Symantec IT Management Suite 8.1

Visibility. Security. Productivity.

Overview of Symantec IT Management Suite

Symantec™ IT Management Suite (ITMS) provides the visibility required to securely and efficiently manage the entire lifecycle of desktops, laptops, and servers across Windows, Mac, Linux, Unix, and virtual environments including deployment, patch, and asset management to reduce costs and increase productivity.

What's New in IT Management Suite 8.1?

IT Management Suite 8.1 introduces several new compelling features and enhancements including:

- Streamlined process for updating Windows 10, Windows 7/8.1, and Office 365

- Peer-to-peer content distribution

- Mac profile management

- Product integrations with Symantec Endpoint Protection and Control Compliance Suite

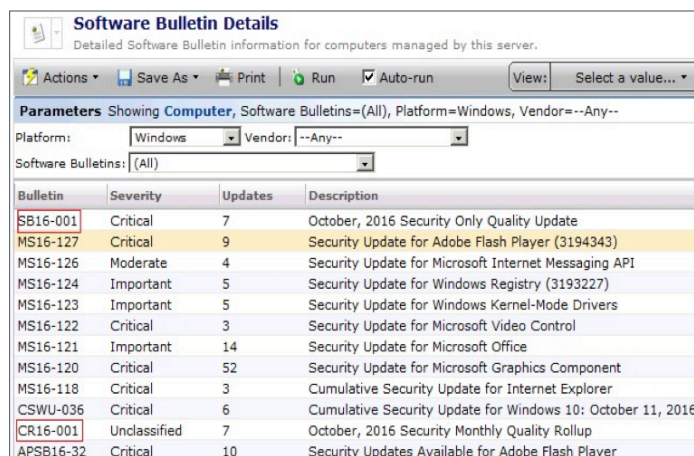- Amazon Web Services one-click installation

Let's take a look at each of these in more detail.

Streamlined process for updating Windows 10, Windows 7/8.1, and Office 365

The initial release of Windows 10 in July 2015, marked a fundamental shift to a "Windows-as-a-service" paradigm for updating the operating system. In October 2016, Microsoft adopted a similar model for keeping Windows 7 and 8.1 up-to-date. The move to a "Windows-as-a-service" model was not unprecedented as Microsoft had been using a similar model for keeping Office 365 up-to-date. Along with the shift to a service- based paradigm, Microsoft introduced significant changes to the manner in which updates are packaged, distributed, and installed.

Patch Management Solution (included with IT Management Suite) detects Windows 10 and Windows 7/8.1 devices that require Cumulative Updates, Feature Updates, Monthly Quality Rollups, or Monthly Security Updates, installs the updates, and tracks the updates' rollout using compliance reports.

For sites where large file sizes are an issue because of the lack of an onsite package server, Patch Management Solution supports data transfer efficiencies using multicasting or peer-to-peer package download capabilities. Both solutions let devices download packages from other devices at their site rather than requiring each device to download packages directly from the Notification Server or a package server across a Wide Area Network (WAN), which can significantly impact bandwidth.

Figure 1: IT Management Suite supports the new "rollup" model for Windows 7, 8.1, and Windows 10.

Patch Management Solution will also identify Office 365 installations that need updating and then download and install only the content required by the local "click-to run" installation on each device. The solution will first download the Office 365 update to a central repository and then distribute it using its package server infrastructure, if present, to get the updated content closer to the devices that need it.

The Symantec Management Agent dynamically determines the nearest package server on each device when an update to Office 365 is required, modifying the path to the update package

location in a configuration file used by Office 365's native update capabilities. The Symantec Management Agent then invokes Office 365's native update capabilities, resulting in only the content needed by each device being downloaded from the package server. This approach utilizes IT Management Suite's package server infrastructure without requiring additional hardware or services, thus leveraging the incremental differencing functionality built into Office 365' native update capabilities to minimize the load on network bandwidth.

For a more detailed explanation on how Symantec IT Management Suite simplifies the process for updating Windows 10, 7/8.1 and Office 365, refer to this **Solution Brief**.

Peer-to-peer content distribution

IT Management Suite 8.1 adds optimization capabilities for content distribution through peer-to-peer downloads. Endpoints managed by IT Management Suite with the peer-to-peer mechanism enabled will periodically (on a predetermined schedule) check for updates among endpoints nearby and automatically download the new content to stay up to date.

This new functionality provides a scalable distribution model that utilizes the endpoint to supplement the ITMS infrastructure, minimizing the impact on network bandwidth without requiring any changes to network or security configuration. This is a major benefit for distributing Windows 10 and Office 365 updates due to their large file sizes that make downloading from a remote site across a WAN undesirable in many cases.

