Baseline Discovery Audit Service

Get started on the right path to Cloud Computing, Data Center Automation, and Proactive Operations

Key Activities
» Installation of BMC Discovery and Dependency Mapping solution
» Discovery audit and dependency mapping
» Audit report development for up to 200 out-of-the-box reports
» Project team review and refinement for up to four months

Key Benefits
» Understand what is installed in your environment before embarking on a Cloud Computing, Data Center Automation, or Proactive Operations initiative
» Rapidly discover physical devices, operating systems, database, and applications
» Gain insight into key infrastructure and application dependencies in your environment
» Quickly generate detailed discovery and dependency mapping audit reports

Business Challenge
Initiatives such as Cloud Computing, Data Center Automation, and Proactive Operations hold the promise of dramatically improving the speed, flexibility, quality, and predictability of IT operations. Before you embark on these initiatives, get started on the right path by understanding what you have and what it supports. BMC Global Services will help you conduct a baseline discovery audit so you can better understand your environment and its critical dependencies in as little as 10 days.

What is a Baseline Discovery Audit?
A baseline discovery audit provides a detailed understanding of your current environment across up to 500 operating system instances. For each instance, a wide variety of product and business application categories will be discovered (if present in the environment), including:

» Application deployment
» Application server platforms
» Archive and HSM software
» Automated software quality
» Change and configuration
» Clustering and availability
» Contact center
» Content management
» Customer relationship management
» Customer service
» Data integration and access
» Data protection and recovery
» Education applications
» End-user query and reporting
» Enterprise asset management
» Enterprise portals
» Enterprise resource management applications
» Event automation tools
» Financial accounting
» Financial performance and strategy management
» Financial services industry applications
» Hardware consolidation
» Human capital management
» Identity and access
» Integrated collaborative environments
» Integration server platforms
» Inventory management
» Job scheduling tools
» Logistics applications
» Manufacturing applications
» Marketing applications
» Message-oriented middleware
» Network management
» Non-relational databases
» Order management
» Output management tools
» Performance management
» Procurement applications
» Project and portfolio management
» Relational databases
» Sales applications
» Secure content and threat management
» Services operations management applications
» Software configuration management
» Storage infrastructure
» Storage management
» System and network management
» Telecommunications industry applications
» Transaction server middleware
» Virtual machines
» Virtual user interface software

Before starting the audit, BMC will provide a set of detailed access credential requirements so that you can fully enable your environment for discovery. As part of setting up the necessary credentials, you may also need to complete internal change management and security policy tasks. Finally, you will need to prepare a virtual environment to accommodate the installation of the required discovery software.

The Baseline Discovery Audit begins with the installation of BMC’s industry-leading BMC Atrium Discovery and Dependency Mapping solution. After installation, BMC consultants will conduct detailed discovery of your environment and identify infrastructure and application dependencies. Rich reports are then prepared and reviewed with your project team, typically within 10 days of project initiation. Once finalized, reports can
Additional Services

» **BSM Activation Service for Application Discovery and Dependency Mapping** – Rapidly install BMC’s industry-leading discovery solution based on a pre-defined scope and cost.

» **Operational Efficiency Report** – Identify where quick fixes or updates can be applied to improve service availability and reduce operational risk.

» **Cloud Solution Planning Workshop** – Refine cloud computing objectives, review best-in-class cloud environments, develop an 18-month roadmap, refine gap analysis, and assess risk, change, and organizational readiness.

» **Premier Support** – Benefit from proactive situational analysis, weekly support case reviews, a named support engineer and account manager, annual site visits, sandbox environment, and learning credits.

**BUSINESS RUNS ON I.T.**

*BUSINESS RUNS ON BMC SOFTWARE.*

Business thrives when IT runs smarter, faster, and stronger. That’s why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended March 31, 2010, BMC revenue was approximately $1.91 billion.

The solution can also remain in place for up to four months from initial installation to support further review and refinement of the baseline audit reports.

**Who Should Participate in a Baseline Discovery Audit?**

During the project, BMC will act as the overall project manager and provide expert consultants to ensure project success. The following members of your staff should comprise the rest of the project team:

» Data center operations lead
» Capacity lead
» Cloud or Virtualization lead
» Security administrator(s)
» Application, systems, network, and SAN administrator(s)

**Deliverables**

Key deliverables provided at the end of the audit include up to 200 out-of-the-box reports, such as:

» Number of servers in your data center
» Number of virtual machines in your data center
» Software (by name, publisher, and category) running in your data center
» Linux® hosts with vulnerable kernels
» Oracle® database instances and versions
» End-of-life or end-of-support applications supporting your business

**About BMC Global Services**

With more than 2,000 BSM customer implementations, BMC is uniquely qualified to help you tackle the challenges of aligning your IT infrastructure with the business services it supports. BMC has a consulting and education services team of more than 500 worldwide professionals committed to helping customers achieve successful outcomes with tangible business value through Business Service Management.

**For More Information**

For more information about BMC services, please contact your BMC account manager.