This product integrates with BMC Atrium technologies.

**KEY BENEFITS**

BMC Service Automation Reporting and Analytics for Servers puts critical business intelligence at your fingertips, so you can:

- Manage change activity by reporting on the "who/what/when/where" of change regardless of where the change is initiated
- Assess the effectiveness of compliance, security, patching, and other change control initiatives
- Automate audit cycles with built-in compliance reports
- Assess the impact of change on critical business services
- Reduce costs and improve efficiency through informed decision making

**BMC Service Automation Reporting and Analytics for Servers** provides centralized, interactive reporting and analysis enabling users to improve change activity control, automate audit cycles, and uncover trends and details associated with how change is impacting business services and goals.

**BUSINESS CHALLENGE**

Due to a lack of information, organizations face difficulties in assessing the risk and managing the impact of change across servers and the underlying business services they support. Change is a constant in the data center – deploying new assets, provisioning servers, patching operating systems, applying security settings, and making mass configuration updates. Complex changes are made on a daily basis in response to dynamically changing business requirements. IT organizations need centralized, real-time reporting and analytics to validate the effective use of change controls and better understand the impact of change across the business.

**THE BMC SOLUTION**

BMC Service Automation Reporting and Analytics helps you understand how IT change impacts data center operations, performance, and quality and how these changes affect the underlying business services supported by the server infrastructure. You gain immediate insight into wide-scale change occurring across the server infrastructure, coupled with the ability to drill-down to a granular level – helping you make informed business decisions and reducing the negative impact of failed changes.

BMC Service Automation Reporting and Analytics is powerful software that extends the industry-leading BMC BladeLogic Operation Manager Suite with analytics, dashboards, and out-of-the-box reporting capabilities. Based upon ITIL and COBIT frameworks, this reporting and analytics tool enables users to instantly translate data captured by BMC BladeLogic products into easy-to-use reports, thus helping business owners make intelligent decisions when it comes to operational, financial, and contractual IT requirements. Built-in reports provide actionable information around inventory tracking, audit results, compliance, change tracking, job activity/scheduling, patch management, provisioning, server usage, and user tracking. Built upon a rich data warehouse with dimensional modeling principles, this robust reporting tool provides solutions to complex reporting needs such as pivot tables, trending, and data correlation which goes well beyond traditional charts and graphs. Using the web-based interface, users can quickly “drag and drop” data elements to create custom reports on the fly.

**FEATURES**

- Generate out-of-the-box and ad-hoc reports for compliance, inventory, provisioning, patch, and deployment activities
- Generate reports based on user roles
- Generate reports based on best practices and accepted governance frameworks like ITIL and COBIT
- Generate reports using a single data warehouse that spans multiple sites
PRODUCT PREREQUISITES

Prerequisites for BMC Service Automation Reporting and Analytics for servers include one of the following BMC products:

> BMC BladeLogic Operations Manager Suite v7.4.03 or higher
> BMC BladeLogic Compliance Module for Servers v7.4.03 or higher
> BMC BladeLogic Configuration Module for Servers v7.4.03 or higher
> BMC BladeLogic Provisioning Module for Servers v7.4.03 or higher

ADDITIONAL PRODUCT OPTIONS

Users can customize and modify out-of-the-box content by including one of the following modules:

> Query Studio – Allows users to generate ad-hoc reports
> Report Studio – Allows users to use advanced query and layout options, modify and save existing reports, and add prompt pages

BUSINESS RUNS ON IT. IT RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster, and stronger. That’s why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended September 30, 2008, BMC revenue was approximately $1.83 billion. Visit www.bmc.com for more information.

GAIN IMMEDIATE VISIBILITY

The ability to quickly determine what was changed and by whom is critical to ensure adequate levels of compliance, availability, performance, and security. BMC delivers centralized, historical, actionable data coupled with Role Based Access Control (RBAC) and server usage statistics to isolate the impact and reduce the risk of change. The ability to quickly search for specific types of changes and analyze trends is one of the key functional benefits of BMC Service Automation Reporting and Analytics. Reports can be created on the fly, analyzed, and documented as needed.

PASS EVERY AUDIT

With greater corporate emphasis on compliance and audit results, detailed change tracking and validation reporting is critical. BMC simplifies compliance with regulatory requirements and best practices with numerous out-of-the-box compliance reporting options for enforcing operational, regulatory, and security standards. IT organizations can expedite audit cycles by providing the evidence required by corporate auditors without relying on manual collection or analysis of audit data.

IMPLEMENT BEST PRACTICES FOR CONFIGURATION MANAGEMENT

Effective configuration, change, and asset management practices – as well as documented control frameworks such as ITIL and COBIT – all share a core requirement: a consistent and repeatable means of maintaining accurate data on assets and services deployed across your enterprise. BMC Service Automation Reporting and Analytics makes analyzing and reporting on server changes easier than ever, and ensures alignment to the best practices that your organization supports.

REPORTING OPTIONS

Out-of-the-box and ad-hoc reports for inventory, configuration, change, and compliance analysis provide actionable data improving IT operations and efficiency. Data collection can be configured to determine what data to transfer and how often. To ensure optimal sizing and performance of the data warehouse, data retention policies can be user-defined. Reports can be exported in multiple formats including CSV, Excel, HTML, PDF, and XML. Reports can also be launched in-context from other tools and portals including BMC Atrium CMDB.

Customers can use the Query Studio and Report Studio options to modify and customize out-of-the-box reporting options. With Query Studio, users can create ad-hoc reports using standard data models. Report Studio gives users full-blown authoring and edit capabilities to modify existing reports or create new reports customized to their unique environment.

EXTEND BSM ACROSS THE DATA CENTER

BMC Service Automation Reporting and Analytics integrates with other BMC products to enhance BSM and extend your change and compliance initiatives across the data center to your server infrastructure. Detailed configuration and change information data is shared through the BMC Atrium foundation. Integration with BMC Analytics for BSM expands its configuration, change, and incident analytics with granular server asset, change, and compliance metrics.

FOR MORE INFORMATION

For more information on BMC Service Automation solutions including BMC BladeLogic Operations Manager and BMC Service Automation Reporting and Analytics, please visit: www.bmc.com.