# Control-M Self Service

Give business users control to request and manage their own jobs

## KEY FEATURES

**Control-M Self Service** improves service delivery by allowing users to manage their own requests.

**Eliminates requests** – Users can submit jobs through a fully controlled and audited service catalog instead of a change request or relying on email, phone calls, or other methods

**Enables mobile access** – Users can check the status of scheduled workloads and perform basic management tasks through Apple® iOS® and Google® Android™ devices

## KEY BENEFITS

**Reduces IT operations overhead** – Eliminates the time and work associated with user-submitted service request tickets, allowing IT to work on more strategic initiatives

**Improves customer service** – A role-based interface shows business users the information they need at both the job and business service level, allowing business users to run faster and raise their level of customer service automation knowledge

## PRODUCT DESCRIPTION

Control-M Self Service gives business users the visibility, control, and responsiveness they need in a context they can easily understand, while freeing up IT personnel to focus on essential operations that require their specialized skills.

## BUSINESS CHALLENGE

Directing phone calls, emails, and service desk tickets to IT contacts requesting the status of business related workloads is common, as well as time-consuming and expensive. IT must respond to the requests, taking time away from other responsibilities while business users are kept waiting.

## BMC SOLUTION

Control-M delivers the next wave of IT automation—Digital Business Automation— moving beyond traditional workload automation and adapting to modern IT technologies and processes. Control-M Self Service gives business users real-time, contextual information about their business services and frees IT organizations from having to respond to routine status update requests. All users can view the workload services that are relevant to them from either the web or their mobile device. Control-M Self Service extends access by clearly displaying jobs and process flows in an interface all users can easily understand.
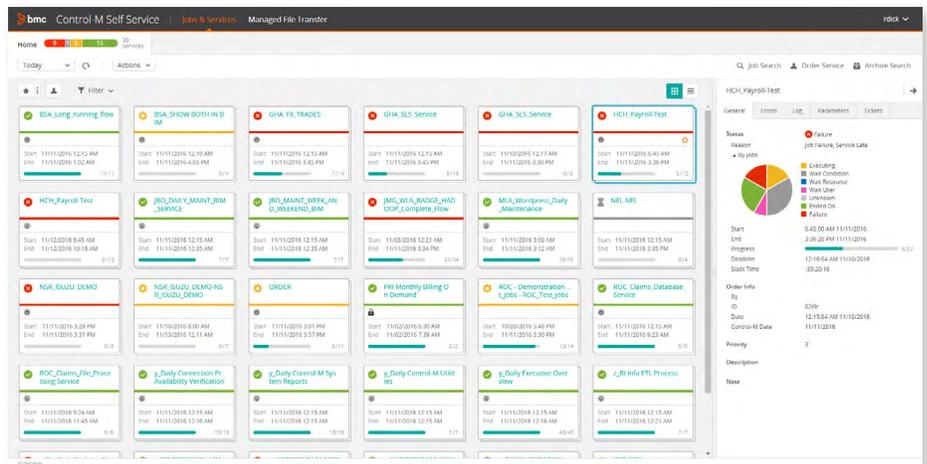


Control-M Self Service provides a personalized view of all workload processes to any iOS and Android mobile device or any browser-based device.
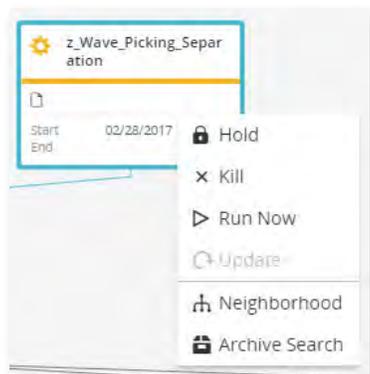
Users can manage operations that are specific to each job while IT retains overall control over changes and scheduling.



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.

## PRODUCT DETAILS

Users can view services through any mobile device or standard web browser. They'll see a view of the workload services that are relevant to them in color-coded tiles that indicate the status. Each service is a collection of jobs that has a business-oriented name specifically defined for usage within the self-service environment. This approach lets users view their workload in a familiar, context sensitive way.

Each tile in the self-service interface represents a group of jobs that perform related business functions. 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. Users can simply double click to get even more detailed information.

Job-specific operational actions are also available by rightclicking on 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 IT staff.

Improves control and compliance: Control-M Self Service automatically ensures that actions are documented and logged. IT can minimize risk by using the same role-based credentialing model as the Control-M base architecture to manage the rights provided to each business user.

**Assists compliance auditing**: Control-M Self Service is fully integrated into the Control-M infrastructure and takes advantage of all standard auditing interfaces. All self-service actions are captured, recorded, and available in audit reports generated by the Control-M reporting facility.

**Improves security**: Control-M Self Service leverages the comprehensive security infrastructure of the 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 Control-M external security through an LDAP or Active Directory connection. This configuration option allows organizations to perform all user management in LDAP/AD, thus eliminating the need to define and manage users within Control-M.

### FOR MORE INFORMATION
To learn more about BMC Control-M Self-Service, please visit
**bmc.com/it-solutions/control-m-self-service**