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by **Broadcom**

Server Management Suite

AT A GLANCE

Server Management Suite alleviates daily IT operational challenges by consolidating and automating server lifecycle management tasks.

KEY BENEFITS

- Discovers and inventories hardware and software assets
- Identifies and remediates known vulnerabilities
- Automates hardware and software deployment and configuration
- Manages multiple server platforms from central, unified console

KEY FEATURES

- Patch Management
- Discovery and Inventory
- Deployment, Provisioning, and Migration
- Integrated Monitoring
- Centralized Management

Overview

The IT environment is more complex and more dynamic than ever before. Servers are being deployed in minutes to support continuous and agile development processes. For many administrators, this means making sense of thousands of moving parts to ensure servers are being provisioned, patched and managed quickly without disrupting the business. This requires IT to have immediate intelligence on what is happening in their environment and the ability to take instant action to ensure servers are both available and protected.

The key capabilities of Symantec® Server Management Suite (SMS) help strengthen server security and maximize user productivity. SMS addresses this challenge through four key features:

- **Patch Management.** SMS centralizes and simplifies the detection and remediation of security vulnerabilities by automating the deployment and application of patches.
- **Discovery and Inventory.** The SMS network discovery and inventory tools automatically collect server information and populate it to a Configuration Management Database (CMDB).
- **Deployment, Provisioning, and Migration.** SMS provides a comprehensive solution for deploying and managing physical and virtual servers.
- **Integrated Monitoring.** SMS provides lightweight server health monitoring and integrated remediation tasks to streamline server troubleshooting.

With these core features, SMS alleviates and streamlines many of the day-to-day operational challenges of server management, and enables you to protect your applications and data with minimal service disruptions.

Patch Management

Many successful attacks exploit previously-known vulnerabilities for which a patch was already available from the software vendor. Patching servers often requires a longer implementation cycle due to the necessary demands of pretesting to minimize potential service disruptions. Both IT operations and security are forced into a choice of either leaving servers exposed or installing potentially disruptive patches. SMS improves overall security by providing automated, robust patch management for multiple server operating systems and supports the following products and processes:

- Supports security and non-security updates on CentOS, Microsoft, RedHat, and SUSE, as well as commonly used third-party server applications.
- Provides cloud-enabled management for remote servers.
- Leverages peer-to-peer downloads for sites with limited bandwidth.
- Performs system reboots as the last action in a maintenance window.

Server Management Suite

Patch Management (cont.)

SMS patch management also enables organizations to report on compliance and create software update policies based on the CVE-IDs assigned to associated vulnerabilities. Combined, these capabilities enable organizations to successfully combat threats by providing the means to easily detect vulnerabilities throughout an environment and quickly remediate them from a central console.

Discovery and Inventory

The foundation of secure and successful server management is an accurate assessment of that environment. Many organizations take a manual approach to gathering and building out a hardware and software inventory spreadsheet. This leads to information that is quickly stale, requires considerable human effort to maintain, and may miss hidden servers on the network. SMS gets you started on the right foot with network discovery and inventory tools that automatically collect this information for you.

In addition, organizations typically manage numerous server applications that require dependent applications, routine updates, and tracking for software audit purposes. For many administrators, this means making sense of thousands of moving parts to ensure compatibility and compliance. The software management capabilities of SMS enable organizations to be more intelligent when it comes to server deployment, software delivery, software license management, and compliance with software management policies:

- Track all aspects of software in one place, including inventory, installations, and dependencies.
- Employ hands-free remediation when software has been removed or is not properly installed.

SMS performs these inventory actions on demand and in real time using a built-in feature called Time Critical Management (TCM). TCM does not require any additional setup, and its easy-to-use, modern user interface provides a view into the Configuration Management Database (CMDB) and real-time data. The combination of this real-time management and the persistent capabilities of SMS provide greater flexibility and visibility for server management.

TCM provides immediate intelligence regarding what is happening in an environment to help personnel make the right decisions, faster than ever. If you need to determine which servers are running a specific OS and

INTEGRATED MONITORING

Every minute a server is down, business is impacted. The ability to quickly identify an issue and remediate the root cause is critical to maintaining uptime.

SMS provides lightweight server health monitoring and integrated remediation tasks that streamline server troubleshooting:

- Utilize alerts to identify infrastructure health issues in a centralized event console using detailed data collected from servers and applications.
- Analyze trends and isolate recurring issues by collecting comprehensive real-time and historical performance data.
- Use context-specific flipbooks to quickly identify servers that need attention with dynamic, drillable compliance views.

are also missing a certain patch or other discoverable inventory item, TCM can provide this information within seconds.

Deployment, Provisioning, and Migration

Implementing a standardized provisioning process is the fastest route to eliminating unplanned downtime. SMS provides a comprehensive set of deployment capabilities that ensure consistent configurations across large numbers of servers and enable IT administrators to complete the following tasks:

- Automate new server deployments and technology refresh cycles with zero-touch imaging, scripting, or a combination of the two for bare-metal provisioning or reimaging.
- Configure basic input/output system (BIOS), redundant array of independent disks (RAID), user/network settings, drives, services, locations, and more during the provisioning process.
- Expedite the imaging process is with iPXE, which is used during the pre-boot process. iPXE shortens the downtime a machine goes through while being imaged and therefore speeds up the overall process.

Centralized Management

Every IT operations organization is unique, with roles often segmented by platform or by specific administrative function. The ability to segment responsibilities and aggregate changes is necessary to ensure security and operational efficiency. SMS provides a global view of an IT environment and the ability to filter data and functional capabilities to fit individual roles within an organization:

- Ensure the right people have access to the correct server resources with role and scope-based security, and securely store common credentials required for server management.

- Visualize existing change events quickly and minimize the frequency of service disruptions with enterprise calendar and maintenance window views.

- Centralize inventory across Windows, Linux, VMware, and Hyper-V in a single management database.

- Access hardware and software configuration details to help plan for technology upgrades and software license audits.

- Utilize custom inventory to augment existing data for homegrown applications or custom environments.

Additionally, SMS improves end-user satisfaction and reduce resource drain by implementing automated, repeatable processes. SMS helps define, design, and deliver automated IT processes and workflows that drive business results with the following features:

- End-to-end automation with operational, productivity, and event-based decision rules.

- A visual drag-and-drop design interface that does not require coding.

- Manage and report on running processes and their current status.

Finally, SMS helps IT organizations measure and improve IT performance. When new questions arise or more information is requested, organizations often require technical expertise to properly mine and analyze data. SMS includes these advanced analytics and reporting capabilities that allow organizations to easily explore and present data:

- Create professional reports using familiar pivot tables without advanced knowledge of databases or third-party reporting tools.

- Measure critical success factors and quickly assess trends indicating how such metrics are changing over time.

- View reports that provide a representative view of all IT assets including the ability to aggregate data from multiple sources.

Summary

Managing an IT environment in today's world continues to become more complex with an ever-increasing set of vulnerabilities and threats. Organizations typically manage numerous server applications that require dependent applications, routine updates, and tracking for software audit purposes. For many administrators, this means making sense of thousands of moving parts to ensure compatibility and compliance. This requires IT to have immediate intelligence on what is happening in their environment and the ability to take instant action to ensure servers are both available and protected. The key capabilities of SMS help strengthen server security and maximize user productivity.

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