

ChangeGear® Enterprise Edition

Integrated Platform for Automating Change and Configuration Management

Importance of IT change control and visibility

Today's demanding business climate requires IT to maintain the availability of business services while responding to constant requests for changes. Demands such as responding to the increasing number of security breaches and proliferation of virtualization technology are accelerating pace of IT change. In addition, most IT organizations are dealing with an increasing number of regulations that require a complete set of IT change and configuration management controls. Because of this demanding business climate, it is vital that IT organizations find a way to automate the change process, perform risk and impact analysis, and track all change activities.

Best-of-breed Change Management

ChangeGear Enterprise is an easy-to-use and simple-to-deploy solution giving IT organizations a central point of control over the entire change process. ChangeGear enables organizations to rapidly introduce change without sacrificing the quality of IT service. By implementing an automated change process, you can eliminate ad-hoc, unplanned change. ChangeGear's extensible workflow ensures that any change introduced into the IT infrastructure follows a regulated process; this prevents unauthorized change, thereby eliminating the potential for system downtime and keeps you compliant.

Release Management - With ChangeGear's release management workflow you can deploy applications, hardware components, and software updates reliably - avoiding potential unplanned downtime.

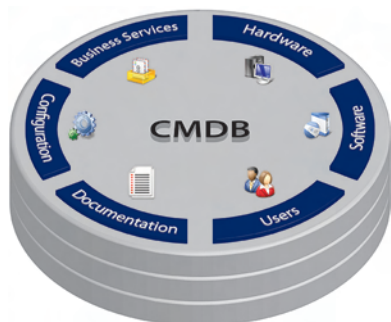
Configurable Workflow - Based on ITIL best practices, ChangeGear's extensible workflow allows IT organizations to define and automate the way they want to work. Equipped with a workflow customized to suit their business needs, IT can enforce best practices, provide stronger response, streamline performance, and guarantee repeatable outcomes.

Automated Approvals & Notifications - ChangeGear's customizable notification system automates communication by notifying team members at each stage in the change lifecycle: before, during, and after change. You can simplify communication by defining your own approval and notification structure.

Dynamic Request Automation - Intelligent handling of requests that leverage the power of customized forms, advanced workflows, notifications, and approvals. Form authoring tools give you complete control of the layout, labels, what fields are displayed on the ticket, actions, and workflows.

Extensible Configuration Management System

Configuration management is an integral part of an effective change management process. Without understanding IT component dependencies and their relationships, introducing change into an IT environment can result in catastrophic consequences. With ChangeGear, IT organizations have complete visibility into their IT infrastructure. ChangeGear maintains an audit-trail of change activity allowing IT organizations to quickly access valuable historical information for modeling, troubleshooting, accounting, security, and compliance purposes.



Configuration Management Database (CMDB): Federated repository of IT resources that includes business services, hardware, software, users, documentation, and configuration. In addition to managing IT assets such as routers and servers, ChangeGear provides you the ability to easily add new CI types to track non-datacenter assets with the ChangeGear Entity Editor. The form authoring tools give you complete control of the layout, labels, and what fields are displayed on the custom form.

Auto-Discovery: The ChangeGear Resource Discovery Expert (RDE) automatically discovers applications, servers, and network devices that are part of your virtual and physical IT infrastructure. ChangeGear's RDE allows you to discover using IP range, port range, and domain-based discovery. Using agentless and dynamic probing methods such as WMI, SNMP, and SSH, RDE provides you a 360-degree view into what network assets you possess and how they relate to each other.

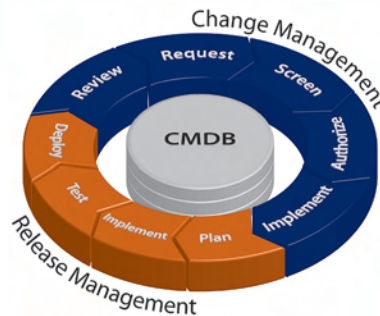
Configuration Collectors Framework: RDE provides a comprehensive solution for collecting and managing the configuration details on your network devices and applications. Advanced probes can capture system details such as what software applications and processes are running, what ports are open, or other specific configuration information. Not only does RDE provide a number of collectors out of the box, but the RDE framework allows you to plug in your own custom collectors to meet your specific configuration management needs.

