

NetIQ Aegis

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

Introduction

Improved process can enable higher quality IT services and drive efficiencies. But paper-based processes rarely cause staff to change habits, introduce inconsistent execution, and create additional documentation and training costs.

NetIQ® Aegis® is an independent, award-winning IT Process Automation (ITPA) platform that defines, automates, measures and improves routine, mundane IT tasks. The result is a significant reduction in manual tasks to reduce costs, reduce service delivery time, improve consistency and free staff for more strategic projects.

Product Overview

NetIQ Aegis integrates with your existing IT tools to automate processes by controlling information flow, notifications and actions according to your predefined processes.

With the automation NetIQ Aegis provides, IT operations and security teams can control expenses and reduce the risk of human error to improve quality and ensure compliance.

NetIQ Aegis integrates tightly with other NetIQ products, but it is also vendor independent, with 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. With the focus on process, you can achieve the right level of integration without exorbitant costs, wasted efforts or unused product features.

Capabilities

NetIQ Aegis provides automation for almost any IT management task or process. As 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 configuration management database (CMDB), collect data or charts for troubleshooting, escalate upon expiration of time-sensitive windows, and so on.

- Self-service human resources provisioning and updates for faster and more accurate organizational changes
- Planned response to system events, such as a disk filling up, in order to reduce menial 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 reescalation on expiry
- Routine maintenance activities, such as rebooting servers as a workaround for memory leaks, to ensure consistency
- Incident management, including event correlation, auto-populating tickets and escalation to reduce 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 to run business or database jobs, replacing costly tools

The possibilities are limitless.



SOLUTION

Service Management

PRODUCT

NetIQ® Aegis®

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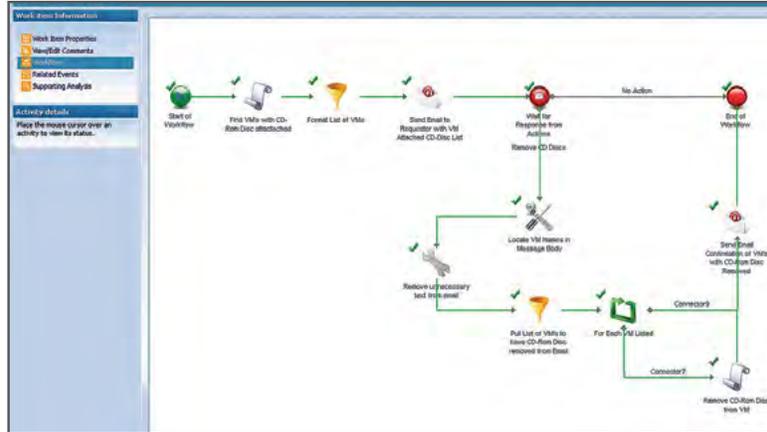
The result is a significant reduction in manual tasks to reduce costs, reduce service delivery time, improve consistency and free staff for more strategic projects.

Best of all, you can license NetIQ Aegis by process so that you only pay for the automation value you achieve. And as the number of automated processes expands, an upgrade to an enterprise license can keep costs under control.

Features

The NetIQ Aegis architecture enables control of multiple IT management tools from diverse vendors. Process workflows automatically execute when scheduled, triggered by events or started manually. The following NetIQ Aegis components work together to deliver IT process automation:

- A drag-and-drop workflow designer that enables creation of workflows without programming skills
- Test and debug capabilities built in to the designer that improve time to value
- Adapters that provide bidirectional data flow and control of IT 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



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

- with NetIQ Aegis, tailored to the needs of specific users
- A report console that identifies process improvement opportunities and provides an objective measure of the obtained value
- Front-end application programming interfaces (APIs) for web services integration (SOAP, REST and JSON)

Key Differentiators

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

- You can license NetIQ Aegis by process so you only pay for the automation value you achieve. As your automation expands, you can move to a cost-effective enterprise license.
- 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 your return on investment.
- A modern web interface that supports multiuser views from any web-connected console offers real-time process execution visibility.
- Efficient handling of event-based process triggers—using the embedded but dedicated correlation engine—helps make sense of high event volumes to improve scalability.
- NetIQ Aegis offers 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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