

# Service Manager 2012 & Orchestrator 2012

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# Agenda

- ▶ Introducción
- ▶ Service Manager
- ▶ Orchestrator



# Introducción

## ▶ Service Manager 2012

Es una plataforma integrada para la automatización y adaptación de las mejores prácticas para la gestión de servicios IT, utilizando las recomendaciones de MOF, ITIL y COBIT

## ▶ Orchestrator 2012

Es una plataforma de automatización para orquestar e integrar herramientas de IT destinada a reducir el coste de las operaciones de los datacenters, al tiempo que mejora la fiabilidad de los procesos de IT

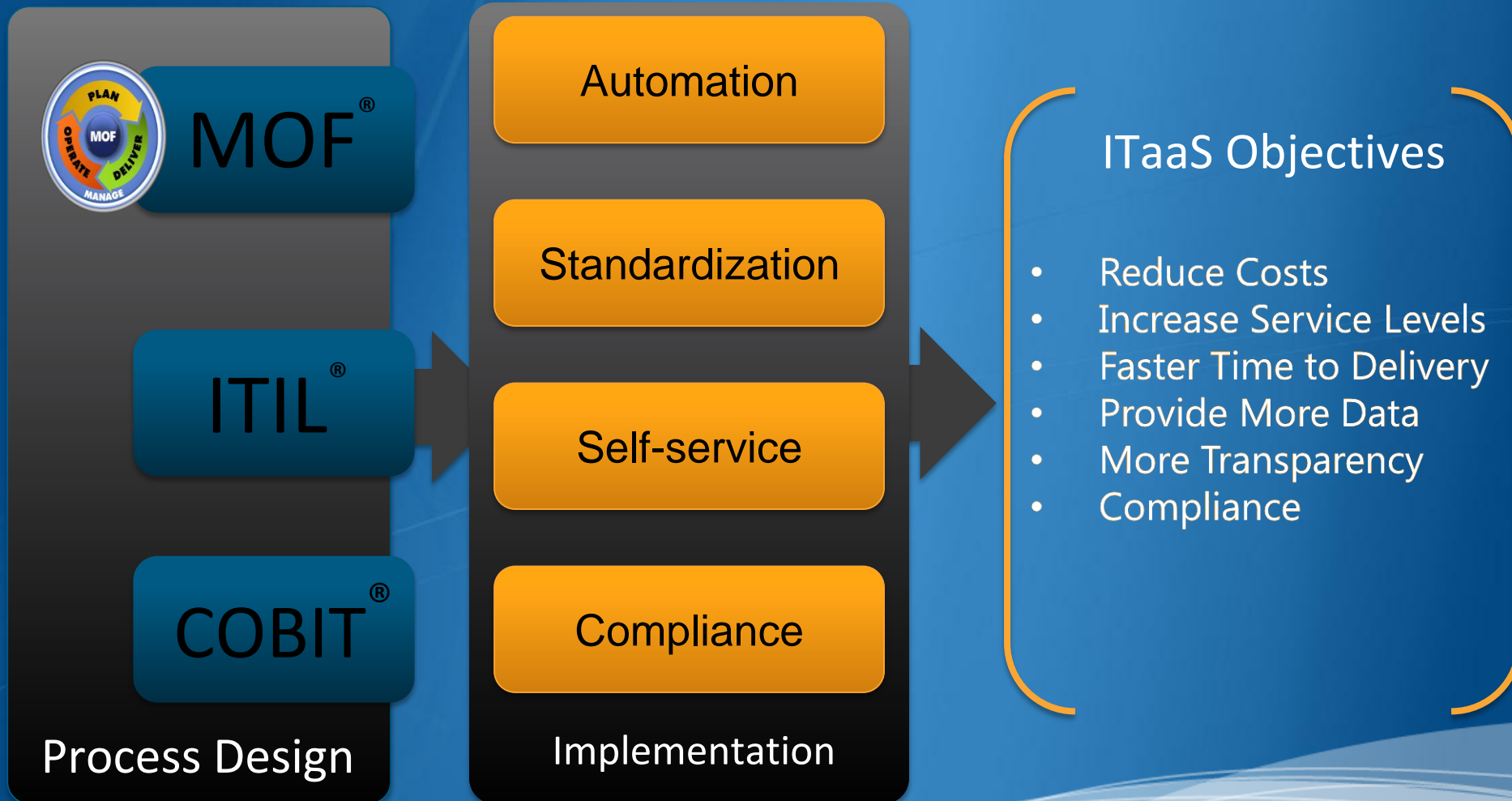


# Service Manager

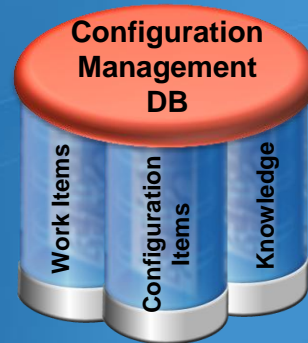


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# Objetivos de IT como Servicio



