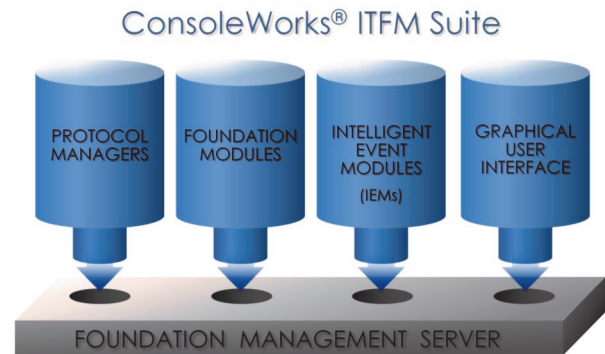## ConsoleWorks® ITFM Suite

The ConsoleWorks® ITFM Suite is an integrated platform that delivers on the IT Foundation Management promise to "meet the most rigorous challenges of security, compliance, and operational efficiency."

Building from the Foundation Management Server, modules are "plugged in" to customize the suite to each customer's needs. Modules come in three classes: Foundation Services; Protocol Managers, and Intelligent Event Modules.

The ConsoleWorks® ITFM Suite is available for the majority of enterprise-grade operating systems including OpenVMS, Itanium, Linux, Solaris and Windows.
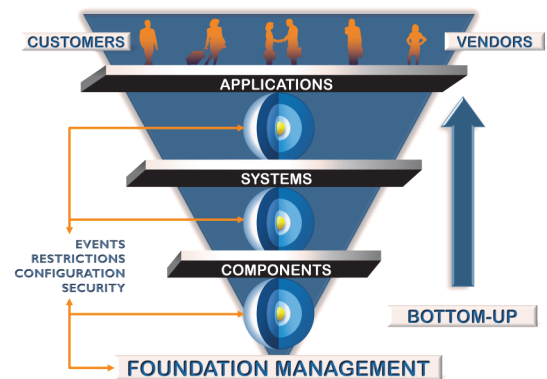

ConsoleWorks® ITFM Suite

PROTOCOL MANAGERS | FOUNDATION MODULES | INTELLIGENT EVENT MODULES (IEMs) | GRAPHICAL USER INTERFACE

FOUNDATION MANAGEMENT SERVER

The Leading Unified IT Foundation Management Solution

Technology Differentiators

Key technology differentiators of the ConsoleWorks® ITFM Suite are:

1) Creates persistent connections, detecting events as they actually occur (milliseconds)

2) Retains monitoring and control in all operating modes.

3) Uses agent-less technology (no "polling")

4) Employs advanced pattern-matching for early warning, root cause analysis, and root case remediation.

5) Brokers one-click-by-event opening of component consoles for fast remediation

6) Creates forensic logs of all events that occur and actions that are taken.

Key Features

Key features of the ConsoleWorks® ITFM Suite are:

1) Secures, controls and logs privileged interfaces.

2) Uses agent-less technology and Intelligent Event Modules to dramatically reduce event detection delta and root cause analysis time

3) Supports event, threat and compliance condition detection and creates matter-of-record forensic logs (legal, audit, regulatory)

4) Enables 10x+ reduction in detect, diagnosis and treat cycle

5) Provides remote, secure access anywhere an internet connection exists.

ConsoleWorks® Foundation Management Server

The ConsoleWorks® Foundation Management Server provides information flow processing, business rule execution, pattern-matching execution, role-based security, and log file generation for all Foundation Modules. The Foundation Management Server handles all input and output for the foundation, serving this data up to Foundation Modules as needed.
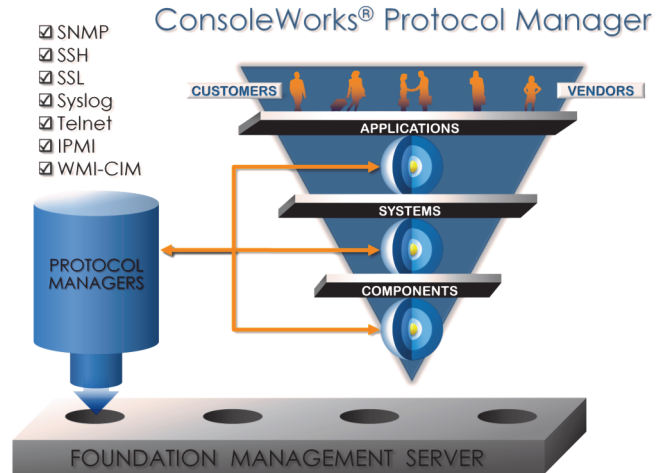
The Foundation Management Server is a rigorously optimized processing engine specifically designed to handle extremely high volume I/O traffic. This gives ConsoleWorks® the ability to "sense and respond" to events in real-time measured in milliseconds.

