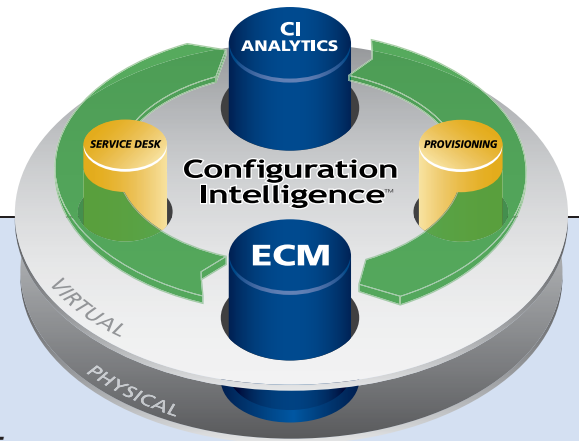


Configuration Intelligence™



Through powerful correlation and optimization techniques, Configuration Intelligence transforms operational data and organizational behavior into the actionable business insights necessary for making better, faster, more effective decisions.

Configuration Intelligence benefits organizations by providing:

- **Virtualization Security**
- **Closed Loop Change Reconciliation**
- **IT Process Optimization**
- **Behavioral Analytics**
- **Adaptive Provisioning**

The Need for Configuration Intelligence

Optimizing process and managing change in today's complex environments is paramount to avoiding service issues, reducing configuration-related downtime, improving compliance with organizational policies, regulations and standards, and lowering ongoing costs. With IT budgets on the rise, organizations are rapidly adopting new technologies like Virtualization and SOA that offer the promise of improved service levels at lower costs. But with each technology comes an exponential increase in complexity and new security, compliance and management challenges, many of which are beyond the limits of today's systems management tools.

Configuration Intelligence delivers breakthrough processes and IT solutions that correlate diverse configuration, provisioning, service desk and other enterprise behavioral information into the actionable analytics necessary to stabilize, secure and optimize these new IT environments. Configuration Intelligence takes a holistic approach to improving the overall infrastructure health by correlating behavior (IT actions) with system response (planned and unplanned change). The resulting "intelligence" is then actioned by configuration management and provisioning systems, closing the configuration loop and continuously improving the overall infrastructure system health, not just the individual systems.

Developed jointly with Configuresoft customers – some of the world's largest enterprises – Configuration Intelligence applies advanced analytics to align resources with results, removing blind spots, and enabling IT managers to answer questions

that simply were not possible or even considered within the limitations of older management systems. These powerful analytics not only measure continuous IT improvement but also highlight trends, signal potential problems and better prepare organizations to accelerate technology adoption.

Configuration Intelligence Benefits

- **Highlight the overall general trends of changes, and change alerts taking place across sites, operating systems, hardware vendors, or machine groups.**
- **Correlate the number of changes and their relationship to critical systems and security events occurring organization-wide, especially the number and type of service desk incident and trouble tickets.**
- **Signal significant or alarming changes in the percentage of systems successfully patched, compliant or changing outside defined windows.**
- **Evaluate if the organization is continuously improving upon compliance and patching, and if particular groups of machines or locations are more consistently compliant with policies and regulations.**
- **Prepare the organizations with accurate, normalized facts and strategic insight needed for major vital initiatives, including moves to server virtualization and major OS upgrades and migrations.**

Configuration Intelligence™

1 Beyond the Physical: Virtualization

Virtualization promises to lower operating costs through server consolidation and improved IT agility. With over 70% of the Fortune 1000 currently implementing virtualization, many have not realized how the exponential increase in complexity and systems will complicate ongoing management, security, and compliance efforts.

