

## BMC Identity Discovery

Enrich the BMC Atrium CMDB with autodiscovered data about the people who produce and consume IT and business services

### KEY BENEFITS

- > Integrates out of the box with the BMC® Atrium™ CMDB
- > Enriches the IT and business service model with the data about the people who provide and consume IT and business services
- > Provides up-to-date information about users, including their contact information for notification purposes
- > Facilitates prioritization and decision-making around impact and change analysis
- > Provides an easily customizable data scope for user and system profiles
- > Improves service availability by ensuring that critical users are active

**BMC® Identity Discovery provides an enriched view of your business service model by collecting data about the people who depend on your business processes and IT infrastructure. Because these end users or customers are a critical aspect of your impact and change analysis, you must automatically discover how they are associated with processes, applications, and supporting IT infrastructure throughout the environment. Using this data, you will be better able to make educated decisions and prioritize services.**

### BUSINESS CHALLENGE

The distributed nature of IT infrastructure, together with continual changes in the workforce, make it significantly complex to track user data, including user associations, with IT resources. Without this information, however, any impact analysis or asset prioritization is incomplete. In addition, service levels are threatened, since user data must be considered when monitoring and ensuring that service commitments are met.

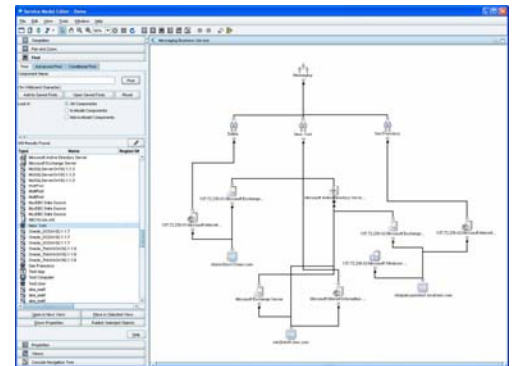
Tracking this critical user data is a challenge for many organizations, however, because it is unrealistic to collect up-to-date information from different systems and applications manually. The efficient identification and tracking of user data — including asset associations — requires centralized and automated discovery to collect information and process it.



This product integrates with BMC Atrium technologies.

### IDENTIFY AND TRACK USER DATA

BMC Identity Discovery automatically discovers the users of systems and applications across your organization. It also associates these users with unique business profiles, which include their respective departments, business functions, and contact information. This data, along with asset associations for each user, is then automatically propagated into the BMC® Atrium™ Configuration Management Database (CMDB).



People data is autodiscovered, and then populated and maintained in the BMC Atrium CMDB for IT and business service modeling.

### BUILD AN IDENTITY-AWARE SERVICE MODEL

Consider a critical customer support service provided by an IT organization. This service depends on three IT systems: A CRM system for tracking customer problems; a private branch exchange (PBX) for voice/fax communication; and Microsoft Exchange for e-mail communication. These systems are distributed across several locations globally, each of which provides support services to local customers.

A failure in one or more of these systems can interrupt the customer support service. However, the ultimate impact of the interruption depends on the distribution of users across the global systems. The more customer support representatives who are unable to access the CRM application, the longer customers must wait for a resolution — or even an initial response. What's more, because user distribution changes daily — due to attrition, transfers, mergers, acquisitions, or other business changes — the impact on the customer support service cannot be measured without an up-to-date view of user information.

BMC Identity Discovery provides the information needed to run an impact analysis to capture the priority of the system failure and enable effective decision-making regarding backup and recovery operations. It also delivers the same comprehensive view during the planning phase for an IT change, such as upgrading one of the CRM application servers, by collecting data regarding which users would be impacted by that change. This not only

## KEY FEATURES

- > Full integration with the BMC Atrium CMDB
- > Automatic propagation of user objects and their asset relationships into the BMC Atrium CMDB
- > Ability to schedule discovery tasks for updating user information changes
- > Filtering mechanism for determining the scope of discovered users and relationships
- > Both local and remote agent-based discovery
- > Easier association among business profiles and user profiles from systems and applications across the organization
- > Easily customizable data scope for user and system profiles
- > Integration with the BMC® Identity Management Suite, which includes solutions for user administration and provisioning, password management, directory management and visualization, access management, and compliance management

## ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC® Atrium™ technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).



