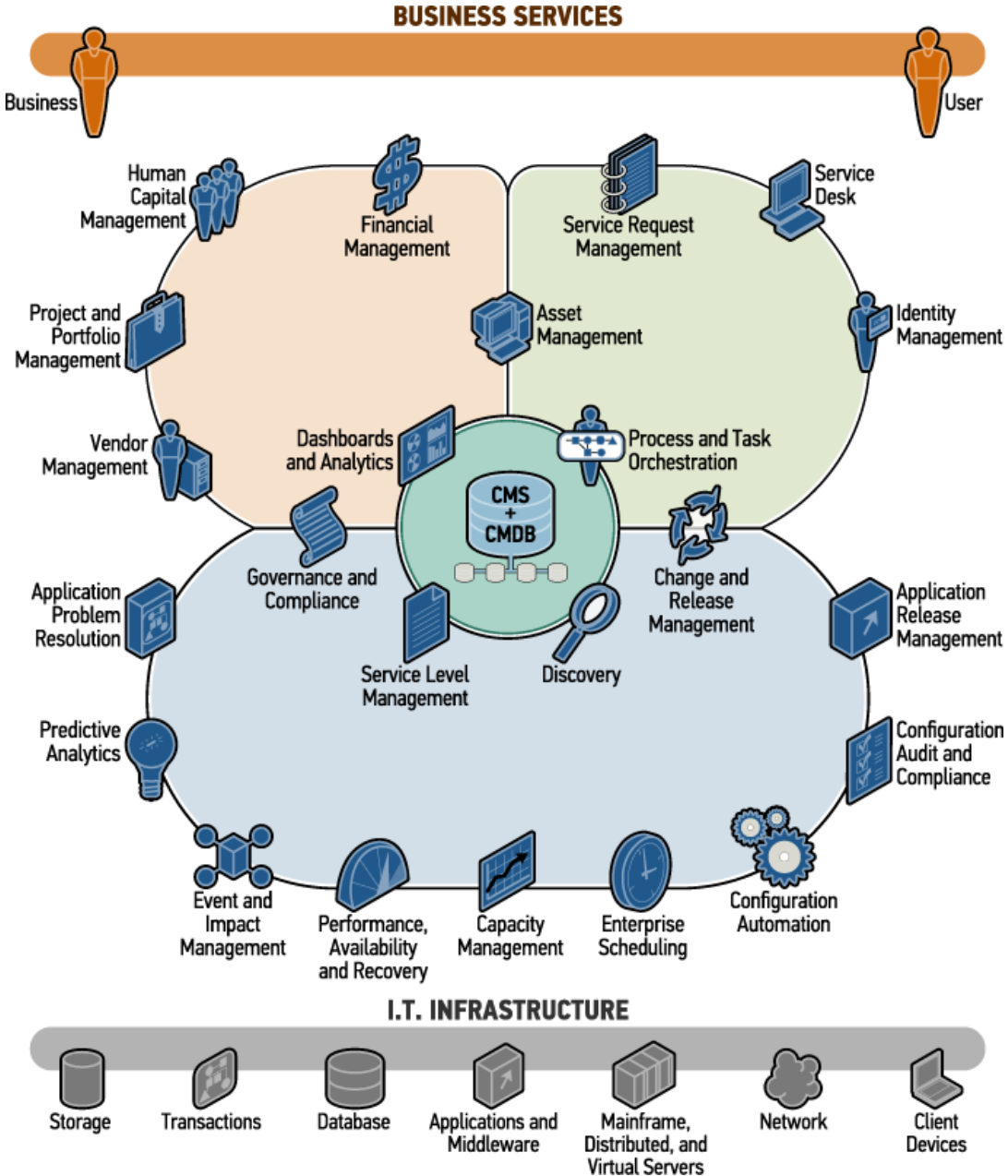


# Business Service Management (BSM)

## BSM Blue Print



Business Service Management consists of:

**1. BMC Service Assurance:**

- a. Unique analytics — Provide an early warning system and probable cause identification to improve mean time to repair by up to 90 percent
- b. Root cause analysis with business-service prioritization — Identify the problem and business impact; determine its root cause; and manage it to resolution
- c. Unique combination of analytics, automation, and integration — Automate manual tasks and standardize processes to enable business agility and growth
- d. Recognized leadership — Know that you are working with the best

Core Solutions:

## 1.1 **BMC Performance Management (formerly PATROL)**

BMC Infrastructure Management, BMC Application Management, and BMC Database Management product families, BMC Performance Manager products allow you to proactively manage the availability, performance, and business impact of your distributed systems environment, including your network and a broad range of applications, databases, and operating systems. A common presentation interface enables you to view the status and business impact of both IT components and business services.

