

# Yphise portfolio of valuable projects

Independent research since 1985

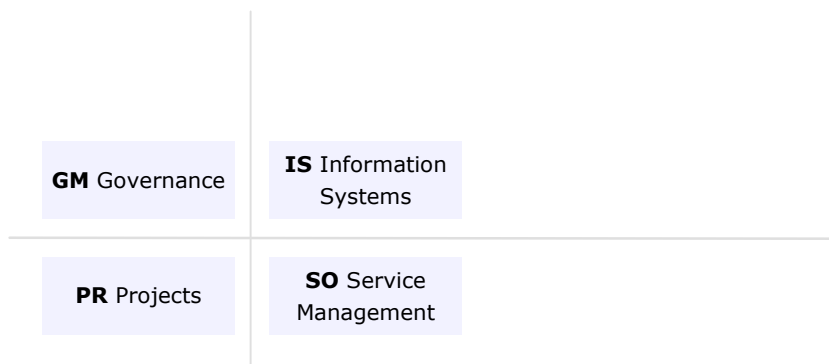
Software Product Assessment

ASSESSMENT VOLUME

SELECTED PROJECT

## COM - CHANGE AND ORCHESTRATION MANAGEMENT

### YPHISE ASSESSMENT OF ALTIRIS TOTAL MANAGEMENT SUITE



Foreword 3

#### ASSESSMENT OVERVIEW

Market segment 5

Yphise shortlist 11

Yphise opinion on Symantec

Altiris Total Management Suite 17

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of software products

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**yphise@yphise.com**

PO BOX 142, Southbury, CT 06488 - USA  
6 rue Beaubourg - F-75004 PARIS

T 303 410-7753 - F 303 410-4980  
T (33) 1 44 59 93 00 - F (33) 1 44 59 93 09

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# FOREWORD

The Yphise independent ongoing research program selects each year the market segments where good software products offer strengths that represent a valuable investment for large companies. For each market segment, Yphise identifies the shortlist of products of interest, according to expected benefits for IT executives. Then, Yphise assesses each shortlisted product. Yphise produces an EXECUTIVE volume on each evaluated market segment. The EXECUTIVE volume outlines Yphise opinion. This report is an excerpt of this volume.

## Yphise ISO 9001:2000-certified ongoing research program

The portfolio of valuable software projects aimed at IT steering committee

SIPP report  
Software Investment & Project Planning

### For each selected Market Segment

The project qualified at executive level: benefits, scope, key requirements, final short-list of valuable products, ranking of the products

EXECUTIVE vol

### The detailed assessment of the project

- The shortlist of products of interest, the detailed assessment of each shortlisted product, our final ranking of the products
- The results in Excel format
- The business and IT benefits
- The useful set of requirements

ASSESSMENT vol  
and selection ASSISTANT

REQUIREMENTS vol

The Market Segments that represent valuable investments and lead to pragmatic projects according to issues of interest to executives

Selected Market Segments

Continuous monitoring of the marketplace

Ongoing monitoring

Since 1985

This market segment has been selected under the Yphise ongoing research program, which identifies the software products that represent a valuable investment for large companies. The EXECUTIVE volume defines the project at the executive level. It establishes the benefits, scope, key requirements, as well as a final short list of products with proven strengths.

The Yphise ongoing research program has helped executives plan, prioritize, conduct and control the useful software projects in order to increase IT performance since 1985.

- This program covers all areas of interest to large companies. Yphise has unparalleled experience in identifying those market segments that represent valuable investments and projects.

