

Aperture™ Infrastructure Process Manager

Infrastructure Management & Monitoring for Business-Critical Continuity™

Benefits

- Proven process management used in some of the world's largest data centers where hundreds of users manage millions of square feet.
- Installation, moving and decommissioning applications codify process and system controls for predictable service.
- Integration with Aperture Configuration Manager enables reduction of risks associated with changes.
- Web-based portal provides global access to all data center users.

Effectively managing changes in the data center can be time consuming and error-prone. Without standardized processes, it is far more difficult to meet organizational demands for new services while minimizing risk to the production environment. Aperture Infrastructure Process Manager transforms data center operations with a platform for standardizing and continuously improving data center process. Using Aperture Infrastructure Process Manager, data centers can achieve the highest level of process control to predictably deliver service that meet business goals, maintains uptime and meets compliance requirements.

Predictable Service with Standardized Process Execution

Aperture Infrastructure Process Manager provides applications to manage all equipment installations, moves and decommissions. These pre-built applications help to minimize the impact of changes on service quality while improving the team work and performance of data center staff. In addition, all changes are tracked, providing an audit trail for meeting compliance requirements and enabling process analysis and improvement.

As part of the Aperture Suite, Infrastructure Process Manager delivers the operational control needed to manage change in complex data centers. Infrastructure Process Manager interoperates with other process management tools, ensuring a unified work process that expands the discipline of IT Service Management (ITSM) into the data center.

With Aperture Infrastructure Process Manager, you can:

- Improve predictability while reducing errors and costs with best-practice applications that incorporate all groups and disciplines within a data center, including server, storage, power, space management, facilities and IT application owners.
- Automate standardized procedures for all processes. Aperture Infrastructure Process Manager leverages current-state data maintained in the Aperture Configuration Manager equipment repository to automatically execute the next best action within the process.
- Evolve your process as your organization grows. Flexible forms and workflows can be easily changed and improved to reflect process evolution in your organization.

The screenshot displays the Aperture web portal interface. The top navigation bar includes 'Aperture', 'My Account', and 'Logout'. The main content area is titled 'Request List' and shows 67 requests in 'All current' status. Below this is a table with columns for 'Status', 'Request', 'Date', 'Received By', and 'Requested'. A 'Status History' pop-up window is overlaid on the bottom right, showing a detailed timeline for the request 'Install project: ATHENA - SERVER CONSOLIDATION (11/19/2009)'. The status history table includes columns for 'Action', 'By User', 'Received', and 'Planned/End'.

Action	By User	Received	Planned/End
Requested	Administrator	11/13/2009 6:55:22 PM	11/13/2009 6:58:52 PM
Request approved	Andy Vaselino	11/13/2009 6:58:52 PM	11/13/2009 6:59:09 PM
Space provisioning completed	Andy Vaselino	11/13/2009 6:59:09 PM	11/13/2009 7:00:01 PM
Network provisioning completed	Frank Franklin	11/13/2009 7:00:01 PM	11/13/2009 7:01:58 PM
Power provisioning completed	Bruce Zboray	11/13/2009 7:01:58 PM	11/13/2009 7:02:15 PM
Storage provisioning completed	Bill Williams	11/13/2009 7:02:15 PM	11/13/2009 7:02:35 PM
Installation scheduled	Administrator	11/13/2009 7:02:35 PM	11/13/2009 7:03:07 PM
Installation completed	Administrator	11/13/2009 7:03:07 PM	11/13/2009 7:03:29 PM

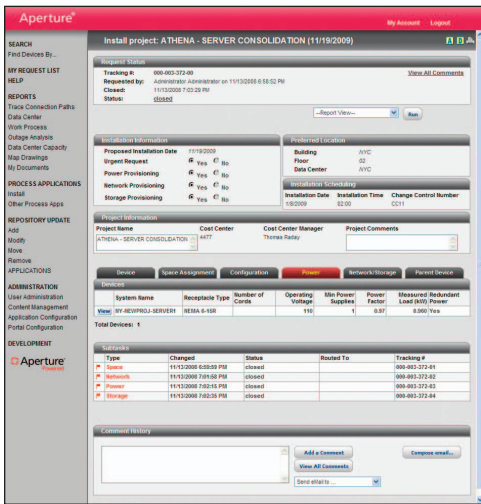
Automated workflows help users effectively manage their tasks and ensure process standardization.

Every request, its status within the workflow and process participants can be easily tracked through the Aperture Infrastructure Process Manager Web-based application.



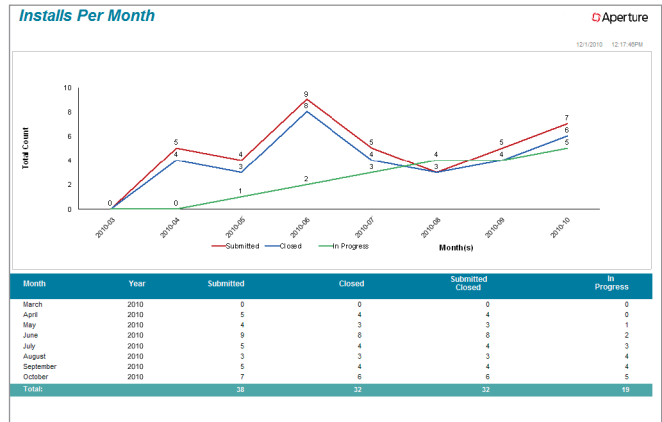
Pre-Configured Best Practice Applications

- Complete set of standardized data center applications for installing, moving and decommissioning equipment, adding and removing connections and cards, changing server names and IP addresses and requesting symbols.
- A library of configurable templates simplifies the process of initiating requests. Users can also copy existing requests as the starting point for creating a new request form.



Pre-built forms ensure users correctly and completely initiate a request including all sub-processes that may be associated with it.

- Rules-driven workflow automates steps within each application based on data entered on the request form and roles of the process participants.
- Automatic escalations notify responsible staff and managers so that team members can maintain service levels. Five levels of escalation can be set to progressively warn additional team members when a project falls behind.
- Reservation capability insures that resources are not accidentally double-booked, causing cascading power failures, hot spots or inaccurate allocation of space.
- Access via a user-friendly Web portal combines high-performance, data-driven drawing, database, report writing and power modeling engines with configurable forms, portal configuration tools, administration functions and integration services.
- Audit trail provides a record of all equipment changes in the data center to meet requirements for internal governance and external compliance.



Flexible Configuration

- Simple set of forms with very few steps enables quick-start and gradual evolution to more complex processes.
- Business-oriented tools make it easy to adapt forms and workflows to particular requirements and changing needs. You can start with a simple process definition and expand it to incorporate more detailed steps, parallel process and sub-process.
- Configurable e-mail notifications can be tailored to the team's needs, including custom text and data from a request.
- Robust support from Aperture Professional Services provides assistance with development of more complex applications via best-practice workshops, training and integration support.

Integration Process Management

- Integration with the Aperture Configuration Manager equipment repository leverages complete current-state resource data to execute process rules, such as displaying the right form, enforcing security, alerting users, determining when verification should occur and how configuration data should be exported to other systems.
- Web services interfacing capabilities provide robust integration for a unified process management toolset. Processes within Aperture Infrastructure Process Manager can be invoked from other systems and auto-scripting can be used to export data to external systems in real time.

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