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leads to better risk assessment, but also sets up proactive measures for minimizing the change impact, such as sending notifications to a backup team.

## HOW IT WORKS

BMC Identity Discovery connects to multiple systems and applications across the organization, including various human resources (HR) systems and corporate directories. Connection is established via connectors, or provisioning modules, that intercept all the accounts and their associated access privileges. These modules, which can be deployed locally or remotely, create business profiles that are centralized in the BMC Identity Discovery management server for analysis and processing.

Each business profile is associated with all the corresponding accounts and access privileges on the distributed systems. For example, if every system to which the user has access requires a unique login and password, an employee might have multiple “identities” throughout the company. BMC Identity Discovery automatically collects all of this information to create an initial association for that employee. Then, after the initial discovery and association are completed, a periodic detection of modifications is activated for the user and business profile information. This way, any changes to the employee’s status in the company — or to the systems he or she can access — are recorded on a predefined schedule.

After BMC Identity Discovery determines the scope of users and systems that should be propagated into the BMC Atrium CMDB, an automatic mechanism updates the CMDB with any changes in the user administration store. This way, the BMC Atrium CMDB always has the most up-to-date user objects and user-system relationships.

## PART OF A COMPREHENSIVE DISCOVERY SOLUTION

BMC Identity Discovery is part of the complete discovery solution from BMC. The BMC Discovery solution helps organizations overcome the obstacles associated with limited visibility and fragmentation. It is a scalable, sustainable solution for capturing, reconciling, and continuously updating all three dimensions of BSM data:

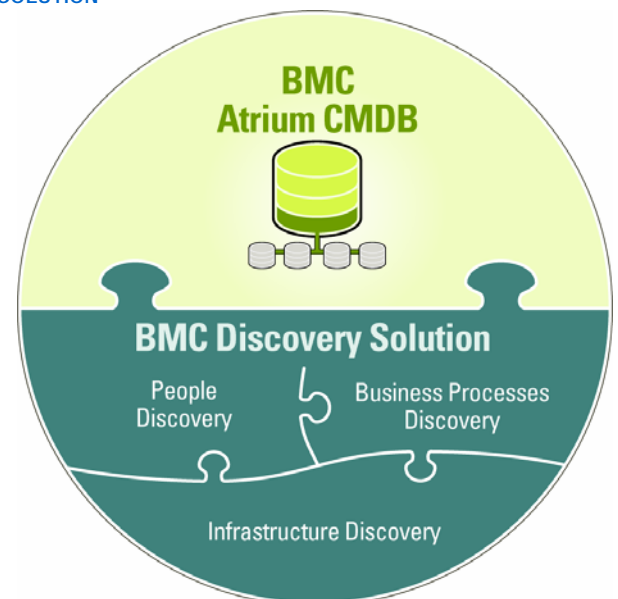
- > People — Who are my critical end users and customers?
- > Business Processes — What are my critical business processes and services?
- > Infrastructure— What is the IT infrastructure that supports those people and processes?

Moreover, it makes that information available to a variety of BSM solutions and processes through a central repository, the BMC Atrium CMDB, thereby laying the foundation for comprehensive IT service management and BSM.

## AUTOMATED DISCOVERY: THE FIRST STEP TOWARD BSM SUCCESS

By providing answers to these questions — and by maintaining the data in the BMC Atrium CMDB — the BMC Discovery solution enables IT organizations to take a critical first step toward aligning their infrastructure to meet the needs of the business. As such, it helps to build the foundation for successful Business Service Management — quickly, efficiently, and cost-effectively.

For more information on BMC Discovery, please visit [www.bmc.com/discovery](http://www.bmc.com/discovery).



BMC Discovery is unique in its ability to autodecover people, process, and technology according to ITIL best practices.