# Service Manager Habilita la Automatización Controlada



Microsoft®  
System Center  
Service Manager

Microsoft®  
System Center  
Operations Manager

Microsoft®  
System Center  
Configuration Manager

Microsoft®  
System Center  
Virtual Machine Manager

Microsoft®  
System Center  
Orchestrator

Automation Services

Centralized Data Storage

Integration

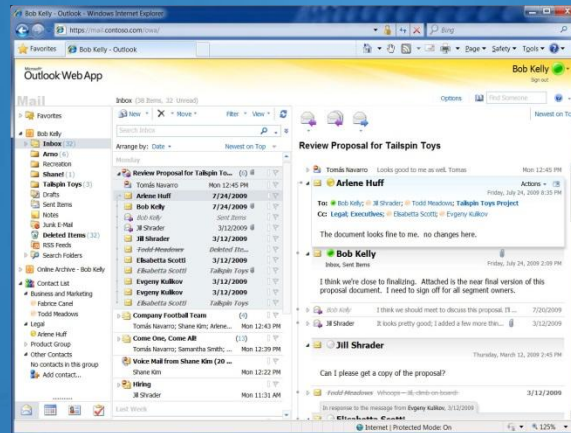
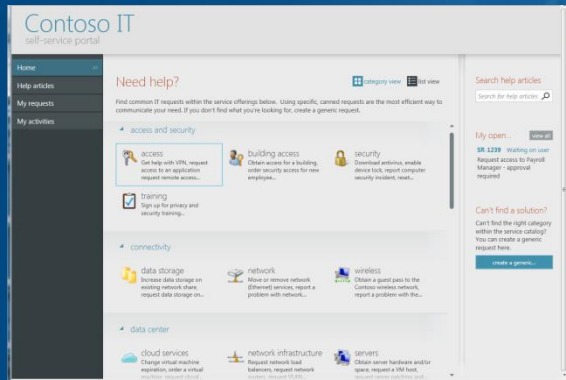


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# Service Manager Habilita el auto-servicio

## E-Mail & Other Clients

### Portal

A screenshot of a Microsoft Excel spreadsheet. The spreadsheet contains a table with columns for 'Etiquetas de fila', 'Suma de Sales', and 'Suma de Quantity'. The table lists various products and their sales and quantities. The 'Total general' row shows the sum of all sales and quantities.

	Etiquetas de fila	Suma de Sales	Suma de Quantity
1	1/A/2009	26040477	156
2	Accessories	25089477	112
3	Carrying Case	25495521	66
4	MiniBatteryCharger	120956	44
5	Digital	652200	44
6	Slim Digital	632200	44
7	1/A/2009	383109	62
8	Accessories	383109	62
9	Telephoto Conversion Lens	166250	18
10	Tripp	98034	18
11	USB Cable	133025	26
12	Total general	26643706	218

## Reports & Dashboards

## Excel



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# Service Manager Provee Estandarización

The screenshot shows a software window titled 'Release Record Template: [New Template]'. It features a tabbed interface with 'General' selected. The 'General' tab contains a form for 'release record information' with fields for Title, Description, Type, Category, Assigned To, Updated On, Risk, Priority, Impact, and Notes. A right-hand pane shows a 'Tasks' list with options like 'Cancel', 'Close', 'Convert to or Revert from Parent', 'Create Change Request', 'Create Release Record', 'Link to or Unlink from Existing Parent', 'Print', 'Put On Hold', 'Return To Editing', 'Run', and 'Search for Knowledge Articles'. Below the tasks is a 'General' section with a 'Refresh' button. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Business Process Defined in  
Templates

CMDB Data

Standardization

- Common Model
- Reconciliation of Data

Service Catalog





# Service Manager Provee Estandarización

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# Orchestrator



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# ¿Porque deberíamos considerar la automatización de procesos?

Que nos brinda System Center en la automatización de procesos:

