BMC Control-M Self Service

Deliver workload automation services to business users

Key Benefits

» **Reduce cost and complexity** by eliminating the need for business users to submit service request tickets, as well as the work associated with those tickets.

» **Improve customer service** by using a simple, role-based interface that enables business users to see information they need, such as transaction processing status, and to request scheduling changes. With the mobile app, users can do key tasks on the go.

» **Retain control and compliance** by ensuring that changes are documented and logged, and that they can be configured to require approval by IT operations, if desired.

» **Minimize risk** by carrying through the same role-based credentialing model as the BMC Control-M base architecture to manage the rights provided to each business user — without customization.

» **Achieve quick time to value** by taking advantage of the simple and easy web interface, which does not require training or workload automation knowledge.

Business Challenge

Workload automation touches every aspect of the business. It is made up of all scheduled and ad hoc processes that support critical business functions. Unfortunately, to gain status information on workload services, many business users must either submit service desk tickets or use informal communications, such as phone or email, to gain insight into how workloads are progressing. These manual approaches not only cause delays in the business user's critical processes, but they also require the IT service desk to allocate — and pay for — resources to process the requests.

The BMC Solution

BMC Control-M Self Service delivers workload automation services to business users. It provides the core functions required by business users through a service that can be accessed via a web browser or the

mobile app. This service view delivers the insight users need without overwhelming them with technical details and functionality outside the scope of their interest. Information is presented using business-oriented terminology that is intuitive and relevant to these users.

Figure 1. BMC Control-M Self Service view of workload processes

Business service view

Business users are provided a service view through any standard web browser. Once logged into BMC Control-M Self Service, users are presented with a view of the workload services that are relevant to them. Each service is a collection of jobs that has a business-oriented name specifically defined for usage within the self-service environment. This approach enables business users to have a view of their workload expressed in language and terms with which they are familiar, rather than in the more technical terms that may be used by IT staff.
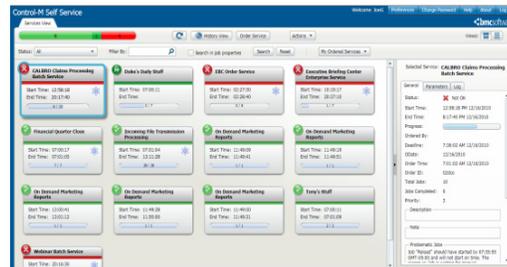
Each tile in the self-service interface represents a group of jobs that perform related business functions. The border of each tile is color coded to visually indicate the current status of the service. Additional information is presented on the face of each tile to indicate percentage of completion, how many jobs are contained in the service, and the current status of the service. This initial view is composed of two panes: the first containing the service tiles and the second providing additional information for the currently selected tile. A detailed view of the service is opened when a tile is expanded by double clicking.
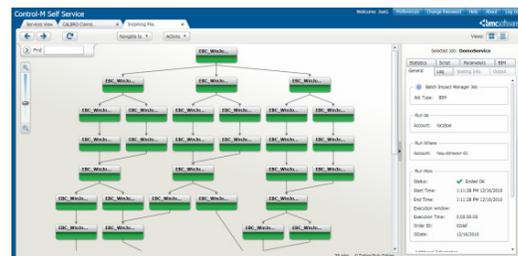
Detailed view

The detailed view displays the jobs that make up a service. This view presents an intuitive flow diagram that shows predecessor and successor relationships of all workload elements in the service and enables users to quickly and easily understand the business logic of the service. A

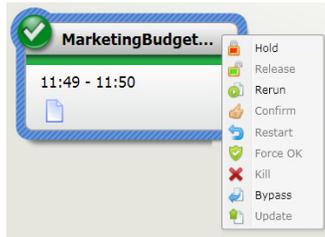Figure 2. BMC Control-M Self Service detailed view

Figure 4. Job-specific operational actions

simple slider enables zooming in and out.

When a job is selected, the right-hand pane provides job details, such as the job output, execution statistics, and the BMC Control-M Log. This pane can be adjusted in size or collapsed entirely to show more information about the job flow.

Job-specific operational actions are available by right-clicking a job and making selections from a simple menu. Actions, such as *hold*, *rerun*, or *kill*, enable users to effectively manage their jobs without requiring assistance from — or placing additional load on — IT staff.

Service Catalog for On-Demand Service Requests

BMC Control-M Self Service enables users to submit service requests through a service catalog. Instead of having to submit a change request or rely on unstructured communications, such as email or phone conversations, users can now submit jobs on their own through a fully controlled and audited "Order Service" function. Both individual jobs and entire flows can be defined as "orderable services" in the service catalog.

BMC Batch Impact Manager Support

For implementations that include BMC Batch Impact Manager, BMC Control-M Self Service automatically enables management of all batch services, including those that have SLA deadlines. Both the graphical and tabular views include BMC Batch Impact Manager services and allow authorized users not only to monitor service status, but also to take corrective action.

Mobile App for iOS and Android

The BMC Control-M Self Service app for iOS and Android devices provides access to scheduled workloads so users can easily view and access workload requests wherever they may be. Available through the App Store, the app includes basic functions to let users view the status of business services and perform basic actions to keep workload processing on track.

Figure 3. Control-M Self Service mobile app for iOS and Android

Safe, Secure, and Controlled

BMC Control-M Self Service leverages the comprehensive security infrastructure of the BMC Control-M base architecture. This ensures consistency and eliminates the need for separate procedures to define and manage self-service users. User administration can be significantly reduced by enabling BMC Control-M external security through a connection to an LDAP or Active Directory. This configuration option allows organizations to perform all user management in LDAP/AD, thus eliminating the need to define and manage users within BMC Control-M.

Compliance Auditing

BMC Control-M Self Service is fully integrated into the BMC Control-M infrastructure and takes advantage of all standard auditing interfaces. All self-service actions are captured, recorded, and available in standard audit reports generated by the BMC Control-M Reporting Facility.

Quick Time to Value

BMC Control-M Self Service effectively translates technical workload automation terminology into "friendly" business terms that are familiar to non-IT users. This translation is managed using simple dialogs that enable product administrators to easily map BMC Control-M terms, such as *data center*, *application*, and *group*, into services, such as *quarter end closing* and *inventory*. Service definitions can be easily created via a simple and intuitive wizard. This, in turn, provides a familiar business experience for the business user.

For More Information

To learn more about BMC Control-M enterprise workload automation, please visit www.bmc.com/control-m.

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