<p><b>GM IT Governance and Management</b></p> <ul style="list-style-type: none"><li>- Method and quality management</li><li>- IT financial and asset management</li><li>- IT risk control</li><li>- Outsourcing strategies</li><li>- Business Partnership management</li><li>- Demands and project portfolio mngt</li></ul>	<p><b>IS Information System Management</b></p> <ul style="list-style-type: none"><li>- Architecture</li><li>- Industrializing</li><li>- Security</li></ul>
<p><b>PR Conducting Projects</b></p> <ul style="list-style-type: none"><li>- Conducting projects</li><li>- Architecture</li><li>- Industrializing</li><li>- Security</li><li>- Testing</li><li>- Maintenance</li><li>- Service Continuity</li><li>- Service level management</li></ul>	<p><b>SO Service and Operations Management</b></p> <ul style="list-style-type: none"><li>- Change and release management</li><li>- Environment delivery</li><li>- Operations</li><li>- Help-desk, incidents, problems</li><li>- Service Continuity</li><li>- Service level management</li></ul>

- This program is ISO 9001:2000-certified (since 1999). This unique distinction demonstrates independence and a robust methodology for assessing software products according to the priorities of large companies.

**The Executive License grants IT executives, software vendors and service providers with online access ([www.yphise.com](http://www.yphise.com)) to all the EXECUTIVE vols and to the SIPP (Software Investment & Project Planning) report**

# MARKET SEGMENT

The challenge in this market segment is controlling the various changes in the information system. Change orchestration and management (COM) solutions drive the change process, from request for change (RFC) to compliance checking. They schedule the changes and manage the priority of these changes. They manage the change workflow and automate the various technical tasks required to ensure efficient changes. COM solutions contribute to compliance with ITIL requirements on change and release management.

## **Benefits for the business**

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### ➤ **Increasing the business agility**

Business agility is tied to the agility to change the IS according to business needs. It requires performing the changes in the IS quickly and efficiently. Change orchestration and management (COM) solutions increase business agility. They reduce the time required to bring changes.

Changes take long because of the idle time in the overall change process. Much of the time involved in the normal change process is spent waiting for another stakeholder to be available or for a result that someone else must provide. This leads to drawn out processes, wasted time and lack of responsiveness. This in turn degrades business agility. COM solutions link all the actions in the change process and automate the process. They reduce idle time. They optimize execution of the change process.

Changes are long because of the number of required manual actions. Complex changes in the IS of large companies require many actions, by various teams. Most of these actions are done and checked manually, even when scripts have been developed. Automation is restricted to a limited scope within each team. No cross-team automation is achieved. The number of actions degrades the control on the change process. It leads to repeat similar actions. COM solutions automate and industrialize these actions. This improves the change agility.

Changes take long because of the number of errors, rollbacks and retries. Manual actions and procedures lead to failure, mistakes and errors in the changes. Change implementers must roll back and redo their work. Even rollbacks may lead to additional errors. This increases the change duration and cost. COM solutions reduce the number of rollbacks because of automation based on tested, robust procedures. They automate the rollbacks.

Changes take long because of the number and complexity of required checks and controls. Changes require controlling the IS before and after the change, as well as tracking the processed changes. This is time-consuming and costly. Getting all the information required to qualify the changes before processing is time-consuming. COM solutions automate collection of data on the current status of the IS.

## ➤ **Increasing the IS reliability and robustness for the business**

Business reliability and robustness are tied to the IS. Business gets disrupted if the IS configuration is wrong, e.g. missing software or patches or containing differences in release levels. Ensuring the quality of service delivered to the business requires ensuring the robustness of changes made to the IS. Change orchestration and management (COM) solutions increase business reliability and robustness. They improve the service level delivered to the business by the IT.

Change reliability is tied to change qualification and validation. Changes degrade IS reliability when they are not analyzed and validated properly. COM solutions control the change validation workflow. They ensure that all the changes performed have received prior validation.

Changes degrade IS reliability because reproducibility through manual changes is difficult. If done manually, installing and deploying constantly to a large number of targets is difficult. This leads to change errors, to gaps in the configuration and to dysfunction. COM solutions automate changes with the same change model. They increase change reliability.

Changes degrade the IS reliability because manual actions lead to errors. COM solutions automate the changes. They rely on scripted actions, tested previously in test environments. They improve the reliability of the change actions.

Changes degrade the IS reliability if performed at the wrong time or in the wrong sequence. Change orchestration is critical to the change success. COM solutions orchestrate the changes. They control the sequence of the various tasks and actions.

