

security

PRODUCTS AND SERVICES

ADDING MORE CONTROL TO NETWORK MANAGEMENT

By Frank J. Ohlhorst



Many administrators are finding that security is a way of life, not just a technology, and that way of life is defined by the processes and controls introduced into management of the network. Getting a handle on active processes, patch status and the elements that make up a network are a key ingredient to building a successful security strategy.

LANDesk's recently released LANDesk Process Manager (LPM) 3.0 is a method to get a handle on what is occurring on the network. The product not only tracks automated processes, but also offers control of projects in the form of process management. What's more, when paired with LANDesk's other products, administrators literally have complete control of the network—past, present and future.

LPM offers a centralized console that allows administrators to focus on change management on the network—

this proves to be the key to building reliable network services, defeating security problems and addressing growth. LPM automates the change approval and documentation process via an easy to understand management console. Administrators have access to all relevant current and historic information associated with change requests. This is an important capability when it comes to security audits focusing on legislative requirements, such as HIPAA and Sarbanes-Oxley. What's more, the ability to manage and view change helps to improve service by allowing collaboration among clients and workgroups. Subordinates are not excluded from the happenings and a graphical report dashboard can be enabled so that managers and technicians can compare data and progress on tasks.

When it comes to managing patches or reducing operations' overhead, LPM has task automation, which identifies triggers and then automatically accomplishes what was once a manual task.

To speed deployment, LANDesk bundles in multiple ready-to-use templates for common tasks, such as change management, HR items,

LANDESK PROCESS MANAGER V3.0

> **Company:** LANDesk
South Jordan, Utah
(800) 982-2130
www.landesk.com

> **Distributors:**
Direct from vendor

> **Tech Rating:** ★★★★★

> **Channel Rating:** ★★★★★

NOTE: RECOMMENDED STATUS IS EARNED WITH A SCORE OF AT LEAST EIGHT STARS OUT OF 10

operating-system deployment and more. Basic installation is wizard-driven and in-place upgrades are supported to help future proof the product.

Most of the product's capabilities are driven by the process designer, a component that allows users to design, model, document and optimize business processes with a simple drag-and-drop activity and enables editing on demand.

Further streamlining and integrating processes is driven by the use of SOA where the execution of Web services can decrease integration expenses and increase agility and ROI. The SOA capabilities are further advanced by a flexible, affordable and configurable

security

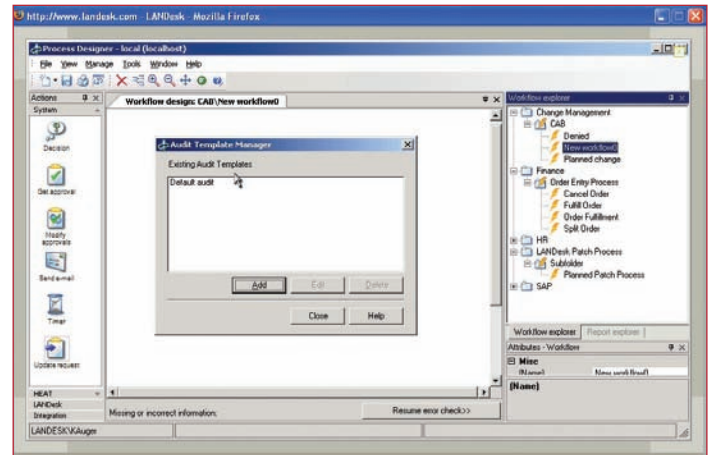
user interface that enables end user participation in business processes. The ability to leverage the SOA requires little more than basic internet connectivity and offers the ability to access forms for capturing and displaying information. That capability supports integration with Thin Forms, ASP .Net forms, Adobe PDF forms and Microsoft InfoPath forms, which provides cross-platform/cross-device functionality.

One of the most important elements of process management is the ability to audit and report on change. (In some cases, that is a legal requirement as well as a management requirement.) Here, LPM is no slouch. The product offers the ability to capture every step of any process for absolute proof of control and support for any audit. What's more, LPM also captures information from live processes with customizable reports that help process owners better manage resources and optimize business processes. The reports can be sent via the Web, e-mail or printed. The products database sup-

ports the full audit history, which is captured for all processes and activities, including approvals, requests and comments.

Basically, it comes down to the fact that LPM is about change management and managing IT processes, both of which prove to be extremely important to maintaining secure systems. When it comes to the big picture of change, LPM has no competitors and proves to be the ideal starting point for building comprehensive network management solutions.

LANdesk offers partners pre- and post-sales support, extensive certification and training programs and technical support via a self-service Web portal. The company declined to disclose average reseller margins. It offers a



three-level channel program, with a Platinum level as the top tier, Gold as the middle and Silver rounding out the lowest level.

As a whole, the Expert Solution Provider (ESP) channel program is targeted at helping partners build service revenue along with product sales. The program is somewhat exclusive, and prospective partners must demonstrate technical expertise, market segment leadership, have defined growth strategy and proven solution deployments.