Related Products:

- BMC Performance Management
- BMC Performance Manager Express
- BMC Performance Manager Express for Hardware by Sentry Software
- BMC Performance Manager for High Availability Management by OTL Software
- BMC Performance Manager Integration for HP OpenView IT/Operations
- BMC Performance Manager for Microsoft Exchange Servers
- BMC Performance Manager for Web Application Servers
- BMC Performance Manager for Tivoli Workload Scheduler by OTL Software
- BMC Performance Manager for WebSphere Business Integration
- BMC Performance Manager for Hardware by Sentry Software
- BMC Performance Manager for Citrix Presentation Server - BMC
- BMC Performance Manager Monitoring Studio by Sentry Software
- BMC Performance Manager for Backup Management by OTL Software
- BMC Performance Manager Integration for Tivoli
- BMC Performance Manager for Internet Servers
- BMC Performance Manager for HP Insight Manager
- BMC Performance Manager for Business Applications
- BMC Performance Manager for Virtual Servers
- BMC Performance Manager for BEA Tuxedo
- BMC Performance Manager for iSeries
- BMC Performance Manager for Informix
- BMC Performance Manager for OpenVMS
- BMC Performance Manager for Servers
- BMC Performance Manager for Databases
- BMC Performance Manager for iSeries - Perform
- BMC Performance Manager Integration for HP OpenView Network Node Manager
- BMC Performance Manager Portal
- BMC Performance Manager Reporting

## **1.2 BMC Application Performance and Analytics**

Proactively detect, diagnose, isolate, and correct business transaction problems  
Provide early warning of service degradation and sound evidence of the root cause of the problem  
Optimize IT service delivery across mainframe and distributed systems environments  
Improve customer satisfaction and increase revenue.

### **Related Products:**

BMC Application Performance and Analytics

## **1.3 BMC Event and Impact Management**

Eliminate IT event storms and focus on the events that matter most to your business.

Determine which IT events impact business services — and automate your response to fixing the problem — using an integrated “manager of managers.”

Add business context for event prioritization  
Integrate with other BMC and third-party solutions

Reduce mean time to repair (MTTR) by up to 90 percent (through integration with BMC Run Book Automation)

### **Related Products:**

BMC Event Managers

## 1.4 BMC Capacity Management

Identify good and bad virtualization candidates before you virtualize.

Optimize and tune existing systems and applications to maximize utilization

Defer spending on additional servers using advanced modeling capabilities

Realize immediate real-dollar savings from new mainframe technology investments (such as z/Linux, zIIP/zAAP processors, and z10)

Boost productivity of existing staff while managing capacity and performance based on business priorities

Speed communication and problem-solving through flexible, Web-based performance and capacity reports.

### Related Products:

BMC Capacity Management for Mainframe and Distributed Systems

BMC Performance and Capacity Management Services

BMC Virtualization Capacity Assessment and Planning Service

## 1.5 BMC Database Recovery Management

Customize database recovery at the application level for business-critical applications, such as SAP and Siebel.

