

# Data Center Automation Services: Server Automation Advanced

As things stand today, most IT resources—whether time, money, or people—are locked into simply keeping the lights on. This continual reactive state prevents IT from investing in the development of new ideas and adopting new technologies faster.

## Introduction

Manual handling, cumbersome operational processes, functional silos, and a disjointed collection of point automation tools hamstring IT's ability to respond to what the business is asking of it. When IT is slow, the business misses opportunities and executives start looking for alternatives—now broadly available due to the rise of cloud services providers. This trend, known as “shadow” or “rogue” IT, is wrenching control from IT, exposing the enterprise to governance and integration challenges that only complicate an already complex situation.

IT needs to find a way to remain the preferred provider to the lines of business by:

- Automating its way to an Orchestrated Datacenter
- Reclaiming resources, time, and money, and redirecting them toward innovation

## Overview

Micro Focus® Data Center Automation Services are a suite of offerings designed to enable customers to successfully adopt IT process automation and orchestration within their data centers. We can help you automate

tasks to replace mundane and routine operations such as provisioning, configuration, patching, and IT compliance across heterogeneous physical and virtual servers, networks, databases, and middleware elements. We can help you automate process workflows to orchestrate across infrastructure, platform, and applications, while leveraging existing investments in your environment. These services will help you realize benefits such as:

- Reduce provisioning time from days to minutes
- Manage an increasing fleet of servers with fewer resources
- Save money and increase user satisfaction by reducing time-to-repair

Data Center Automation Services are flexible and progressive. We believe you need to “walk before you can run,” and we aim to deliver maximum value by driving focused, outcome-oriented implementations. Data Center Automation Services set you on your journey with a suite of foundation offerings. These offerings are rapid implementations focused on getting the automation technology platform established and implementing basic capabilities such as simple patching or compliance scanning. We then progress

## Key Benefits

- Drive agility, consistency, and efficiency in IT operations by automating tasks and orchestrating processes—avoiding manual handoffs and human errors – reducing cost, saving time, and improving quality
- Better manage risks and IT compliance by setting and enforcing standards with provisioning and patching of IT infrastructure, platform, and applications
- Lower operations costs by automating mundane and routine tasks and process workflows
- Timely and accurate assessment, reporting, and remediation of IT compliance using set policies, which helps avoid failing the internal and regulatory audits
- Solutions that leverage existing investments and operate heterogeneous physical and virtual servers, networks, storage, operating systems, databases, and middleware platforms
- Robust integration with Micro Focus and non-Micro Focus tools
- Consolidate multiple point tools and thousands of scripts into easy to use process automation flows

to a set of advanced services which extend your capabilities into new areas or implement more sophisticated use-cases, such as integrating orchestrated flows into your IT service request portal.

### Key Features

Whereas this service introduces Micro Focus Server Automation into your environment and implements basic capabilities, the Server Automation Advanced service delivers an enterprise-scale, production-grade implementation that is scalable, resilient, and stable. We focus not only on the technology but on integrating Micro Focus proven practices into your processes to deliver an end-to-end solution that meets your specific requirements.

This automation service is modular, allowing you to choose where you want to begin and what capabilities you wish to adopt.

#### Module I: Platform Deployment

This module is required and included with any optional module you select. In this module, we address the architecture design and deployment of Micro Focus Server Automation: typically one master and one satellite. This configuration provides good balance between cost performance and reliability. However, should you need to deploy a multi-master setup to provide complete redundancy, this can be accommodated. We also deploy Micro Focus Operations Orchestration (if licensed) as the main integration platform between the processes automated by Micro Focus Server Automation and those driving your IT service management framework. For example, before we roll out patches, we initiate a change request within your helpdesk system. To ensure stability, we install, at a minimum, two environments: test and production. Deploying a single production environment poses significant stability risks as it forces you to apply

configuration changes without being able to test them. After the products are installed, we discover your servers and deploy the agents. They are now ready to be managed by Micro Focus Server Automation.

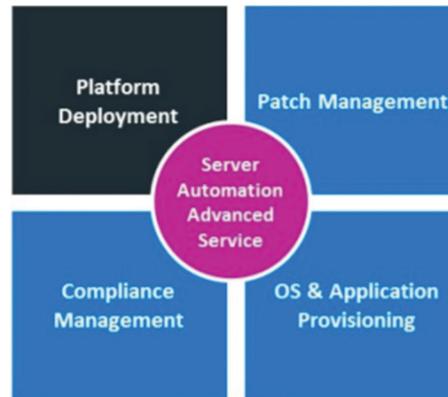


Figure 1. Advanced Service

#### Module II: Patch Management

This module covers the acquisition, deployment, and compliance reporting for patches. We begin by reviewing both your current procedures as well as Micro Focus recommended practices. We then work with you to combine these into a new process, which we implement in the form of patching policies. We then automate the process of acquiring vendor (e.g. Microsoft) patches, raising change requests, rolling out the patches, and running compliance reports.

#### Module III: Compliance Management

This module covers the execution of audit scans and the remediation of noncompliant servers. Micro Focus provides, out of the box, a large number of predefined audit policies such as SOX and PCI. These policies are the starting point from which we adjust the scanning rules to match your requirements. Once done, we automate the end-to-end process

of scanning your servers against these policies and non-compliance reporting. We also build the workflows for the remediation of non-compliance (including the raising of change tickets), and then proceed to run the scans, examine the resulting reports, and remediate any problematic targets.

#### Module IV: OS & Application Provisioning

This module covers the provisioning of servers (both physical and virtual) and operating systems as well as software packaging and distribution. We help you create and test server build plans for Windows and Linux. We also build and test up to 15 different software packages to include in the server builds. As is the case in all of the other modules, we review your current procedures against Micro Focus-recommended practices and come up with a combination that best suits your needs. We then use the newly created procedure to define the end-to-end provisioning workflows, which we test by provisioning a small number of servers (typically two) of each type.

At the conclusion of the service (and depending on the modules chosen), you will be able to:

- Measure server compliance against a standard audit policy, and cut the costs and times associated with ensuring compliance
- Reduce operational costs and improve quality by automating consistent server provisioning, software packaging and distribution, and patching procedures

### The Professional Services Difference

Micro Focus provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you drive innovation through streamlined and efficient software delivery.

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