

RES Wisdom RUN BOOK AUTOMATION FOR WINDOWS

THE WAY
YOU NEED IT



RES Wisdom 2009

RES Wisdom 2009 Run Book Automation for Windows allows you to deliver any set of changes to Microsoft Windows workstations and servers and automates provisioning of your IT resources. Recurring (daily) changes are automated using comprehensive modules in a management console. This enables you to create a stable yet dynamic IT infrastructure, where changes are deployed in an efficient way.

Comprehensive automation

The changes that are necessary on a daily basis, to keep your servers and computers in optimal shape are time consuming. One of the daily changes is provisioning of resources to end users. By automating these tasks, you improve IT productivity and reduce time to deliver. RES Wisdom makes automation truly logical and comprehensive:

- Common actions are redefined in jobs that are deployed automatically. Because these jobs are already in ready to use modules in the RES Wisdom console, the script is already behind the job.
- Jobs can be sequential in run books; one job is deployed, the next one follows automatically. This way you can even roll out complicated changes easily.

1. Creative Active Directory account

2. Create directory share

3. Install Applications

4. Create email account

- In a run book, each sequential job can be deployed to another workstation or server. Complex changes that involve several machines can easily be deployed across your infrastructure.

“Servers in a farm are identical. With RES Wisdom it takes a snap with the fingers to realize this, resulting in a stable infrastructure. Instead of sequential installations, they now run in parallel and it takes about one minute to initiate the process.”

Hans Smulders

Senior Systems Engineer • Máxima Medical Center

- Job scheduling automates jobs to be scheduled to run immediately, or schedules at a specific time, for example at night or during weekends when network traffic is at its lowest.

Recurring jobs can be scheduled for recurring maintenance operations or to be run after specific events such as a boot. This enables you to tailor the jobs to your specific needs: if a maintenance task needs to be executed immediately you can schedule it to run at once, but you can also set-up an entire automated structure for your regular maintenance tasks such as defragmentation or disk space queries.

- Team Jobs allows jobs to be scheduled for automatic execution on agents that are added to a team or on agents that are removed from a team. This is supported for both explicit and rule based team members. Jobs for new team members are typically used to add new functionality to a computer. Jobs for removed team members are typically used to remove old functionality from a computer.

“The combination of RES PowerFuse and RES Wisdom offers numerous benefits. I suggested to RES Software that they enable installation based on the computer name. If after first login the user tries to start an application which has not yet been installed, RES Wisdom now performs the installation automatically.”

Sascha Maier
Global Client Manager • DISA

Other functionality areas

RES Wisdom offers many functionalities, that are divided into 6 main areas. Together they make up the most complete and versatile product to deliver any set of changes to Microsoft Windows environments.

Maintenance

Microsoft Windows workstations and servers are kept up-to date by automating unique and complex changes. A broad selection of queries provides several types of information about Microsoft Windows computers. These queries can be combined with tasks that, for example, can be based on the results of that query. Daily tasks that are supported by RES Wisdom are for example:

- 🔧 applying software updates
- 🔧 changing configuration
- 🔧 updating security settings

Provisioning

Users need to have the right resources available at the right time and location. Using RES Wisdom 2009, IT administrators can automatically provision the right resources to end-users. Recurring changes like the provisioning of:

- 🔧 Windows accounts
 - 🔧 virtual machines
 - 🔧 mail accounts
 - 🔧 applications
 - 🔧 permissions
- can be automated into jobs to ensure that end users have their resources available.

Administration

Powerful administration features in RES Wisdom 2009 reduce the complexity and time involved in administrating your Microsoft Windows environment.

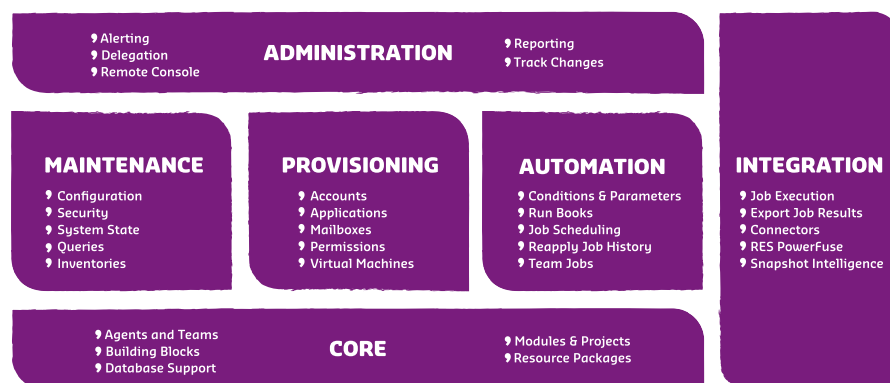
Delegation in RES Wisdom 2009 offers the ability to easily delegate controlled responsibilities with associated security permissions within a RES Wisdom environment. This means that the right administration tasks can be assigned to the right person or group in a controlled fashion.

For example, the Helpdesk can be given specific rights to perform specific actions, such as restarting a computer's print spooler, allowing the IT administrator to concentrate on more urgent tasks. This function provides a secure way to deliver any set of changes to computers and automating provisioning of IT resources, saving time and thus adding productivity.

Microsoft Windows workstations and servers running a RES Windows 2009 agent can be grouped into teams, based on, for example, location, machine type, Operating System and so on. This is a very convenient way to maintain specific parts of the organization.

Integration

Tight integration with RES PowerFuse provides the advantage of delivering any set of changes to computers and automate provisioning of IT resources in combination with user workspace management and IT service delivery.



Snapshot Intelligence

A powerful and unique technology in RES Wisdom 2009 is Snapshot Intelligence™. Patent pending Snapshot Intelligence™ detects applied snapshot on a workload image and will automatically reflect the actual change history of the image. Snapshot Intelligence also provides feedback about when snapshots were used.

With Snapshot Intelligence™ an IT administrator can revert a computer to a previous (stable) state, eliminating the normal downside of inconsistency between the actual computer state and any tracked change history in a database as a result of reverting to a snapshot. A more advanced use of Snapshot Intelligence is the ability to show obsolete change sets after reverting to a snapshot. This allows an IT administrator to reapply a change set of choice, critically important when designing and testing

changes in a virtual infrastructure. Snapshot Intelligence furthermore automatically reapplies the last used change set. This is essential when applying changes to a standard workload image combined with on-demand streaming. Normally these changes would be lost after rebooting the server because the standard workload image would be reapplied by the use of on-demand streaming.

Using Snapshot Intelligence in RES Wisdom 2009, IT administrators can reapply the last obsolete change set resulting in semi-permanent changes without having to modify the standard image. The advantage of using Snapshot Intelligence is that the number of gold images and maintenance of gold images can be kept to a minimum while maintaining a consistent change history.