

Automated Operations

Key Features

- ◆ Management and control of Help Desk procedures
- ◆ Automation of routine and repetitive tasks
- ◆ Secure delegation of privileged commands to non technical staff
- ◆ Repository for in-house scripts and commands
- ◆ Encapsulation of expertise
- ◆ Role based access security
- ◆ Audit logging of procedures
- ◆ Flexible user views

Overview

duty3G automates Help Desk and IT operations workflow on UNIX , Linux and Windows servers.

Whereas a job scheduler, such as Functional Software's **task3G** module, automates background jobs and tasks, **duty3G** concentrates on the foreground, people-based tasks.

duty3G enables system managers and administrators to evolve from fire fighting to policy driven management. System administration policies, best-practice procedures and knowledge can all be encapsulated into tasks or duties. Once defined, these duties are completed automatically or to a pre-defined schedule. Alternatively, and perhaps more powerfully, duties can then be delegated to Help Desk staff allowing even complex procedures to be encapsulated and reused.

duty3G empowers IT personnel to take control of workload management and allows team leaders to better manage junior administrators and operators centrally, through the:

- ◆ **automation** of routine system administration and operations tasks
- ◆ **delegation** of complex and sensitive tasks

duty3G enforces policy and procedure by:

- ◆ controlling access to procedures
- ◆ defining what command can be run by whom

- ◆ granting privilege to the procedure, not the user
- ◆ providing role-based security access
- ◆ full auditing procedures
- ◆ enforcing compliance with standards
- ◆ enabling a high degree of automation

Management Control

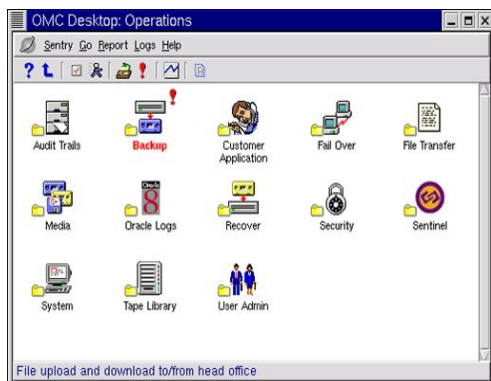
duty3G provides control through the delegation of predefined duties. These are presented on a console for the user to perform. A user may only access those procedures or duties assigned to their role. Both automatic and manual duties are fully logged for auditing purposes.

Delegation

The standard approach to systems administration demands that operations staff must be granted super-user privilege to perform routine and repetitive tasks.

In contrast, **duty3G** permits safe delegation of privileged procedures to non-privileged staff — eg the Help Desk. A procedure is encapsulated as a duty and the required privilege assigned to that duty, not the user.

With **duty3G** operations staff no longer require the super-user password or technical experience to run standard and repetitive procedures. This enables the root password to be locked away and not used during everyday operations.



Australia

Functional Software Pty Ltd
 Australian Technology Park
 Garden Street
 Eveleigh, NSW 1430
 Australia
 Phone: +61 2 9209 4362
 Fax: +61 2 9310 7561

Malaysia

System Management Services Sdn Bhd
 Suite 327, Block A, Level 3, Kelana Centre Point
 No. 3, Jalan SS 7/19,
 Kelana Jaya, 47301
 Petaling Jaya Malaysia
 Phone: +60 3 7804 0288
 Fax: +60 3 7804 0200

Internet

www.fs.com.au
www.smssb.com
inform@fs.com.au