

nlyte CONTROL

DATA SHEET

THE nlyte CONTROL MODULE

The nlyte Data Center Performance Management (DCPM) solution is based on a set of best practice processes we call the DCPM Process Cycle. This Process Cycle uses six steps (Discover, Visualize, Model, Control, Report and Predict) to help data center personnel get control of their data centers and make informed decisions for the planning and effective management of their data center assets and physical infrastructure.

The nlyte Control Module provides the ability to define and control the automated execution of service request processes. This Module focuses on driving the execution of processes to deliver increased efficiency and productivity through the coordination and standardization of effort.

The nlyte Control Module uses a Web-based, graphical workflow engine enabling you to model complex business processes and manage the progress. The workflow execution includes sending alerts and reminders to ensure timely completion. Using details captured as the workflow is processed, nlyte Control allows you to define service driven processes in line with your current business activities, enabling you to efficiently model complex business processes, streamline existing workflow applications and manage progress. This includes task and e-mail alerts to ensure timely completion of service.

The nlyte Control Module also has an icon-driven graphical process designer and form builder to define services, and an operational work desk to initiate service requests and monitor and manage their execution. By defining regular processes, automating execution and driving staff interaction, you can coordinate and standardize operational effort to increase efficiency and productivity of service request delivery.

The nlyte Control Module provides three main elements to help manage services and service requests:

PROCESS DESIGNER	Defines your services and their workflow processes
FORM BUILDER	Defines forms for capturing process information from your staff
SERVICE REQUEST ENGINE	Initiates and monitors your execution of service requests, coordinating interaction between staff and monitoring task duration to protect SLAs

nlyte CONTROL KEY FEATURES

- Data center-centric workflow application
- Standalone or extension of enterprise workflow application
- Icon-driven graphical process designer and form builder to define the services, and an operational work desk to initiate service requests and monitor and manage their execution
- Auto-execution and drives staff interaction
- Easy to use, simple drag and drop interface
- Real-time view of task status for each process

nlyte CONTROL KEY BENEFITS

- Improved service delivery
- Reduced server deployment time
- Enforces ITIL and COBIT best practices

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Control: Processes

Processes are the building blocks of all services. The definition of a service starts with defining the processes that users must follow to deliver the service successfully.

The core activities library offers standard activity types that can be dragged onto the workflow stage to create the process. The basic activity types are listed below:

- **User activity** – the basic building block of a workflow and is used to create a process.
- **Sequential activity container** – allows individual user activities to be grouped and executed in a linear workflow sequence.
- **Parallel activity container** – allows two or more activity branches to be executed simultaneously.
- **Branch activity container** – allows two or more separate activity branches to be linked to an earlier single activity that determines which of the branches should be executed.
- **Activity branch for the branch activity container** – adds additional branch activities to the branch activity container.
- **Loop back activity container** – loops user activities as long as a condition is met, otherwise execution moves to the activity following the loop.

Control: Forms

With forms users can share information required for a service request. With the Form Builder you can:

- Create forms for capturing activity-related information from users at specific points within the workflow so that the process can proceed
- Build a library of standard forms from which forms can be selected for data capture in different processes

The form controls library offers standard form controls that can be dragged onto the form building stage to create the form. The basic control types are described below:

- **Text input** – records a single line of information.
- **Text area** – allows entry of free form text.
- **Combo box** – offers a selection of values.
- **Check box** – specifies true or false for a condition.
- **Label** – places a label on the form.
- **Date chooser** – allows a user to specify a date.
- **URL link** – includes a URL on the form.

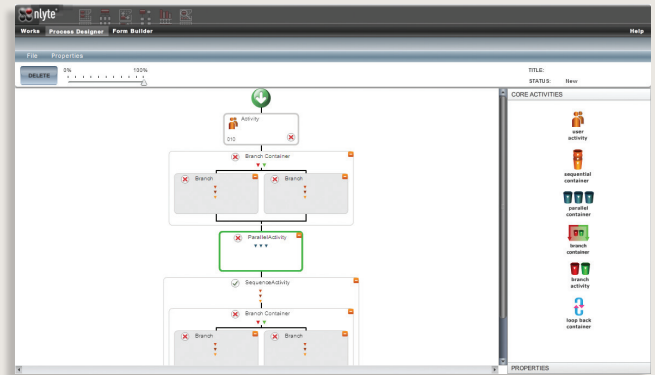


FIGURE 1.

The nlyte Control Module shows a graphical view of the main workflow and the core activities library.

- **Storage breakdown** – allows a user to calculate a total storage figure and breakdown of the storage calculation.
- **Cascading form** – contains other forms that a user can display and use to complete another form.
- **Equipment picker** – allows a user to select items of equipment so that the workflow can process it.
- **Business application picker** – allows a user to select business applications for processing in the workflow.

Control: Service Requests

Managing service requests includes the full range of work from raising a request to completing the individual process tasks required to fulfill the service. It also includes monitoring the request and its tasks throughout service delivery.

The Control Module separates the management of service requests into two discrete areas of responsibility, each conducted by a different group:

1. **Raising the request:** Conducted by the customer business unit
2. **Fulfilling the request:** Defines forms for capturing process information from your staff

To help ensure users take account of changing customer requirements and business circumstances throughout the life cycle of each service request, nlyte Control allows issues to be recorded against individual tasks to indicate customer requirements or issues that need to be resolved before the task can be completed. This ensures formal SLAs and customer expectations are met.