Why ChangeGear

- **Simple to Deploy** - deploy in days, not months
- **Cost Effective** - low total cost of ownership when compared with other enterprise ITSM solutions
- **Seamless Integration** - easily integrate with other systems or processes
- **Flexibility** - quickly adapt processes to meet your business needs without coding
- **ITIL Alignment** - utilize ITIL-based processes out of the box for fast ROI

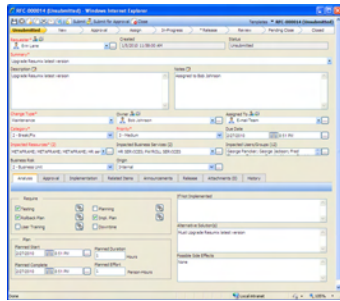
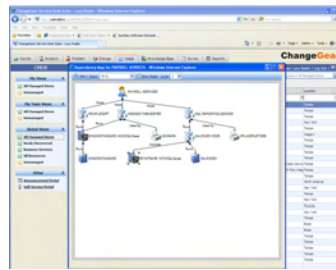
Benefits

- Increase IT security
- Improve IT efficiency
- Achieve regulatory compliance
- Reduce operating costs
- Increase IT service availability
- Improve infrastructure visibility
- Ease adoption of change management
- Simplify and automate IT processes



Business Service Mapping and Visualization: Once IT assets discovered, RDE delivers unparalleled visibility into the IT infrastructure by providing visual mappings of CI's, their dependencies and relationships. Business services can then be mapped to the network assets to allow for assessing the impact of potential changes, troubleshooting, and root-cause analysis.

Configuration Auditing: Understanding the changes in the IT environment is critical in maintaining IT service uptime. With its built-in and definable Business Policy Automation tool, ChangeGear can monitor hardware and software changes, alert IT staff of unauthorized system changes and network access, and perform other system management activity.



Change-enable your enterprise

Based on Microsoft's .NET platform, ChangeGear leverages Service Oriented Architecture (SOA) and Web Services to provide real-time integration between disparate systems. This feature allows you to change-enable your organization – meaning that you can plug a ChangeGear web part into any of your existing web-based applications or systems, so your users do not even have to log into ChangeGear to utilize the forms. Your users can easily launch a ChangeGear ticket from within another application, like email, with full workflow capabilities. This will save your users time, improve your adoption success, and streamline your IT processes.

Simplify and achieve compliance

Regulatory compliance measures such as SOX, GLB, NERC, FISMA, HIPAA, and PCI place a heavy burden on IT organizations who must be compliant in the area of change control and configuration management. This is especially challenging for large enterprises with numerous business units operating in multiple locations, so having a robust reporting tool is vital to meet compliance mandates.

ChangeGear's reporting tools simplify regulatory compliance by providing:

- Detailed accounting of IT infrastructure and change history.
- Historical record of system and application changes.
- Control and management of existing gaps in processes.
- Real-time and comprehensive compliance reports for auditors.

Ensure security and control

ChangeGear can help institute a formal risk management framework that puts some thoroughness around how IT measures, accepts, and manages risk, as well as provide reporting on what risk IT is managing. Because of ChangeGear's IT process automation, you can easily enforce internal workflows and processes. This ensures that the company process is followed, the correct approvals have taken place, and the necessary notifications or alerts have been received. Privileges to ChangeGear can be restricted by enforcing user roles and team security – allowing you to remove or administer privileges on an individual user basis.

Track and measure with key performance indicators

ChangeGear's Information Center (iCenter) is fully customizable and goes beyond the functionality of a regular dashboard. The iCenter provides staff with a way to access all pertinent information about IT Services and supports embedded services and applications from other third-party vendors.

Producing timely reports is essential for meeting change control regulatory compliance standards; it is equally important for upgrade planning, server provisioning, and asset consolidation. ChangeGear provides a number of pre-defined reports out of the box to meet these requirements. Customized reports can also be created by integrating with Crystal Reports or with ChangeGear's easy-to-use ad-hoc reporting tool.



Key Features

Processes

- Change Management
- Release Management
- Configuration Management (CMDB)
- Request Management

Automation

- Business Policy Automation
- Dynamic Request Automation
- Task Management
- Advanced Group Security
- Customizable Workflows
- Automated Notifications and Alerts
- Flexible Request Approvals
- Business Service Mapping & Visualization
- Automated Network Discovery
- Configuration Auditing

Collaboration

- Intuitive Web 2.0 interface
- Mobile Access to Workflow Actions
- Email Conversation Management
- Personalized Dashboard
- Historical Audit-Tracking
- Standard Reporting

Extensibility

- Microsoft .NET Architecture
- Directory Services Integration
- Web Services SDK
- Forms Authoring
- Extensible CMDB
- Configuration Collector Framework

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