- Consistency
- Compliance
- Cohesion



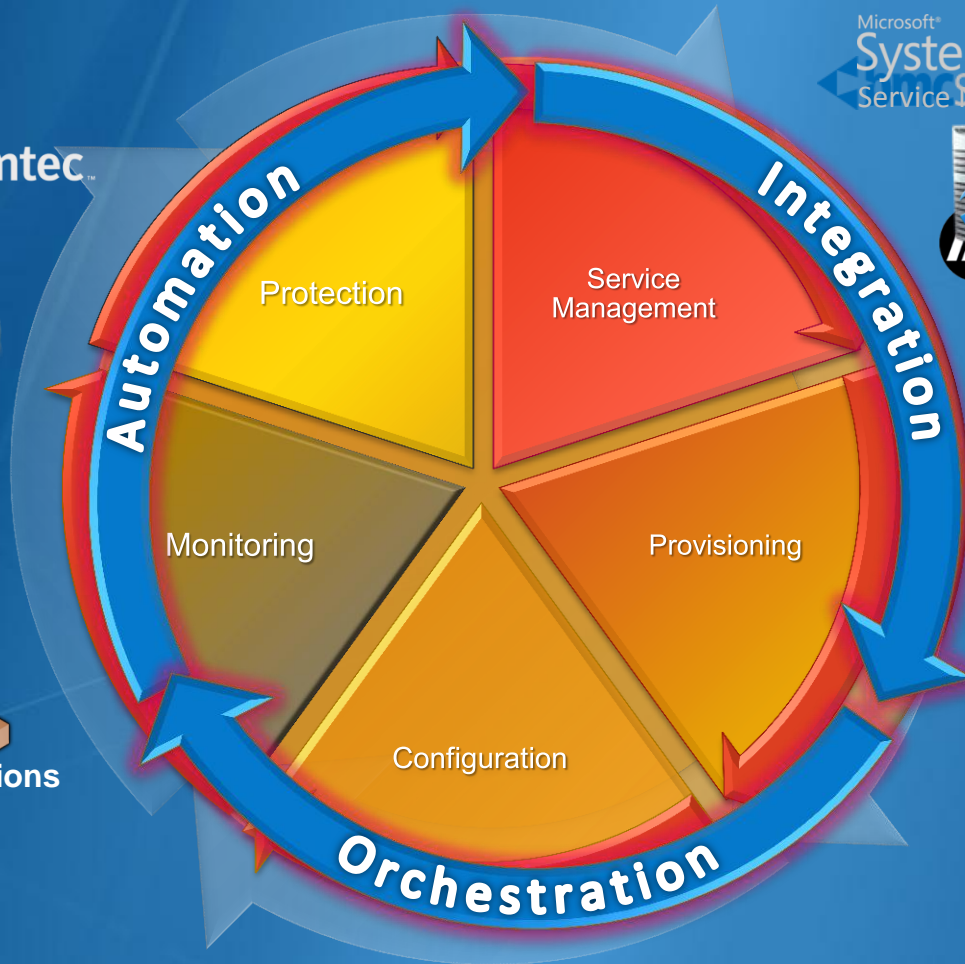
Removal of the manual



The ability to choose



# Orchestrator integra!



Microsoft®  
System Center  
Data Protection Manager



Microsoft®  
System Center  
Service Manager



Manager Software  
desk enterprise strength

Microsoft®  
EMC²  
System Center  
Operations Manager



Microsoft®  
System Center  
Virtual Machine Manager



Microsoft®  
System Center  
Configuration Manager



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# Integration Packs de terceros

- ▶ BladeLogic Operations Manager
- ▶ BMC Atrium CMDB
- ▶ BMC Remedy AR System
- ▶ BMC Event Manager
- ▶ BMC Patrol
- ▶ CA Spectrum
- ▶ CA Unicenter Service Desk
- ▶ CA Autosys
- ▶ CA eHealth
- ▶ CA Unicenter NSM
- ▶ EMC Smarts InCharge
- ▶ VMware vSphere
- ▶ Active Directory
- ▶ FTP

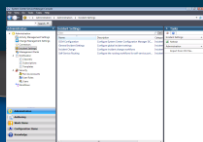
- ▶ HP iLO and OA
- ▶ HP OpenView Operations (Windows)
- ▶ HP Service Manager
- ▶ HP Asset Manager
- ▶ HP Network Node Manager
- ▶ HP OpenView Operations (Unix - HPUX)
- ▶ HP OpenView Operations (Unix - Solaris)
- ▶ HP OpenView Service Desk
- ▶ IBM Tivoli Netcool Omnibus
- ▶ IBM Tivoli Enterprise Console
- ▶ IBM Tivoli Storage Manager
- ▶ UNIX
- ▶ Veritas NetBackup



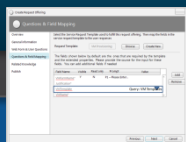
# Integración de Service Manager, VMM y Orchestrator

## Microsoft® System Center Service Manager

Import  
Runbooks



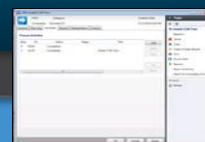
Configure  
Request  
Offering



Request VM  
from Service  
Catalog



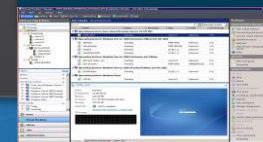
Service  
Request  
Created



Runbook  
Invoked



Create VM



Microsoft®  
System Center  
Orchestrator



SM Admin



BUIT End User



VMM Admin

Microsoft®  
System Center  
Orchestrator

Microsoft®  
System Center  
Virtual Machine Manager 2012



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# *Gracias!!!*



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