Achieve fast, reliable database recoveries via SmartDBA's guided recovery process and automatic detection and restoration of missing files

Coordinate data recovery across multiple databases, operating systems, and storage systems

Conduct non-disruptive database backups that minimize the impact on database performance

### Related Products:

BMC Recovery Management for DB2 on z/OS

BMC RECOVERY MANAGER for DB2

BMC RECOVERY MANAGER for IMS

BMC RECOVERY PLUS for IMS

VSAM products

BMC Recovery Manager Module for Veritas NetBackup

BMC Recovery Manager for Informix

BMC Recovery Manager Module for EMC Networker

BMC Recovery Manager Module for IBM Tivoli Storage Manager

BMC Recovery Management for DB2

BMC Recovery Manager for Databases on Microsoft Windows

BMC Recovery Manager for Databases

BMC Database Recovery Management

## 1.6 Enterprise Scheduling / Workload Automation (BMC CONTROL-M)

IT Workload Automation is an evolution of traditional job scheduling, encompassing online disciplines, integration with business applications, and scheduling based on external events. Unlike traditional job scheduling, Workload Automation suggests a much more comprehensive approach where the scheduling system reacts to and triggers real-time events. It is equipped with business intelligence, allowing it to dynamically optimize SLA workflows.

### Related Products

Manage your Distributed Systems with BMC CONTROL-M  
Manage your z/OS Operations Environment with BMC CONTROL-M  
BMC Batch Discovery  
BMC Batch Impact Manager  
BMC CONTROL-M for Oracle Applications  
BMC CONTROL-M/CM for PeopleSoft  
BMC CONTROL-M for SAP  
BMC CONTROL-M/CM for Advanced File Transfer  
BMC CONTROL-M Business Process Integration Suite  
BMC CONTROL-M/Forecast

## 1.7 Data Management for Mainframes

Support and enhance the performance, availability, and recoverability DB2 for z/OS and IMS databases and systems

Through intelligent automation, ensure continuous availability of your DB2 and IMS data:

Perform just enough maintenance, just in time, only on the databases that need it  
Eliminate downtime for planned maintenance and prevent problems that cause unplanned outages

Remove the guesswork from data management, and let less experienced DBAs manage highly complex environments

Pinpoint performance bottlenecks and poorly performing SQL

With BMC Data Management solutions, you will reduce total cost of ownership, minimize costly downtime, overcome staffing constraints, focus on business-critical issues, and ensure that critical data is correct and complete.

### Related Products:

BMC Database Management for DB2 on z/OS  
BMC Database Management for IMS  
BMC Recovery Management for VSAM

## **1.8 Storage Management in a Mainframe Environment**

Identifies data sets that are unmanageable as well as those that are obsolete

Reclaimed space can drive higher utilization without endangering throughput:

Dynamically recover from or prevent space related outages

Manage expanding storage resources with flat headcount

Drive higher storage utilization

Related Products:

BMC MAINVIEW SRM Automation

## **1.9 Systems Management for Mainframes**

Automates dynamic system optimization, application tuning, performance reporting, predictive capacity planning and space management

Rapidly identify bottlenecks to reduce down time by:

Providing wide ranging automation capabilities from events to sophisticated systems

Integrated management of all mainframe systems , subsystems, databases, networks and middleware

Anywhere to anywhere navigation means problem diagnosis is swift and accurate

Enabling freedom of choice and mind – 3270 or browser based interface to all of MAINVIEW

Related Products:

BMC Mainframe BSM Enablement

z/OS Solutions

## 1.10 Output Management

To simplify the tasks of report management BMC CONTROL-D:

Intercepts and automatically handles reports from mainframe and distributed platforms  
Stores reports in a compressed and indexed format to ensure quick retrieval and efficient viewing  
Distributes hard or soft copy reports accurately and efficiently  
Aligns report life cycle handling with business and regulatory requirements

Improves customer relationship management by ensuring call center and clients can view reports in the exact same format

Reduces the need and cost of printing and managing hard copies

### Related Products:

BMC CONTROL-D for z/OS  
BMC CONTROL-D/Agent for OpenVMS Alpha  
BMC CONTROL-D/Agent for OpenVMS VAX  
BMC CONTROL-D/Agent for Tandem  
BMC CONTROL-D/Agent for Unix  
BMC CONTROL-D/Agent for Windows NT  
BMC CONTROL-D/Image  
BMC CONTROL-D/Page On Demand  
BMC CONTROL-D/WebAccess Server  
BMC Reports Impact Manager

## 2. BMC Service Automation

Reduce Server, Network, and Client Compliance and Configuration costs by up to 90 Percent.

