



BMC Discovery

The first step toward BSM success

BMC® Discovery:

BMC Discovery automatically discovers assets, asset configurations, end users, and topology relationships, as well as populates and maintains the CMDB.

The solution:

- > Provides a broad spectrum of discovery needs for BSM initiatives
- > Automatically discovers components, relationships, and users of packaged enterprise applications, as well as custom-built or “unknown” applications
- > Can be implemented in a heterogeneous IT environment and is not constrained to a single vendor’s computing systems
- > Provides data to enable real-time business service modeling, accurate data to support change execution, dependency data for quicker problem resolution, and more

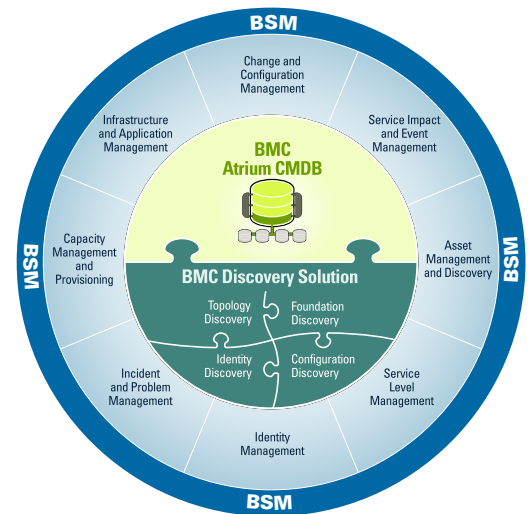
BMC is the only vendor that brings to bear all levels of discovery to support a wide range of Business Service Management solutions.

Organizations are under more pressure than ever to ensure that IT resources and processes align closely with business objectives. To reach this goal, forward-looking organizations are adopting Business Service Management (BSM), and are utilizing the Information Technology Infrastructure Library (ITIL®) to achieve it. BSM ensures that everything IT does is prioritized according to business impact, enabling IT to proactively address business requirements to lower costs, drive revenue, and mitigate risk. ITIL is a set of best practice guidelines to ensure that IT processes are closely aligned to business processes.

The first step toward BSM success is to gain an accurate, complete, and up-to-date picture of your IT environment and the end users who depend upon it. In the typical organization, however, the complexity and dynamic nature of the distributed IT environment make it difficult to sustain visibility into assets — and even more difficult to determine their interrelationships. Manual discovery of the IT environment is not impossible, but is very cumbersome, costly, and risky. The manual effort required to discover assets, their configurations, and the end users who rely upon those assets — not to mention, to document and maintain IT service relationship and dependency mapping information — can prevent organizations from ever achieving BSM or enabling the processes recommended by ITIL.

In an attempt to solve the problems associated with manual discovery, many organizations have deployed both automated IT discovery tools to discover assets, and application dependency mapping products to document relationships between IT components and business services. These tools, however, are often limited in scope and reveal only a part of the total IT environment. As a result, the repositories created by these tools is limited to the partial data the tools collect. This limitation is compounded by the fact that, in an attempt to expand their view, organizations have deployed multiple tools from multiple vendors, resulting in fragmentation of data across multiple, incompatible, and often-conflicting data stores.

The practical deployment of an enterprise-level CMDB requires a strong automated discovery solution to initially populate, support, and maintain the information within it. This solution should include



the initial discovery of assets in the environment, including new and removed assets; the management and update of asset configurations; the mapping of the relationships and dependencies; and the association of end users with the applications on which they depend. Mapping must include the physical relationships, the logical relationships between assets and business services, and the logical relationships between assets/business services and the people who use them.

A Comprehensive Discovery Solution

The BMC® Discovery solution helps organizations overcome the obstacles associated with limited visibility and fragmentation. It is a scalable, sustainable solution for capturing, reconciling, and continuously updating all four dimensions of IT environment data:

- > Assets — What is the total inventory of deployed assets?

BMC Discovery supports the implementation of ITIL® best practices for incident, problem, change, configuration, and service level management, as well as other ITSM processes.

- > Configurations — What are their components and settings?
- > Relationships — What are their interdependencies?
- > Users — Who is using these resources?

Moreover, it makes that information available to a variety of BSM solutions and processes through a central repository, the CMDB, thereby laying the foundation for comprehensive IT service management (ITSM) and BSM.