ConsoleWorks® Protocol Manager

The Foundation Protocol Manager establishes and maintains connections to information flows that are generated by hardware, software and other intelligent devices. The Foundation Protocol Manager serves as the bridge between the many different types of communication channels that exist in the IT Infrastructure and the Foundation Management Server.

The Protocol Manager supports connections to hardware and software interfaces over a variety of digital communication protocols including:

- SNMP
- SSH
- SSL
- Syslog
- Telnet
- IPMI
- WMI-CIM
- and even custom serial interfaces.

The flexibility of the Protocol Manager enables it to connect streams of information from virtually any point in the IT architecture to the Foundation Management Server.

For bidirectional interfaces, the Protocol Manager connects outbound information flows to interfaces to perform remediation, maintenance and repair actions based on automated business rules and user-entered actions.

ConsoleWorks® Foundation Modules
Defense Module

The Defense Module is used to develop and deploy the systems-managed Foundation strategy to protect the organization from the Insider Threat. The Defense Module is used to develop and deploy the privileged interface security strategy, setup Threat patterns for monitoring and alerting, define Threat remediation business rules (automated response, notification, alerting), and define Security business intelligence profiles for the Graphical User Interface.

ConsoleWorks® Foundation Modules

☑ Defense Module
☑ Compliance Module
☑ IT Operations Module
☑ IT Services Module
☑ Virtualization Module
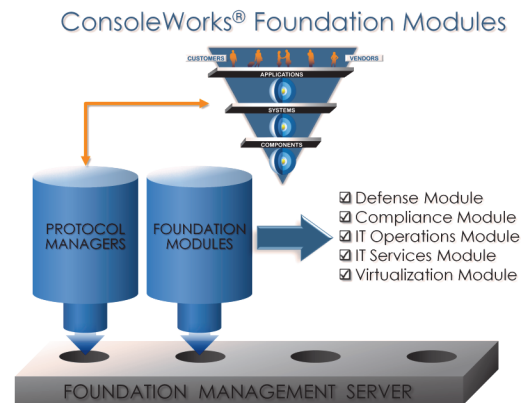
Compliance Module

The Compliance Module is used to author compliance policy for privileged interfaces, detect compliance-related events, determine event types, log events and actions across the IT architecture as a "matter-of-record" for audit trails and compliance issue remediation, define business rules (automated response, notification, alerting), and define BI compliance reporting for the Graphical User Interface. The Compliance Module helps organizations meet both the interpretation (audit) and intent (incidents to be avoided) for complex regulations like CIP, HIPAA, SOX, PCI-DSS, ISO, etc.

IT Operations Module

The IT Operations Module is used to capture comprehensive event information as it occurs, organize events by priority and/or severity, correlate events across information streams and IT architecture layers, define remediation rules, produce notifications or alerts, generate comprehensive log files, and define IT Operations business intelligence Graphical User Interface profiles.

IT Services Module

The IT Services Module is used to identify and capture information flows from any/all applications, systems and components used to deliver a given IT service, create customized event patterns from those information flows to detect threats to Service Level Agreements or other Key Performance Indicators, define business rules against events, generate "matter-of-record" log files for validation and auditing, and define IT Services business intelligence profiles for the Graphical User Interface.

Virtualization Module

The Virtualization Module extends the ability of the TDi Foundation Management Suite to include virtualization technologies in the Defense, Compliance, IT Operations and IT Services strategy by including support for hypervisors and Virtual Machines (XEN, VMware).

ConsoleWorks® Intelligent Event Modules

ConsoleWorks® Intelligent Event Modules (IEMs) associate descriptive text directly from the respective vendor, industry recognized resources or product experts to the cryptic event codes generated by devices, operating systems and other IT components to expedite incident diagnosis. Where available, IEMs also associate recommended actions that help further collapse the incident lifecycle and further improve IT operations efficiency.

