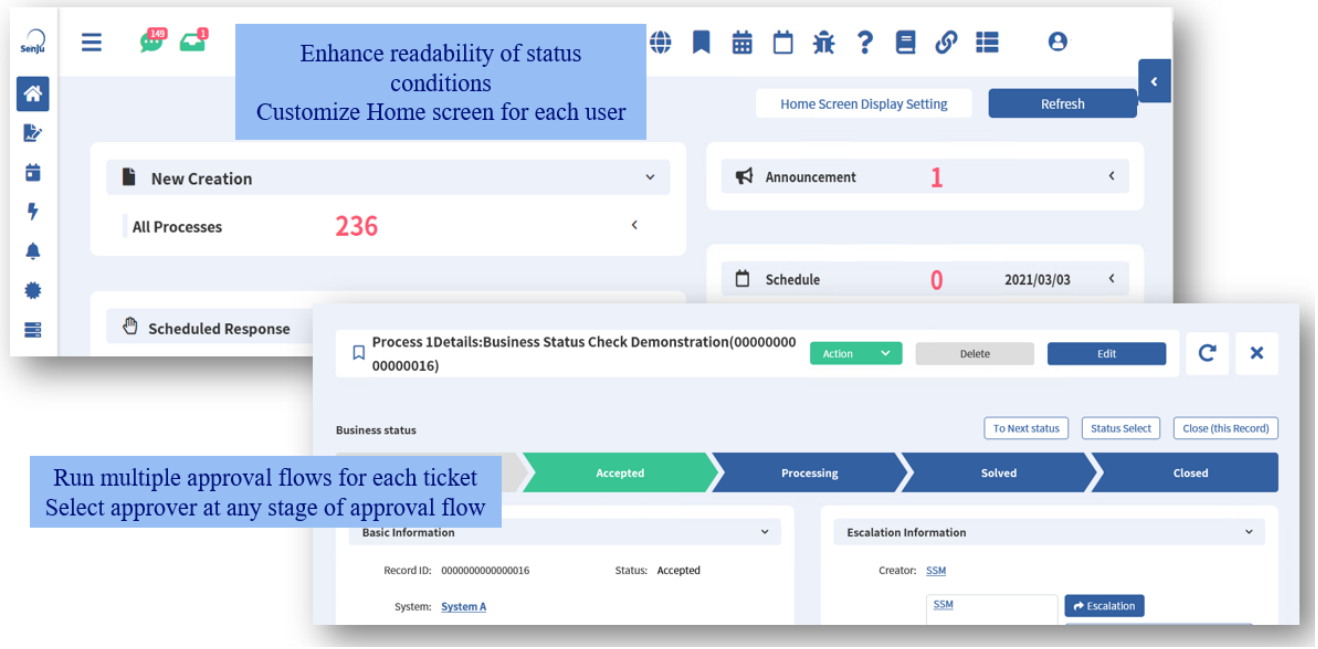




■ Service Desk Tool: Upgraded User Interface (Senju/SM)

The upgraded user interface provides improved visibility for task management and status checks (Fig. 2). The enhanced functions run multiple approval flows per ticket and execute approval flows with the option of selecting an approver at any stage.

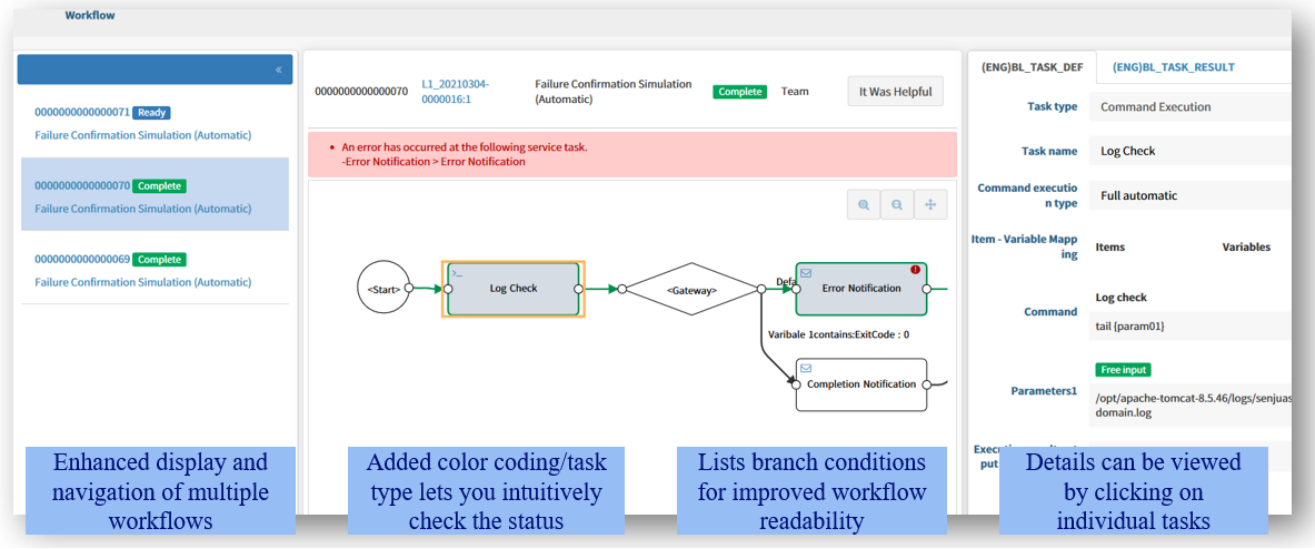
Fig. 2: Senju/SM's Upgraded Interface



■ AI-Based Autonomous Operations (Senju/ASM)

With Senju/ASM, system operation-related knowhow are converted into explicit knowledge as a knowledge workflow. This new version makes it easier to navigate the Workflow screen showing your operational task flow, enabling greater utilization of knowledge workflow and helping advance your process automation (Fig. 3).

Fig. 3: Enhanced Knowledge Workflow



In conjunction with this version upgrade, features of “mPLAT³”, our cloud system operation platform based on Senju Family will be successfully upgraded. For details, please visit the “Senju Family” website using the link below.

https://senjufamily.nri.co.jp/.

[1] Senju Family: a system operation management tool suite developed and provided by NRI.

[2] Webhook: a feature that allows real-time data to be sent from an application to an external service.

[3] mPLAT: a service that provides system operation features based on “Senju Family” via the cloud.

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