BMC Service Automation automates repetitive, manual tasks (such as provisioning, patching and compliance) to reduce the margin for error, allowing IT to get things done more quickly, and across organizational silos. It also easily integrates with existing elements in your IT infrastructure. As a result, you will:

Cut operations expense and increase the availability of your applications and infrastructure

Ensure all changes meet security, operational, or regulatory policies and adhere to standard processes

Reduce the risk of change in the data center by eliminating the No. 1 cause of service disruptions — unmanaged change

Reduce the effort related to configuration change by up to 90 percent  
Reduce the time to roll out production applications by up to 90 percent

Increase the effectiveness of virtualization through accurate planning, deployment, and management

Core Solutions:

### 2.1 BMC BladeLogic Operations Manager

The BMC BladeLogic Operations Manager is a leading platform for the management, control and enforcement of configuration changes in the data center. It consists of three modules that address the three most pressing needs in the data center: Configuration, Compliance, and Virtualization.

Core Components:

BMC Atrium Orchestrator  
BMC Configuration Automation for Networks  
BMC BladeLogic Application Release Manager  
BMC Configuration Automation for Clients  
BMC Performance Assurance for Servers  
BMC Configuration Automation for Clients (formerly Marimba)

## **2.2 BMC BladeLogic Application Release Manager**

BMC BladeLogic Application Release Manager enables IT organizations to automate the process of application updates, resulting in shortened release cycles, application configuration alignment, and automated updates across groups. Users can ensure that server and application configurations are consistent across environments by tracking application compliance in each environment against a distributed application policy model. All deployment actions can be authorized based on user roles, ensuring appropriate levels of user access. If necessary, deployments can be rolled back easily. Deployment of applications themselves can also be automated, even for deployments that consist of complex, multi-tier changes, such as sequenced updates of web, application, and database servers. The net result of these capabilities is shortened release cycles, enabling organizations to achieve faster time-to-market, with lower development costs.

### Core Components:

- BMC Atrium Orchestrator
- BMC Configuration Automation for Networks
- BMC Configuration Automation for Clients

## **2.3 BMC Configuration Automation for Networks**

BMC Configuration Automation for Networks is a network change and configuration management (NCCM) tool that eliminates repetitive, time-consuming, manual configuration processes. It simplifies release and change management, audits networkwide changes, and automates back-out procedures. It supports all core network devices – routers, switches, firewalls, wireless, access point, load balancers, etc. – regardless of the device vendor. BMC Configuration Automation for Networks provides quick to value and improves overall IT efficiency and service delivery.

### Core Components:

- BMC Configuration Automation for Networks
- BMC Foundation Discovery

## **2.4 BMC Configuration Automation for Clients**

Distribute software, files, patches, service packs and configuration settings to hundreds of thousands of endpoints with a secure, scalable, reliable infrastructure.

Attain the highest hit-rate success for first-time delivery – even in a highly distributed environment

Increase customer satisfaction through timely, non-intrusive updates

Manage network (WAN) bandwidth efficiently, while increasing client configuration automation activities

Support and enforce Green IT initiatives through effective PC power settings management

Reduce help desk call volume and call times by leveraging comprehensive discovery data and remediation capabilities

### **Core Components:**

BMC Configuration Automation Patch Manager for Clients

BMC Discovery

BMC Atrium CMDB

## **2.5 BMC Atrium Orchestrator**

BMC Atrium Orchestrator ties together the specialized components of ITIL processes for Service Management, Problem Management and Service Automation to deliver a seamlessly integrated Business Service Management environment to an enterprise. Pre-built workflows rapidly deliver value in automating routine operational procedures across IT management functions and existing tools. BMC Atrium Orchestrator run book automation executes processes quickly, enforcing process compliance to achieve high quality of service. Problems are also resolved more quickly to increase service availability. The improvement in staff efficiency provides the headroom within constrained resources to effectively pursue the convergence of business and IT goals.

### **3. BMC Service Optimization:**

The Service Optimization Maturity Model leads you through the process of implementing Service Optimization and is based on years of extensive field experiences with customers. It provides individual assessments for system management, database management and other infrastructure disciplines. These are short and can be done in less than a day so the time to value realization is quick.