MESSAGE: "GMS_001"

IEM DESCRIPTION:

Both DLM ENABLED and GMS_ENABLED entries cannot be set to YES at the same time. Change one of them to NO.

TDi offers more than 70 Intelligent Event Modules for the ITFM Suite including IEMs for:

- Operating Systems

- Network Components

- Hardware

- Storage

- Applications

- and Industry-specific use cases.

ConsoleWorks® Intelligent Event Modules

☑ Operating Systems
☑ Network Components
☑ Hardware
☑ Storage
☑ Applications
☑ Industry-specific
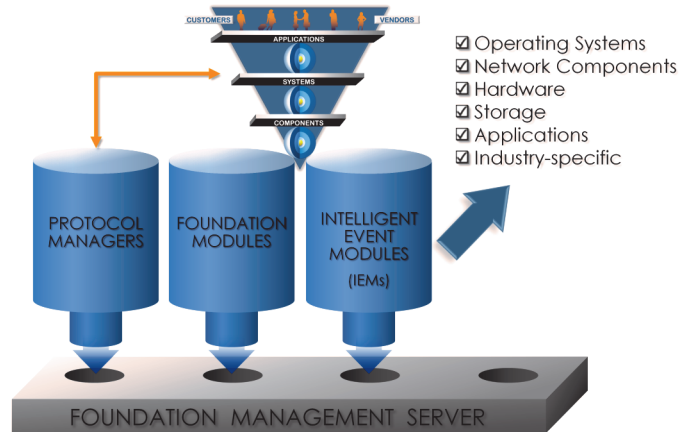
Embedded Domain Knowledge

Intelligent Event Modules serve as "on demand domain knowledge" for Foundation Modules. Each Foundation Module has access to installed IEMs through the Foundation Management Server so that descriptive event information can be immediately presented to users for fast, accurate incident diagnosis.

Adaptive Domain Knowledge

In addition, IEMs can have additional information added to them during run-time to record remediation actions or other dispensation instructions when an incident is resolved. In this way, IEMs serve as a means to continually embed value-added domain knowledge directly into the Foundation.

ConsoleWorks® Graphical User Interface

The ConsoleWorks® graphical user interface to the IT Operations Foundation is delivered as a web UI that provides access anywhere an internet connection is available.

ConsoleWorks User Interface:
• Secure, Remote access
• Spans distributed infrastructure
• Addresses outsourcing needs
• Works with Central Support
• Supports Flex-work policies

This is particularly important for situations where users are not physically present at the location of the IT assets being managed as with: an IT out-sourcing model; centralized support dept.; or flex (home office) working arrangements.

Business Intelligence

The ConsoleWorks® ITFM Suite also provides comprehensive Business Intelligence capabilities by presenting graphical Dashboards and Reports to users in ConsoleWorks.

Dashboards and reports are generated from the data captured by the Foundation Management Server and the profiles developed in the Foundation Modules.

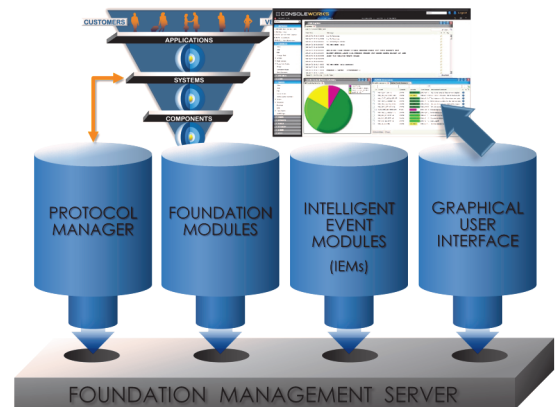ConsoleWorks® Graphical User Interface

Learn More

To learn more about IT Foundation Management solutions from TDi Technologies® please visit us on the web at **www.TDiTechnologies.com** or contact us directly through our:

Contact form: **www.TDiTechnologies.com/contact**

Phone - Toll Free: **800.695.1258** Main: **972.881.1553**

By email: **sales@TDiTechnologies.com**

ConsoleWorks® ITFM Suite from TDi Technologies

Your business is built on IT