This enables customers to use the native software update capabilities in ITMS for a consistent user experience for updating all operating systems and applications in their environment.
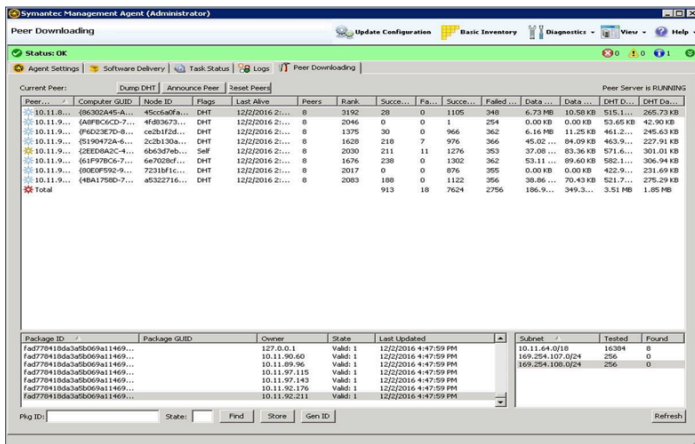

Figure 2: IT Management Suite 8.1 adds optimization capabilities for content distribution through peer-to-peer downloads

Mac profile management

Although the use of Macs in the enterprise is on the rise, they still typically represent a small percentage of the overall environment. As a result, many organizations do not manage these machines or rely on manual processes or separate tools to try and keep their Macs up to date and protected.

Understanding these growing challenges, IT Management Suite 8.1 extends its existing Mac management capabilities of deployment, inventory, patch management, and software delivery, by adding profile management. Profile management gives ITMS administrators the ability to import configuration profiles, target specific devices, apply profiles and ensure they stay applied, and report on compliance. IT Management Suite 8.1 makes it easier than ever before to manage even the most complex environments with a mix of Windows, Mac, and Linux machines using the same infrastructure.

Product integrations with Symantec Endpoint Protection and Control Compliance Suite

IT Management Suite 8.0 introduced integration with **SEP Cloud** to extend the visibility of endpoints to include modern devices and operating systems including iOS and Android. IT Management 8.1 expands its integration with SEP by adding the ability to monitor the SEP agent (on-prem only) to add an additional layer of protection for SEP customers.

By being able to monitor the SEP agent, IT Management Suite 8.1 provides greater visibility of the SEP agent status to quickly assess overall health, diagnose issues quickly, and be notified should the agent be compromised in some way. In addition, SEP customers using IT Management Suite 8.1 have a range of remediation options to simplify and speed up troubleshooting.
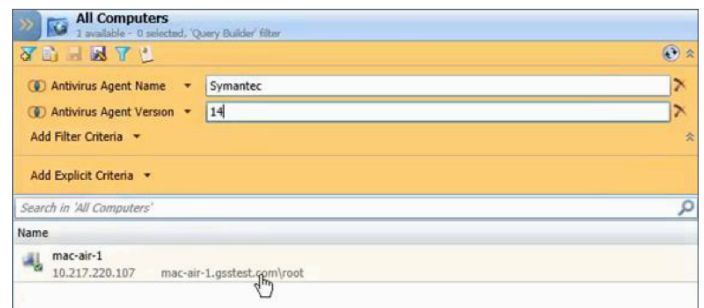

Figure 3: IT Management Suite 8.1 provides in-depth reporting to enable quick remediation of security agents including SEP

IT Management Suite 8.1 also introduces integration with Symantec Control Compliance Suite (CCS) to deliver the first steps toward a complete compliance and remediation solution. Using CCS and ITMS together provides a much faster way to find assets that are vulnerable or out of compliance, trigger a ticket, monitor the remediation process, verify compliance, and then close the ticket. This process saves time, reduces errors while offering an audit trail with minimal additional effort.

Amazon Web Services one-click installation

Many businesses are moving their workloads to the cloud for the convenience, speed, and continuity that it offers. The release of 8.1 supports this trend by including the option of hosting your IT Management Suite implementation in the cloud via Amazon Web Services. This provides a quick and easy initial implementation with just one click to set-up IT Management Suite using Amazon Machine Images (AMIs) with pre-defined settings.

There are two primary deployment models based on the functionality you need. Virtual Private Cloud (VPC) Gateway is recommended for those needing the full range of IT Management Suite capabilities and Cloud- enabled management (CEM) Gateway is recommended for those only needing basic capabilities and minimal on- prem infrastructure. For a quick start guide for setting up ITMS on AWS, **go here**.

IT Management Suite key capabilities

In addition to all the exciting new features in version 8.1, IT Management Suite remains strong in key capabilities such as deployment, asset management, and patch management.

Deployment

Symantec IT Management Suite helps reduce the cost of deploying and managing servers, desktops, and laptops from a centralized location in your environment. The solution offers OS deployment, configuration, PC "personality" migration, and software deployment across hardware platforms and OS types to reduce end-user downtime and increase IT efficiency through automated, repeatable deployment processes.

For example, you can build a reference system with your standard OS and applications and then mass-deploy a hardware-independent image of the reference system to your new and existing systems. Because every system is unique, you can assign security IDs (SIDs) and configure user names, IP addresses, and other network settings. In addition to supporting a wide variety of hardware types, IT Management Suite also supports multiple operating systems, including Windows®, Mac OS X®, Linux®, and Unix®. Deploying servers, desktops, thin clients and laptops has never been easier.