Through Service Optimization, you can:

- Extract more business value from finite resources

- Deliver higher service levels

- Reallocate budget to revenue generating services, or straight to the bottom line.

## **4. BMC Service Resource Planning:**

BMC Service Resource Planning provides the complete suite of applications necessary to manage the business of IT. Built on a comprehensive data model that captures and tracks information related to demand, supply, resources, financials, and risk, BMC Service Resource Planning provides a single system of record for visibility, coordination, and control of IT resources.

Core Solutions:

### **4.1 BMC IT Business Management Suite**

The BMC IT Business Management Suite delivers the only truly integrated approach to managing the business of IT. Built on a comprehensive data model that captures the interdependencies among IT functions, the suite bridges the silos of information across demand, supply, resources, financials, and risk to provide a single system of record for visibility, coordination, and control of IT. Applications include BMC Financial Resource Management, BMC Vendor Relationship Management, BMC Project and Portfolio Management, BMC Governance and Compliance Management, and BMC Human Capital Management.

Core Components:

- BMC Vendor Relationship Management
- BMC Financial Resource Management
- BMC Project Portfolio Management
- BMC Human Capital Management
- BMC Governance and Compliance Management

## **4.2 BMC Vendor Relationship Management**

Progressive IT organizations are establishing Vendor Management Offices (VMOs) to drive cost and process improvements. However, existing systems don't effectively support the VMO — they are focused more at the transaction level and do not provide business context to support strategic vendor management.

BMC Vendor Relationship Management is uniquely designed for the IT Vendor Management Office, managing the entire vendor lifecycle — from evaluation through end-of-life. The solution centralizes critical vendor information, delivering visibility and transparency across the vendor portfolio

### Core Components:

- BMC Remedy Asset Management Application
- BMC IT Business Management Suite
- BMC Financial Resource Management
- BMC Project Portfolio Management
- BMC Human Capital Management
- BMC Governance and Compliance Management

## **4.3 BMC Financial Resource Management**

BMC Financial Resource Management is a unique financial planning and analysis solution designed exclusively for IT. The solution goes beyond the corporate general ledger to provide the missing IT and business context of IT costs. Built on a unified data model for integrated service resource planning, it leverages IT cost information from other BMC solutions, including BMC Remedy Asset Configuration Management, BMC Vendor Relationship Management, BMC Project and Portfolio Management, and BMC Human Capital Management. In addition, it pulls federated cost information from HR, ERP, and other financial systems of record to provide a comprehensive view of IT spend.

### Core Components:

- BMC IT Business Management Suite
- BMC Vendor Relationship Management
- BMC Project Portfolio Management
- BMC Human Capital Management
- BMC Governance and Compliance Management

#### **4.4 BMC Governance and Compliance Management**

BMC Governance and Compliance Management enables IT to manage, track, and automate the processes and activities required to meet multiple compliance objectives in coordinated fashion. With this unique solution, IT can leverage industry-standard governance frameworks (such as COBIT) and best practices (such as ITIL) to create a framework that best meets its needs.

Unlike point tools, BMC Governance and Compliance Management is seamlessly integrated into a suite of IT business management applications, enabling IT to better manage compliance across IT functions — from operations to IT finance.

##### Core Components:

- BMC IT Business Management Suite
- BMC Vendor Relationship Management
- BMC Financial Resource Management
- BMC Project Portfolio Management
- BMC Human Capital Management

#### **4.5 BMC Project Portfolio Management**

BMC Project and Portfolio Management is designed exclusively for IT. As such, it provides rich capabilities that enable better IT decisions — without introducing the complexity found in solutions that must serve functions outside of IT. This robust solution provides a broad, integrated view of your IT portfolio within the context of the services and applications that IT provides. At the same time, it provides unmatched visibility into the staff, contractors, vendors, and assets that enable project delivery. As a result, you can more effectively balance supply and demand.