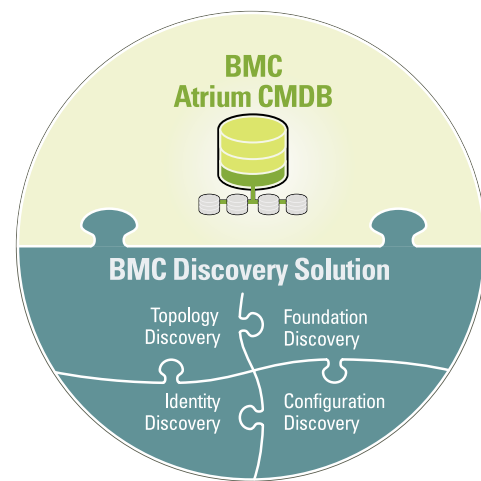
BMC Discovery includes four discovery modules that have out-of-the-box integrations to populate and maintain the BMC® Atrium™ CMDB:

- > **BMC® Foundation Discovery** — Provides a broad, inventory capability that detects the different components in the IT environment, including client devices, servers, and network infrastructure.
- > **BMC® Configuration Discovery** — Maintains detailed information on asset configurations in IT environment.
- > **BMC® Topology Discovery** — Detects the logical and physical relationships among CIs, as well as between CIs and business services. BMC® Topology Expert Extensions offer additional intelligence on specific environments, such as SAP, Siebel, J2EE, VMware, and others.
- > **BMC® Identity Discovery** — Identifies the end users who are leveraging components of the IT environment and maps them to the various business services upon which they rely, further enriching application mapping and dependency information.

Together, these components work to address the entire spectrum of asset discovery activities. Although each is available as a standalone product, they provide optimal value when implemented together to replace fragmented tools that require cumbersome and error-prone manual steps. In this way, BMC Discovery provides an integrated, unified, and automated process for identifying all assets in the environment; cataloging them in a common database; and keeping the data current by discovering changes and keeping data up to date.

In addition to integrating with the other components in the solution, each individual component integrates with almost any database, enabling you to leverage pre-existing solutions. The BMC Discovery solution also easily accommodates mixed environments that encompass diverse systems and platforms from many different vendors, while also

supporting all types of devices — from handhelds and laptops to workstations, applications, servers, and network devices.



To fully realize the benefits of BSM, however, we recommend pairing BMC Discovery components with the BMC Atrium CMDB for initial population and ongoing maintenance. This will provide the foundation layer critical to supporting the full spectrum of ITSM and BSM solutions from BMC.

BMC Foundation Discovery — Determine What Assets Are Out There

As organizations work to improve ITSM processes, the first step is to identify the assets that make up the infrastructure. BMC Foundation Discovery meets this fundamental ITSM need by collecting hardware and software information across the enterprise. Its agentless operation provides a quick, almost effortless means of capturing data to support asset management and other initiatives, as well as to assist in identifying specific assets for management.

BMC Foundation Discovery is designed to handle enterprise-class inventory scans that overburden many standard discovery products. It collects information on servers, desktops, and network devices, such as routers, switches, firewalls, and network printers. It also captures detailed information, such as operating system name and version, number of CPUs, application names and versions, and in-depth information on installed components. The tool operates across firewalls, discovering assets throughout the network without sacrificing security.

Flexible scanning enables IT to run discovery processes across a range of devices, based, for example, on IP addresses or specific ports. True multi-platform operation — with support for Windows,

UNIX, and Linux platforms — ensures comprehensive discovery in heterogeneous environments.

BMC Configuration Discovery — Determine Asset Configurations

Capturing configuration information enables IT to identify which assets support mission-critical services, thus making it a key contributor to successful BSM. BMC Configuration Discovery provides this level of detail. What's more, it can leverage data from BMC Foundation Discovery to target specific assets for additional discovery with an agent.

BMC Configuration Discovery automates hardware, software, and settings inventory of server and client devices — even for systems that are only intermittently or infrequently connected to the network. Consequently, organizations can quickly verify exactly what assets they own, how they are configured, and who is using them. This is critical to ensuring that assets are secure and that the enterprise meets corporate, regulatory, and license compliance requirements. BMC Configuration Discovery operates across major platforms and operating systems, including Windows, UNIX, Linux, Macintosh, and handheld operating systems. It uses bandwidth-friendly features, such as delta-only transfer to send only the information that has changed since last it was connected to the network, thereby mitigating the impact on network performance.

BMC Topology Discovery — Determine Asset Interdependencies

Key to the success of BSM and the management of services is the ability to understand not only which IT elements comprise business applications, but also what the dependencies of those elements are. BMC Topology Discovery assists in this area by performing agentless discovery of the network's physical topology to include network hardware, desktops, servers, and printers. Additionally, it not only provides a complete logical dependency mapping of application components within the IT network, identifying which IT components comprise enterprise applications, it also maps the component dependencies for J2EE applications, SAP, Siebel Systems, VMware, and others.

Leveraging the asset and configuration data collected by the Foundation and Configuration products, BMC Topology Discovery populates and maintains the CMDB with relationship information. With BMC Topology Discovery, BMC has created a solution that not only autodiscovers the components and relationships of business applications and automatically builds a model based on that information, but

also watches for changes in those components and relationships, updating the CMDB accordingly. Consequently, it eliminates the weeks — or even months — organizations typically spend deploying service impact management tools and manually building service models.

