

BMC Control-M Self Service

Give business users secure, mobile access to application workloads

PRODUCT DESCRIPTION

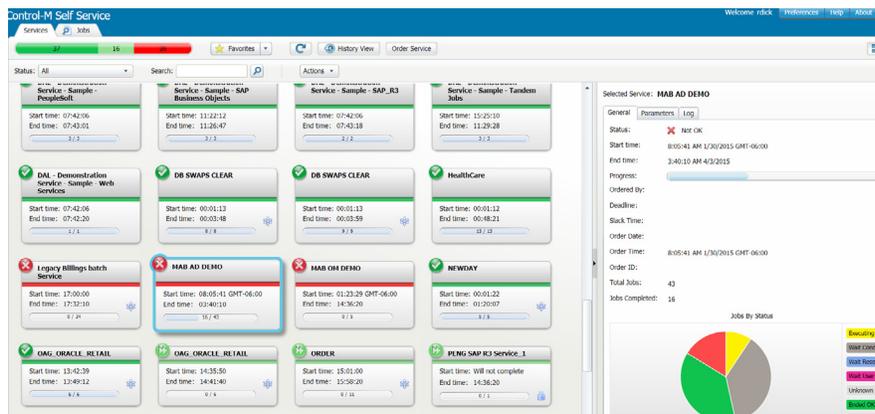
BMC Control-M Self Service is a workload automation solution that gives business users visibility into their own workloads and job requests. IT retains control of workflow automation and scheduling, while business users can view the status of their jobs on the web or through a mobile app, in a context they can easily understand.

BUSINESS CHALLENGE

The workflows that business users depend on are often highly automated, but the methods they use to check job status are not. Phone calls and emails to IT contacts are common, or users may take a more formal approach and open service desk tickets. Either way, **IT has to respond to the requests, which takes time away from other responsibilities and keeps business users waiting.**

BMC SOLUTION

Control-M Self Service **free[s] IT organizations from having to respond to routine status update requests and gives business users real-time, contextual information** about their business services. Users can view all the workload services that are relevant to them **from a desktop or mobile device**. Control-M Self Service extends access further by displaying jobs and process flows clearly and in an **interface business users can easily understand.**



Digital Enterprise Management



KEY FEATURES

Improve service delivery with less effort.

- **Automate requests** –users can submit jobs on their own through a fully controlled and audited service catalog instead of having to submit a change request or rely on email, phone calls, or other unstructured communications
- **Mobile access** –users can check the status of scheduled workloads and perform basic management tasks through iOS® and Android™ devices

KEY BENEFITS

- **Reduce cost and complexity** – eliminate the time and work associated with user-submitted service request tickets
- **Improve customer service** – a role-based interface shows business users the information they need at both the job and business service level
- **Achieve quick time to value** – the easy web interface does not require training or workload automation knowledge

Figure 1: Control-M Self Service provides a user-specific view of all workload processes to any browser-based device, including iOS and Android mobile devices.

PRODUCT DETAILS

What it does: Business users can view services through any standard web browser. Once logged in, they'll see a view of the workload services that are relevant to them, in color-coded tiles that indicate job 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 familiar, contextual language, rather than in the more technical terminology that IT staff may use.

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 available by right-clicking 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.

Improve 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.

Improve 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.

Assist 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 BMC Control-M reporting facility.

FOR MORE INFORMATION

To learn more about BMC Control-M Self Service, please visit bmc.com/it-solutions/control-m-self-service.html

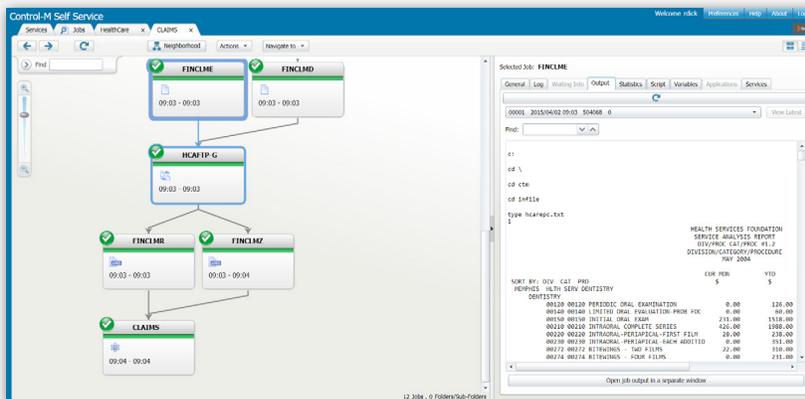


Figure 2: The detailed view displays the jobs that make up a service. This view presents an intuitive flow diagram that shows predecessor and successor relationships of all workload elements in the service and enables users to quickly and easily understand the business logic of the service.

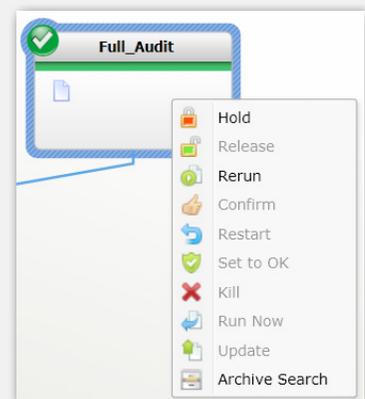


Figure 3: Users can manage operations that are specific to each job while IT retains overall control over changes and scheduling.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to make digital business fast, seamless, and optimized from mainframe to mobile to cloud and beyond.

BMC – Bring IT to Life

BMC digital IT transforms 82% of the Fortune 500®.



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