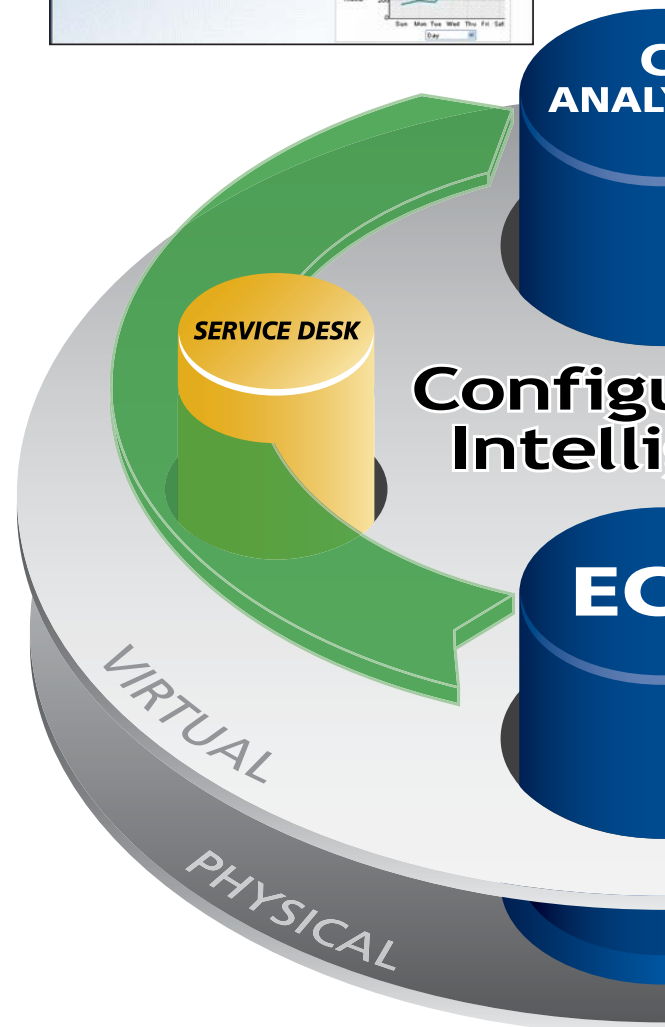
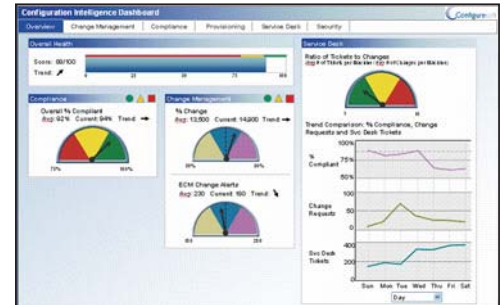
Configuration Intelligence increases visibility, control and security to virtualized environments. It simplifies the complex by discovering and tracking host/guest relationships, automating administration tasks and extending security, regulatory, and organizational policy compliance across virtual systems.

- Was this the right change for my enterprise?
- What were the actual planned and unplanned effects?
- Which similar systems will be affected by this change?

2 Beyond Service Desk & ITIL

The traditional Help Desk has now evolved into a full featured Service Desk, becoming the centralized repository (CMDB) for IT incident, problem, release and change management. But without detailed configuration and change information derived from enterprise behavior, Service Desks lack the ability to holistically assess if the overall state of the enterprise improved as a result of ongoing planned changes.

Configuration Intelligence, through its visibility into all planned and unplanned change, can correlate if actions are having a desired outcome, continuously improving the enterprise stability, security and cost, while obtaining service level goals. Optimization of the Service Desk itself is also achieved through Configuration Intelligence Analytics.



How it Works:

Configuration Intelligence delivers a continuous approach: blending and extending traditional configuration and change management, provisioning, and service desk technologies with powerful analytics to efficiently and securely manage planned and unplanned configuration changes across enterprises.



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PROVISIONING

3 Beyond Reporting: Analytics

The challenge of integration across system management tools makes correlation of change in one area of the organization with another difficult, if not impossible. Actions are taken without visibility into understanding if the desired changes are appropriate and correct for the actual state of the enterprise.

Configuration Intelligence provides powerful analytics, which correlate change and resulting system behavior, allowing organizations to assure that resources are aligned with results. This alignment lowers IT cost and improves service level by replicating the “right” behaviors across the enterprise. Visibility delivered in “Intelligence Briefs” helps organizations to continuously optimize IT processes.

- What are my best and worst configurations in terms of system performers? Why?
- What are the most important factors that affect uptime?

4 Beyond Provisioning

Today’s provisioning systems are designed for lowering IT resource costs through quick, automated deployment of operating systems and applications. Images are built on a scheduled basis, and system troubleshooting is replaced by re-provisioning systems to meet SLAs. While provisioning is ideal for delivering a desired image/state, it is not as suited to agile reaction to security exploit attacks and vulnerabilities. Re-provisioning merely returns the system back to the pre-compromised state, leaving the system and overall infrastructure exposed to further and repeated exploitation.

Configuration Intelligence brings to bear relevant data and powerful analytics to identify the appropriate remediation path based on actual configuration state, change information, system dependencies and behavior. This approach ensures the required action is appropriate for the system and the overall infrastructure.

Transforming isolated processes into a closed loop methodology extends IT data beyond meeting operational activities. Systems change and problem tickets are now correlated at infrastructure level to identify behavior patterns, identify change patterns and discover deviations in service levels.

“Configuration Intelligence is a bold move to solve significant blind spots and break downs across the systems management lifecycle. It not only measures how the organization is doing, but also delivers the analytics providing deep insight that lets them take aggressive, yet safe moves in their computing environments based on real behavioral information.”



Andi Mann, Senior Analyst
Enterprise Management Associates

“At ConocoPhillips, we constantly search for ways to improve efficiency and stability across the IT infrastructure. I believe the ability to easily correlate systems configuration data with event and performance data is a significant step forward, and will provide us with the opportunity to take our infrastructure to a higher level of optimization and further align systems management with strategic business initiatives.”



Michael Malaby
ConocoPhillips Global Information Services

Configuresoft

Security, Compliance and Control for the Virtualized World

Contact us today for more information on Configuresoft and Configuration Intelligence.

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