BMC Client Management
OnDemand Service
Description
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WHO IS BMC?

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our IT solutions ensure continuous improvement, innovation, and a competitive advantage for digitally-driven enterprises, from mainframe to mobile to cloud and beyond.

Client Management OnDemand delivers automated endpoint management (mobile, laptop, desktop, and server), helping IT deliver great service to end users while minimizing cost, maintaining compliance, and reducing security risks. Client Management integrates seamlessly with BMC IT Service Management products as well as third-party software through its open API, delivering the following benefits for clients that are on-premises and in the cloud:

- **Cost**: Elimination of manual tasks and activities, elimination of penalty fees for failed audits, and improvement in employee productivity
- **Quality**: Automating processes results in improved quality over manual process
- **Experience**: For IT – Time savings from automation, data points to make better decisions, and higher job satisfaction; For end users – Increased productivity and job satisfaction
- **Risk**: Pass audits and prevent security breaches

WHY CLIENT MANAGEMENT ONDEMAND?

Client Management OnDemand provides the benefits of endpoint management in a cloud-based solution with easy access to inventory, deployment, remote, compliance, and patch management tools.

In this fast-paced world, business needs and risks can change almost on a daily basis. Client Management OnDemand reduces your risk and effort when selecting the cloud as your deployment model.

Client Management OnDemand has all the benefits of the cloud plus the flexibility of a solution that meets your needs. Our upgrade process and powerful integration facilities provide a balance between capabilities and flexibility that organizations need when operating in a hybrid cloud and on-premises environment.

SCOPE

This service description document describes the main aspects and capabilities that the Client Management OnDemand service provides. Detailed explanations of in-application functionality are not included in this document. For more information about Client Management OnDemand, visit: [www.bmc.com/clientmanagement](http://www.bmc.com/clientmanagement)

WHAT YOU GET WITH YOUR SUBSCRIPTION

For a monthly, per-node subscription fee, you get access to the Client Management OnDemand console, built on a scalable, fully managed global infrastructure, with 24x7 monitoring, disaster recovery, security, and a BMC expert staff managing all patches and upgrades.
SERVICE APPLICATION COMPONENT DETAILS

The service is provided based on a number of core application components:

<table>
<thead>
<tr>
<th>Component</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventory</td>
<td>Automate inventory tracking to help guide investment decisions, reduce manual processes, and maintain compliance</td>
</tr>
<tr>
<td>Remote</td>
<td>Identify and resolve endpoint issues without leaving your desk</td>
</tr>
<tr>
<td>Compliance</td>
<td>Define, enforce, and validate corporate policies on all endpoints as Client Management is a Security Content Automation Protocol (SCAP) v1.2 validated product</td>
</tr>
<tr>
<td>Deployment</td>
<td>Easily provision new systems and deploy software and configurations to ensure that all systems are up-to-date and job relevant</td>
</tr>
<tr>
<td>Patch</td>
<td>Automate the patch process to ensure security, even without VPN connectivity</td>
</tr>
</tbody>
</table>

SERVICE DELIVERY

The service is provided based on a number of management components:

- **Environment provisioning, support, and management:** All environments are controlled, monitored, and managed by BMC OnDemand Operations, including the underpinning application and infrastructure aspects of the service. Areas of focus include hosting, storage, network, application software, and the connectivity between BMC and the customer. Additionally, the service includes the management of common activities such as backup and recovery.

- **Disaster Recovery:** BMC OnDemand Operations manages the necessary services to achieve agreed recovery time objectives (RTO) and recovery point objectives (RPO).

LANGUAGE SUPPORT

Client Management OnDemand is available in several languages, including English, French, German, Spanish, Brazilian Portuguese, and Japanese.

SERVICE ENVIRONMENT DETAILS

Client Management OnDemand provides two separate environments: development and production. Customers have the infrastructure and capacity to simultaneously develop changes and validate them, while knowing your production environment will not be changed until you are ready. Additional environments for training, secondary testing, and other activities are available for an additional monthly fee.

<table>
<thead>
<tr>
<th>Component</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production</td>
<td>Production operation of endpoint processes</td>
</tr>
<tr>
<td>Development</td>
<td>Release, testing, and validation of components prior to live operation Develop customer-specific integrations, code, and configurations</td>
</tr>
</tbody>
</table>

- Customer data is not comingle with other customer data
- Environments are available to customers at all times and do not require a request to be created for provisioning
- All services are delivered and hosted from secure data center facilities
DATA CENTERS

BMC OnDemand data centers are top-tier data centers and are manned and monitored around the clock, 365 days a year. Monitoring includes electrical, environmental, and backup systems. Primary data centers are backed up by a geographically dispersed data center for disaster recovery purposes.

