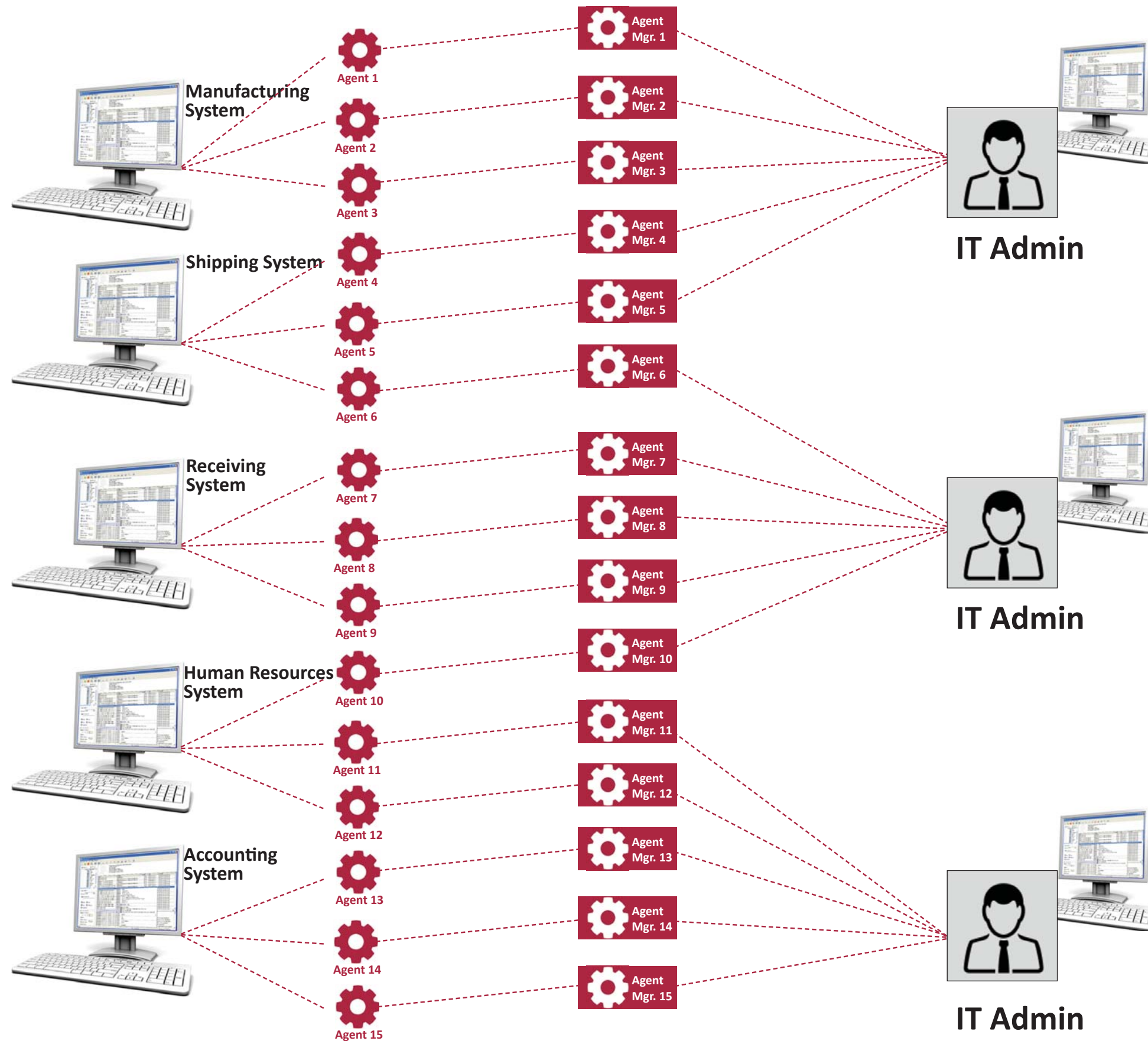


# The Complexity of a Multi-agent IT Environment



The complexity of a multi-agent IT environment creates many barriers for the efficient use of human resource and the resource's ability to manage network performance and availability.

At left is a very simplified view of five main systems in an IT network. In an enterprise environment there could be hundreds of servers delivering thousands of services. The number of admins needed to monitor performance and availability, and manage application changes/updates in a multi-agent IT environment is extensive.

Ultimately, IT management falls short here and the ability to deliver services to SLAs is compromised.