BMC Identity Discovery — Determine End Users Associated with Assets and Services

A key aspect of discovery that ITIL recommends for inclusion in the CMDB is end users. The BMC Discovery solution is unique in offering BMC Identity Discovery, a component that identifies the end users who rely on business processes supported by the IT infrastructure. To deliver complete, end-to-end discovery, it is critical to locate, identify, and track end users and associate them with applications, hardware, and software assets in the CMDB. Then, based on this user information, IT organizations can build an enriched service model that considers users in the prioritization and decision-making around impact analysis and the risk assessment of IT changes. An application or server can become mission-critical if it is used by people who are providing a critical business service.

In addition to its tight integration with the BMC Atrium CMDB, BMC Identity Discovery is also integrated within the BMC Identity Management Suite, facilitating automatic discovery by connecting to multiple systems and applications across the organization. For example, the business profile of each user can be automatically discovered by connecting to the HR system or corporate directory. An automatic utility then populates the CMDB and sends updates whenever the status of the user changes. This allows for an up-to-date view of the users, the business services that are associated to them, and their relationships with the various systems and applications.

BMC Discovery — Enable More Effective ITSM and BSM

Effective management of IT services is possible only when the organization has complete and accurate information detailing the IT infrastructure. BMC Discovery supplies this information to the CMDB, where it can be leveraged by other key ITSM and BSM processes. Examples of how organizations can take advantage of data collected by the discovery tools include:

- > Use discovered data to track baselines and changes to the assets that make up business services
- > Provide a foundation for inventory, portfolio, and software license management

To fully realize the benefits of BSM, pairing BMC Discovery components with the BMC Atrium CMDB for initial population and ongoing maintenance is recommended.

- > Use topology information to assess the impact of planned changes on the IT infrastructure
- > Put precise configuration information at the fingertips of help desk agents to speed incident and problem resolution
- > Associate applications, hardware, and software assets with specific end users to apply identity data to business processes and decisions
- > Leverage topological information to better understand the impact of events on IT and business services
- > Track OS patch levels to maintain security compliance
- > Track software license usage data to accurately size purchase requirements and prevent overbuying

By integrating key functionality around assets, asset configurations, relationships, and users — and by delivering that functionality across a broad range of technologies, including SAP, Siebel, J2EE, VMWare, and others — BMC delivers the most comprehensive and broadest discovery solution in the market today.

About BMC Software

BMC Software helps IT organizations drive greater business value through better management of technology. Our industry-leading Business Service Management solutions ensure that everything IT does is prioritized according to business impact, so IT can proactively address business requirements to lower costs, drive revenue, and mitigate risk. BMC solutions share BMC Atrium™ technologies to enable IT to manage across the complexity of

diverse systems and processes — from mainframe to distributed, databases to applications, service to security. Founded in 1980, BMC Software has offices worldwide and fiscal 2005 revenues of more than \$1.46 billion. BMC Software. Activate your business with the power of IT. For more information, visit www.bmc.com.

Product	Feature Highlights	Capabilities
BMC Foundation Discovery	<ul style="list-style-type: none"> > Performs agentless hardware and software discovery > Discovers network devices and components, such as servers, switches, routers, hubs, and desktop > Runs scheduled or ad hoc scans 	<ul style="list-style-type: none"> > Provides a first cut at what is deployed > Performs ongoing discovery to determine what devices have been added, changed, or removed from the environment > Deploys quickly and easily > Returns comprehensive inventory reports
BMC Configuration Discovery	<ul style="list-style-type: none"> > Returns detailed configuration data > Tracks assets securely across data centers and distributed enterprises > Supports scheduled and ad hoc operations > Performs network efficient scanning by uploading only the changes from prior scans > Leverages same agent for desktop and server application management 	<ul style="list-style-type: none"> > Installs and configures easily > Provides functionality essential for software management and usage > Enables security management, including patch management and compliance with Sarbanes-Oxley and other legislation > Enables policy-driven management of the endpoint
BMC Topology Discovery	<ul style="list-style-type: none"> > Discovers network components > Discovers physical dependencies > Identifies enterprise application infrastructures, such as servers, databases, gateways, deployed applications, applications servers, Web servers, and load balancers, and includes logical and physical dependencies > Runs scheduled or ad hoc scans 	<ul style="list-style-type: none"> > Provides physical and logical mapping > Facilitates service model creation by discovering enterprise application components and relationships > Watches for changes, and updates the CMDB accordingly
BMC Identity Discovery	<ul style="list-style-type: none"> > Discovers the users of systems and applications, including mainframes, distributed systems, security systems, directories, databases, and applications > Discovers business profiles that are associated with end users > Runs scheduled scans for an up-to-date view 	<ul style="list-style-type: none"> > Populates the CMDB with identity data based on a pre-defined scope > Watches for changes in user administration and updates the CMDB accordingly > Facilitates associating applications, hardware, and software assets with specific end users and business profiles



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