

NetIQ Aegis

Define and automate IT management and security processes to improve service delivery, prove compliance and reduce costs

PRODUCT BRIEF

Introduction

Improved process can enable higher quality IT services and drive efficiency, but many IT workers are resistant to learning new processes and changing their habits. There should be a way to enable process that ensures consistent execution and reduces the heavy documentation burden, without introducing approval delays or spending hours training staff on paper-based processes.

NetIQ® Aegis® integrates with your existing IT tools to automate processes by controlling information flow, notifications, and actions in accordance with predefined processes. The result is a significant reduction in manual tasks to reduce costs, reduce service delivery time, improve consistency, and free staff for more innovative and productive projects.

Product Overview

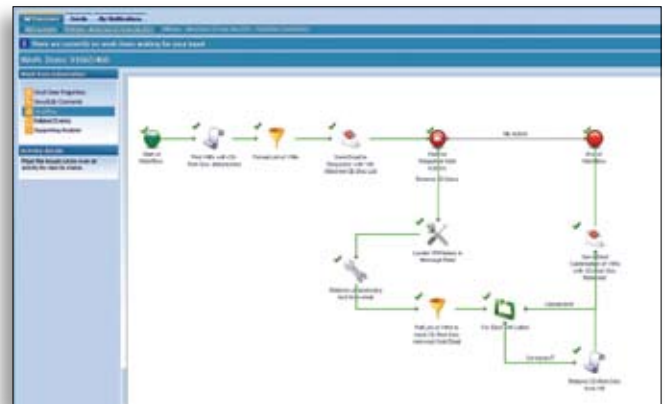
NetIQ Aegis is an independent, award-winning IT Process Automation (ITPA) platform that models, automates, measures, and improves run books and ITIL-based processes. With the automation that NetIQ Aegis provides, IT operations and security teams can control operational expenses while reducing the risk of human error to improve the quality of service delivery and adherence to policy.

NetIQ Aegis integrates tightly with other NetIQ products. Yet it is also designed to be vendor-independent and has available adapters to popular tools from vendors such as BMC, VMware, HP, Microsoft, EMC, and others.

This allows you to sustain a best-of-breed tool selection strategy, while reaping the benefits of integration usually found in single-vendor frameworks, without exorbitant integration costs. With the focus on process, the right level of integration is achievable without wasted effort integrating data or features that go unused.

Capabilities

NetIQ Aegis provides automation for almost any IT management task or process. So long as there is an integration point with the tool or script that normally performs the work, NetIQ Aegis can command it to perform a task at the right time and when conditions warrant. NetIQ Aegis will seek approvals, provide documentation of actions in tickets, update the CMDB, collect data or charts for troubleshooting, escalate upon expiration of time-sensitive windows, and so on.



See the execution of processes in real time as the path of green check marks through the workflow is displayed.

- > **Self-service HR provisioning and changes**, including Active Directory group management, for faster and more accurate organization changes.
- > **Planned response to system events**, such as a disk that is filling up and needs cleaning, to reduce manual work.
- > **Security event response acceleration**, such as closing ports on firewalls upon detection of a worm signature.
- > **Policy compliance exception control** by requesting and recording approvals, with re-escalation on expiry.
- > **Routine maintenance activities**, such as rebooting servers as a workaround for memory leaks, to ensure consistency.
- > **Incident lifecycle support**, including event correlation, auto-populating tickets, and escalation, to reduce mean time to resolution.
- > **Virtual machine lifecycle management**, coordinating the provisioning and de-provisioning of hosts or snapshots.
- > **Updating the CMDB** with changes detected by various tools such as NetIQ® Change Guardian™ or NetIQ® AppManager®.
- > **Job scheduling** that runs business or database jobs, replacing costly tools.

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NetIQ Aegis

The possibilities are literally limitless. Best of all, NetIQ Aegis can be licensed by process so that you only pay for the automation value achieved. And as the number of automated processes expands, an upgrade to an enterprise license can keep costs under control.

Features

The NetIQ Aegis architecture was designed to enable control of multiple IT management tools from diverse vendors, in accordance with predefined process workflows that execute automatically when scheduled, triggered by events, or started manually. The following components work together to deliver IT Process Automation:

- A drag-and-drop workflow designer that enables creation of workflows without programming skills.
- Adapters that provide bi-directional data flow and control of IT management tools.
- A message bus that brokers communication and normalizes data from diverse sources to standardize naming of configuration items.
- A correlation engine that filters incoming events to reduce the triggers that the workflow automation engine must process.
- A workflow automation engine that executes processes according to predefined workflows.
- Activities that enable control of specific features in other products and act as workflow building blocks.

- Process templates that provide built-in knowledge of common tasks to accelerate workflow design.
- A Web interface that allows interaction with NetIQ Aegis, tailored to the needs of specific users.
- A report console to identify process improvement opportunities and provide an objective measure of the value obtained.

Key Differentiators

NetIQ Aegis leverages the “NetIQ DNA”—more than a decade of expertise in systems and security management. NetIQ Aegis has several key differentiators:

- > **Reduce costs by leveraging your existing investments**, with an independent ITPA platform. NetIQ Aegis does not require you to switch to NetIQ tools or permission and install new agents. It leverages your existing management tools more fully, improving their ROI.
- > **Real-time process execution visibility** via a modern Web interface that supports multi-user views from any Web-connected console.
- > **Efficient handling of event-based process triggers** using the embedded but dedicated correlation engine, which can make sense of high event volumes to improve scalability.
- > **Security and compliance automation built** on NetIQ’s expertise in security and policy management solutions.
- > **Significant leverage of your NetIQ products** makes NetIQ Aegis an obvious choice for NetIQ customers.



To learn more about NetIQ Aegis, or to start a trial, go to www.netiq.com/aegis.

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