##### Core Components:

- BMC IT Business Management Suite
- BMC Human Capital Management
- BMC Financial Resource Management
- BMC Vendor Relationship Management
- BMC Governance and Compliance Management

## **4.6 BMC Human Capital Management**

BMC Human Capital Management delivers visibility into IT demand and resource constraints to ensure that the right people are working on the highest value activities and initiatives. The solution is uniquely built on a unified data model that goes beyond project resource planning to managing effort across projects, services, applications, and other operational activities. As a result, IT gains a comprehensive view of capacity and commitments to respond to business demand with confidence and accuracy.

### Core Components:

- BMC IT Business Management Suite
- BMC Project Portfolio Management
- BMC Vendor Relationship Management
- BMC Financial Resource Management
- BMC Governance and Compliance Management

## 5. **BMC Service Support**

Proven service offerings — Hundreds of successful implementations ensure proven, successful, ‘best practices’ approach

Strong service desk consolidation capabilities — Scalable solution supports multi-tenancy and multi-lingual implementations

Single, central, shared data model — Unified service view across all functions and processes (through the BMC Atrium CMDB), as well as a unique, unified architecture (BMC Remedy AR System) means that there are no point-to-point integrations to maintain

Single center of accountability — BMC is unique in its ability to integrate, automate and manage service expectations, service support, service quality, and service delivery

Full automation and seamless integration — BMC reduces calls to the service desk through full automation of service requests and integration to the same workflow engines that make the BMC Remedy Service Desk a market leader

Core Solutions:

### 5.1 **BMC Remedy Identity Management**

BMC Remedy Identity Management Platform provides a proven, adaptive foundation that aligns business process, identities, and access requirements. Integrated, yet flexible, the BMC Identity Management Platform supports capabilities that include User Administration and Provisioning, Password Management, Role-Based Profile Management, ITIL & CMDB Integration, Remedy Business Process Workflow, and Audit and Compliance Management.

Core Components:

BMC Identity Discovery

BMC Service Request Management

## **5.2 BMC Remedy IT Service Management Suite**

The BMC Remedy IT Service Management Suite reduces complexity and makes customer support, change management, and asset management integrated and efficient. With BMC, you gain business transparency, visibility, and control across all of service support with one solution:

One suite of integrated applications means quicker implementation, accelerated learning curve, and lower TCO

One partner for industry-leading software, services, and training means you will fast-track your ITIL initiatives by up to 50 percent

One architecture that includes both the leading CMDB and the leading service desk

One clear leader in both CMDB and service desk market share

### **Core Components:**

- BMC Self-Service
- BMC Remedy Service Desk
- BMC Remedy Change Management
- BMC Remedy Asset Configuration Management

## **5.3 BMC Remedy Service Desk**

BMC Remedy Service Desk is the industry's leading incident and problem management solution. Whether implemented as a stand-alone solution or as part of the integrated BMC Remedy IT Service Management Suite, this robust, ITIL-based solution cost-effectively reduces the number of incidents handled, improves resolution times, and prevents future incidents from occurring — all while improving IT staff efficiency.

## **5.4 BMC Remedy Change Management**

Minimize business risk through effective release management that drives controlled changes

Keep up with the pace of business changes and provide timely IT support through change planning and efficiency

Reduce the cost of delivering services to the business

Realize best results from tightly integrated processes based on ITIL best practices

Lower audit cost and improve audit pass rate

### **Core Components:**

BMC Atrium CMDB Enterprise Manager

BMC Atrium CMDB

BMC Service Management Process Model

BMC Remedy Change Management Application

BMC Remedy Change Management Dashboard

## **5.5 BMC Remedy Asset Configuration Management**

BMC Remedy Asset Configuration Management delivers control of the full lifecycle and total cost of IT assets – from purchase to retirement:

Supports comprehensive software license management

Enables proactive contract management

Provides visibility into asset costs

Seamlessly integrates into ITIL service support workflows

Acts on unified and accurate data stored within the market-leading CMDB

### **Core Components:**

BMC Remedy Asset Management Application

BMC Atrium CMDB

## 5.6 BMC Self-Service

BMC Self Service enables IT customers & users to request and track services, find & share information, and become more productive, while deflecting calls from the service desk.