Global Network

- Phoenix, AZ
- Chicago, IL
- Canberra, ACT
- Santa Clara, CA
- Bristol, UK
- Marlborough, MA
- Toronto, ON
- Amsterdam, Netherlands
- Swindon, UK
- Sydney, NSW
- Mississauga, ON
- Zwolle, Netherlands
HIGH AVAILABILITY

Client Management OnDemand is designed from the ground up for high availability. This design starts with hardened data centers, followed by redundant hardware, and is completed with software that gracefully handles failures without impacting customers. Our architecture ensures that most failures within the OnDemand cloud are completely transparent to users. This means that our disaster recovery plan is reserved for real disasters, not common failures.

SCALABILITY

Client Management OnDemand can scale to meet the needs of the world’s largest, globally distributed customers. Componentized software modules, extensive use of virtualization, and on-demand hardware capacity ensure high performance scaling to thousands of nodes.

Benefits include:

- Globally distributed, session-aware load balancing
- Improved global performance
- Increased scalability
- Optimization of routing, transport, and application layers
- Improved availability

REPORTING

The Client Management OnDemand subscription service includes in-application reporting, in which reporting and query capabilities are embedded within the application to provide the information you need to help you make informed business decisions.

SERVICE LEVELS AND SUPPORT HOURS

Service Operation Hours

The Client Management OnDemand operations organization operates and manages the Client Management OnDemand service 24 hours a day, 7 days a week.

Service Level Availability

Client Management OnDemand provides a 99.9% service availability commitment for production environments.
# Technical Support Schedule and Response Targets

<table>
<thead>
<tr>
<th>Severity</th>
<th>Time Schedule</th>
<th>Initial Response Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>S1</td>
<td>24x7 (includes published holidays)</td>
<td>S1: 15 clock minutes</td>
</tr>
<tr>
<td>S2</td>
<td>Local Business Hours: 7am-7pm; M-F (excludes published holidays)</td>
<td>S2: 30 business minutes</td>
</tr>
<tr>
<td>S3</td>
<td>Local Business Hours: 7am-7pm; M-F (excludes published holidays)</td>
<td>S3: 4 business hours</td>
</tr>
<tr>
<td>S4</td>
<td>Local Business Hours: 7am-7pm; M-F (excludes published holidays)</td>
<td>S4: 16 business hours</td>
</tr>
</tbody>
</table>

## Planned Maintenance Windows

Standard maintenance windows are published in advance, typically outside of normal business hours for the region. Reminders are sent at least ten days prior to maintenance. Standard production monthly maintenance windows are a maximum of four hours in duration, with a goal of zero downtime. While most maintenance will not require downtime, infrastructure and shared service upgrades may require downtime within this window.

## Service Control Administration

The service is controlled by a formal change management process operated by BMC. All environments are monitored and managed by BMC. Customers have full access to the development environment and limited access to production environments.

Responsibility for administrative tasks and activities are separated into the following activities:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Responsibility</th>
<th>Notes</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Administration</td>
<td>Customer</td>
<td>Endpoint management</td>
<td>Patching, mobile device management, packaging, deployment, compliance, license management, reporting</td>
</tr>
<tr>
<td>End User Support</td>
<td>Customer</td>
<td>User requests</td>
<td>Support of end user requests and issues</td>
</tr>
<tr>
<td>User Administration</td>
<td>Customer</td>
<td>Create, update, and delete users</td>
<td>Management of users, groups, and permissions</td>
</tr>
<tr>
<td>Application Maintenance</td>
<td>BMC</td>
<td>Patches and upgrades</td>
<td>Management and support of the application necessary to support the agreed level of availability and to undertake patching and upgrade</td>
</tr>
<tr>
<td>Infrastructure Administration</td>
<td>BMC</td>
<td></td>
<td>Management and support of the data center infrastructure necessary to support the agreed level of availability</td>
</tr>
</tbody>
</table>
BACKUP DATA RETENTION AND ARCHIVING
Backup data and archived data are retained in customer’s Client Management OnDemand instance as necessary to comply with customer requirements.

BMC takes regular backups of the data and, upon request, backups are encrypted with AES 256.

The following table illustrates the backup characteristics for the service:

<table>
<thead>
<tr>
<th>Environment</th>
<th>Frequency</th>
<th>Backup Type</th>
<th>Retention</th>
<th>Media</th>
<th>Storage Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production</td>
<td>Daily</td>
<td>Full</td>
<td>14 Days</td>
<td>Disk</td>
<td>Primary and Secondary</td>
</tr>
<tr>
<td>Production</td>
<td>Weekly</td>
<td>Full</td>
<td>14 Days</td>
<td>Disk</td>
<td>Secondary</td>
</tr>
<tr>
<td>Production</td>
<td>Monthly</td>
<td>Full</td>
<td>90 Days</td>
<td>Disk</td>
<td>Secondary</td>
</tr>
<tr>
<td>Development</td>
<td>Daily</td>
<td>Full</td>
<td>7 Days</td>
<td>Disk</td>
<td>Secondary</td>
</tr>
</tbody>
</table>

DISASTER RECOVERY
The business continuity plan addresses actions required by BMC should a disaster impact a customer’s primary processing location. This plan is tested on a regular basis. Standard DR is included with your Client Management OnDemand core subscription and provides an RPO of 15 minutes and an RTO of 7 days. In the event of a disaster, the production environment is replicated at the alternate site after a disaster is declared.