Key Deployment features include:

- Scalable, enterprise deployment for desktops, laptops, thin clients, and servers across Windows, Mac, Linux, and Unix

- Web console, well suited for distributed access and detailed security models

- Support for Windows PE and Linux pre-boot environments

- Support for hardware independent image deployments

- Hands-free migration

- Ability to configure new systems using imaging, scripting, or a combination of both

Asset Management

Before you can effectively manage and protect endpoints, you first need an accurate picture of the environment. What software and devices are being used, who is using them, how much do they cost, and do they have the latest patches and updates?

Symantec IT Management Suite discovers, inventories, and tracks all the hardware and software assets in your IT infrastructure and manages the relationships between them in the Configuration Management Database (CMDB). Armed with this information, your team can quickly identify problems, apply solutions, and document compliance.

You can also uncover savings opportunities through at-a-glance detailed reports that track software licenses owned versus licenses that are installed and used. This visibility makes it possible to identify unused licenses and assign them to others before buying more as well as improve forecasting and purchasing decisions.

Key Asset Management features include:

- Discover and manage software and devices

- Reduce costs by eliminating the purchase of unnecessary software and harvesting unused licenses

- Ensure software compliance and prepare for audits

- Manage inventory and plan for future needs

- Maximize the value of your IT assets

Patch Management

An effective patch management strategy is critical for distributing software updates and, more importantly, for detecting and remediating security vulnerabilities. Many successful attacks are perpetrated against previously known vulnerabilities in which a patch or secure configuration standard was already available from the software vendor. Patches are only effective if they have been deployed.

Symantec IT Management Suite centralizes and simplifies patch management. With this solution you can detect and repair security vulnerabilities for Windows, Mac, and Linux operating systems as well as Microsoft and over 50 non-Microsoft applications. Patch automation can further streamline the process to ensure patches are applied as quickly as possible. Real-time compliance and detailed reports help ensure smart, fast decisions can be made to keep endpoints protected and maximize productivity.

In addition, the Cloud-enabled management functionality in IT Management Suite ensures secure management of Windows and Mac users even when they are disconnected from the corporate network to ensure inventory, patches, software (including Symantec Endpoint Protection), and updates stay current on these machines. Cloud-enabled management utilizes an Internet gateway in the DMZ to provide certificate-based trusted communication over the Internet between remote clients distributed outside the firewall and the Symantec management server inside the corporate firewall. As a result, IT Management Suite is able to ensure that management is "always on" even when remote users are not connected through VPN.

Key Patch Management features include:

- Support for Windows, Mac, and Linux operating systems

- Support for 50+ non-Microsoft applications

- Support for remote and disconnected users

- Complete audit trail and reporting

Summary

Managing an IT environment in today's world continues to become more complex. We have a wider range of devices and operating systems, more vulnerabilities and threats, and users who need to be able to work from any location using any device. This requires IT to have greater visibility in order to securely manage their environment to ensure users are productive and protected. The new capabilities in Symantec IT Management Suite 8.1 such as updating Windows 10 and Office 365, peer-to-peer content distribution, and many others combined with its core functionality offers deeper visibility to securely and efficiently manage and protect the diverse devices and software in your environment.

Try it now for FREE

Try IT Management Suite by downloading a free 30-day trial today:
http://go.symantec.com/itms

System Requirements

For complete details on platform and OS support, please review the **Platform Support Matrix**.

Management Server

- NET Framework 4.5.1 or above
- Internet Explorer 10 or 11
- SQL Server 2008 SP2 or above, SQL Server 2012, SQL Server 2014 or SQL Server 2016
- Windows Server 2008 R2 or Windows Server 2012 R2

Site Server

- Windows XP SP3 or later (Package Server), Vista SP2 or later, 7, 8, 8.1 x64/x86, 10
- Windows Server 2008, 2008 R2, 2012, 2012 R2
- Windows IIS
- Microsoft .NET 4.5.1 or above

Windows Agent

- Windows XP SP2 (x64) or SP3 (x86)
- Windows Vista SP2 or later x64/x86
- Windows 7 x64/x86
- Windows 8/8.1 x64/x86
- Windows 10 x64/x86
- Windows Server 2003 SP2 or later
- Windows Server 2008 or later
- Windows Server 2012 or later
- Windows Server 2016

Mac Agent

- OS X 10.10, 10.11, Sierra
- OS X Server 10.10, 10.11, Sierra

Linux Agent

- Red Hat Enterprise Linux WS\ES\AS 5.10 and 5.11 x64/x86, 6 x64/x86, 7, 7.1, 7.2
- SUSE Linux Enterprise 11 x64/x86, 12 x64/x86
- CentOS 6, 7
- VMware ESX Server 4.0 (Agentless), 5.0 (Agentless), 6.0 (Agentless)

UNIX Agent

- IBM AIX 6.1, 7.1
- Oracle Solaris 10 and 11 (SPARC/x86/x64)
- HP-UX 11i v3 (PA-RISC /IA-64)

More Information

Visit our website

http://go.symantec.com/itms

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps organizations, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton and LifeLock product suites to protect their digital lives at home and across their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit www.symantec.com or connect with us on Facebook, Twitter, and LinkedIn.

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