Provide the services users want, when they want them, by removing latency, reducing the risk of human error, and coordinating processes:

Provides built-in entitlement of services without having end users endure a subscription process

Enhances the BMC Remedy IT Service Management Suite with unmatched out-of-the-box integration.

Reduces calls to the service desk through full automation of service requests and integration to the same workflow engines that make the BMC Remedy Service Desk a market leader

Offers extensive integration and intelligent provisioning by leveraging BMC Remedy IT Service Management applications, third-party applications, and the federated data of the BMC Atrium CMDB

Features the most comprehensive Identity Administration & Provisioning solution

Out-Of-The-Box ITIL based best-practice templates.

### Core Components:

BMC Remedy Identity Management  
BMC Remedy Knowledge Management  
BMC Service Request Management

## **5.7 IT Service Management for the Midsized Business**

BMC ITSM Express is a modular solution that integrates our industry-leading products to meet the demands of service, performance, and compliance through IT Infrastructure Library (ITIL) best practices. This unique offering gives you the flexibility to buy what you need and when you need it. It offers out-of-the-box integration between BMC Service Desk Express Suite and other BMC ITSM Express products to deliver “proactive” service management through the resulting synergy. Unlike other competitors who depend on third party solutions, BMC ITSM Express comprises of all indigenous components.

### **Core Components:**

- BMC Service Desk Express Suite
- BMC Service Desk Express Change Management
- BMC Knowledge Management Express
- BMC Configuration Discovery Express
- BMC Configuration Manager Express
- BMC Performance Manager Express

## **5.8 BMC Service Desk Express Suite**

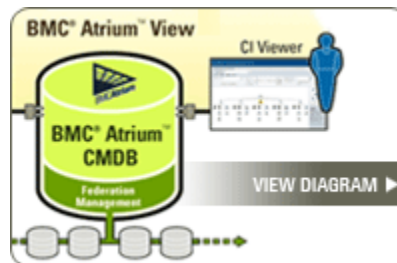
BMC Service Desk Express Suite (previously known as Magic Service Desk) automates service desk processes and lowers cost of support operations. This customizable service management solution combines best-in-class help desk software with core ITIL® best practices. This suite provides powerful workflow and reporting capabilities. It includes Integration Engine, which has out-of-the-box connectors (ODBC, SNMP, XML, LDAP/ADSI) to integrate Service Desk with other BMC products and third-party applications.

## 6. BMC Atrium

### The Heart and Foundation of Business Service Management.

BMC Atrium activates Business Service Management (BSM) by providing a shared set of enabling technologies that bring business relevance to your BMC and third-party IT solutions by providing a single, federated configuration management database (CMDB), business service model, and common views that provide business relevant views into IT management. This shared set of technologies provides tighter integration across the tools that make up your IT environment, saving your IT organization time and money.

BMC Atrium enables a unified approach to IT management by providing the following, key enabling technologies for BSM:



**6.1 BMC Atrium CMDB** links IT processes together through a common repository with graphical, business-relevant views into the IT Infrastructure.

**6.2 BMC Discovery** enriches the Configuration Management Database (CMDB) by automatically discovering People, Business Processes, Applications and IT infrastructure data to provide an up-to-date picture of your IT environment, the people who depend upon it, and the business processes that make up your critical business services.

- 6.3 BMC Run Book Automation** enables IT Operations organizations to automate routine, labor-intensive, error-prone tasks, leveraging systems, applications and tools across silos in the operations environment, from trouble ticketing, fault management, performance monitoring, virtualization management, CMDB, and more.
- 6.4 BMC Analytics for BSM** provides point-and-click analysis and advanced reporting across BMC Remedy Service Desk, BMC Remedy Asset Management, and BMC Atrium CMDB.
- 6.5 BMC Dashboards for BSM** enables the linking of critical IT process into a dashboard view that provides aggregated performance indicators within a single pane of glass.
- 6.6 BMC Remedy Action Request System** provides a consolidated Service Process Management platform for automating and managing Service Management business processes. With its request-centric, workflow-based architecture, AR System is optimized for efficiencies in Service Management business process delivery, and includes pre-built modules for notifications, escalations, and approvals.