Disaster recovery is based on recovery point objectives (RPO) and recovery time objective RTO:
- The recovery point objective measures the maximum loss of data before the disaster occurred.
- The recovery time objective measures the target restoration time of the service after a disaster.

AUDITING
The service provides the following audit information:

<table>
<thead>
<tr>
<th>Component</th>
<th>Retention</th>
</tr>
</thead>
<tbody>
<tr>
<td>OS Security Logs</td>
<td>Six months online</td>
</tr>
<tr>
<td>Application Logs</td>
<td>In-application (three years)</td>
</tr>
</tbody>
</table>

Application audit logs are made available to customers upon request.

MONITORING
The BMC OnDemand Network Operations Center (NOC) makes extensive use of BMC’s world-class monitoring and automation solutions. All customer environments are monitored 24x7, and our NOC frequently resolves potential incidents before they impact our customers. Should a customer’s service be impacted, automated root cause analysis data via the TrueSight Operations Management tool and extensive automations using Atrium Orchestrator dramatically reduce mean time to repair (MTTR) measurements.

SECURITY
BMC understands that the confidentiality, integrity, and availability of your operational information are vital to your organization. We use a multi-layered approach to protect your data, constantly monitoring and improving applications, systems, and processes. Our Security Operations Center (SOC) and NOC teams work 24x7x365 to ensure the continuous and secure operation of your service.
BMC’s OnDemand offerings are based on NIST (National Institute of Standards & Technology) controls to provide enterprise-grade security for our customers. BMC utilizes a defense in-depth methodology that focuses on redundant controls to prevent and mitigate impacts to the confidentiality, availability, and integrity of customer data and services.

**BMC’s security strategy includes the following layers:**

- Governance
- Physical
- Perimeter
- Network
- Endpoint
- Application
- Data

**INTEGRATIONS**

BMC provides a flexible model for data integrations to and from its OnDemand services. Integrations may be configured using approved communication methods shown below:

**Web Services:** Third party applications can gather data from and exchange with the BMC database via REST (Representational State Transfer) API.

**Open Database Connectivity (ODBC) Access:** Third-party tools with appropriate permissions can access any information in the BMC database via ODBC.

**Atrium CMDB Integration:** Retrieve data from the Client Management database, transform it into data in the format required by the Atrium CMDB, and finally insert this data into the Atrium database.

**APPLICATION PATCHES**

BMC manages all patching and maintenance of the underlying infrastructure and the Client Management OnDemand service. This includes application of patches, hot fixes, and upgrades.

- Each environment is patched separately.
- Application patches applied to development are not promoted to production until the customer has completed testing.

**APPLICATION UPGRADES**

Client Management OnDemand simplifies upgrades; long service engagements are not necessary. BMC ensures customers are able to upgrade regardless of the customizations that have been made to their systems. Customers are notified of new releases upon availability.

Client Management OnDemand upgrades follow a process as defined in our change management process:

- **Development:** In agreement with customer, BMC will upgrade the development environment to the next version. The customer is responsible for reapplying any specific customization and integrations made to the environment.
- **Production:** Once user acceptance testing (UAT) and other tests have been completed, BMC will upgrade the production environment to the new version of Client Management OnDemand. BMC coordinates this upgrade based upon the customer’s business needs.

**DATA EXTRACTION AND REMOVAL**

Client Management OnDemand customers retain ownership of their data at all times. Should a customer decide to leave the service, BMC will provide a file containing the customer data in database backup format upon request. Customer data is then destroyed via destruction of database encryption keys and data is overwritten with binary zeroes.
DATA RESIDENCY

Client Management OnDemand provides for data residency requirements according to the customer’s initial selection of data centers. Once selected, data remains within the primary and secondary data centers.

SUMMARY

In today’s competitive environment, many organizations would rather trust the operational elements of their endpoint management to an expert with the resources to manage the operating costs, maintenance, and upgrades to their hardware and software, and the security, reliability, and manageability of those assets over time. Client Management OnDemand lets you stay focused on things that matter most to your business.

No matter what happens in your business world, you’ll have the power of the cloud with flexibility that no other cloud-based solutions can offer. You’ll have powerful, out-of-the-box functionality with flexible options for disaster recovery, advanced customer support, reporting, self-service features, configuration vs. customization, and more.

This is cloud-based endpoint management built for the enterprise—fast, flexible, and easy. Transform your enterprise with Client Management OnDemand and bring IT to life.