Changes degrade the IS reliability because of the lack of traceability of the changes. COM solutions track the changes automatically. They audit the changes performed and the current status of the IS. They deliver reliable information on the IS status and the changes actually done

## **Benefits for the IT processes**

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### ➤ **Change management**

The change management process analyzes, plans, implements and checks the changes in the IS. These changes are issued by projects, maintenance, release management, product and infrastructure management. A key challenge of change management is ensuring the IS reliability and change upon change. Another key challenge is ensuring the change efficiency and responsiveness.

COM solutions improve the change process agility. They manage the change workflow and automate the various technical tasks required to ensure efficient changes. They help reduce the time required to perform changes. COM solutions also improve change robustness by automating the changes and controlling the validation workflow. COM solutions are a key contribution to the success of the change management mission.

### ➤ **Release management**

The release management process manages the lifecycle of a new release of all or part of the IS until deployment into operations. A release is a consistent set of changes. Release management requires managing all these changes consistently.

COM solutions make it possible to define various release lifecycles. They track the release progress according to an accurate lifecycle. They manage releases by ensuring the consistency of dependent items, including requirements, requests for change, applications and technical components. They ensure alignment of the delivered releases with the business needs and IT environment constraints. They orchestrate the deployment of releases in the various environments.

### ➤ **Operations**

The IT department must guarantee appropriate business operations according to service level agreements. Operations must process technical actions required for change and respond to IS dysfunction.

COM solutions ensure secure deployment into operations. They provide efficient functionality in order to industrialize operations actions required by changes. They can deploy any type of changes into operations. They ensure the reliability of changes and reduce the risk of disruption of the IS in operations. They allow partial or total rollback in case of dysfunction.

### ➤ **Environment delivery**

The environment delivery process must manage, operate and support the various environments. It must ensure the consistency of these various environments, e.g. development, testing, validation and operations.

COM solutions focus on effective mastering of the environments. Changes to environments must be controlled. Change solutions automate the change processes on the various environments, including distributed and heterogeneous platforms. They control permissions to deploy changes on each environment. They allow partial or total rollback in case of dysfunction. They control consistency between the technical layer on the platforms and the application changes. They are essential for guaranteeing non-regression on each environment.

### ➤ **IT risk control**

The IT risk control process identifies and mitigates the operational risk for the company caused by the IS.

COM solutions minimize the risks consecutive to the changes by automating the various technical tasks. They also manage the change process, from request to deployment.

### ➤ **Industrializing management**

The industrialization process must ensure that the information system can be operated according to the service level expected by the business. In each application project, the industrialization process develops the operational tools and instructions required to deploy and operate. It manages the risks to operational effectiveness in operations. It designs and manages the technical solutions to guarantee effectiveness in operations.

Guaranteeing the delivered service level requires checking the compliance before a change, e.g. unauthorized installed software. COM solutions provide audit functions for the detection of noncompliant software or patches. COM solutions also help deploy identically to numerous targets, in order to avoid human errors. COM solutions reduce the risks associate with any deployment.

### ➤ **Service level management (SLM)**

The SLM process negotiates the service level agreements. It demonstrates to what extent the service level agreements have or have not been fulfilled.

Service level agreements include operational level agreements on changes, i.e. duration, robustness, impact on business, authorized time slots. COM solutions help schedule changes according to these agreements on changes. COM solutions reduce penalties associated with noncompliance with the schedule or with degradation of the service level resulting from a change in the IS.

### ➤ **Helpdesk, incident management and service continuity**

Incident management detects, qualifies and solves incidents in the IS. Service continuity handles the disasters, i.e. incidents that interrupt business processes. The helpdesk handles calls from users who experience incidents.

First, COM solutions reduce the number of incidents. They improve the robustness of changes. They avoid incidents caused by deficient changes. Second, COM solutions manage and automate the changes required to respond to some known incidents or disasters. When incidents occur, COM solutions can be used for remediation. This accelerates incident solving. This reduces the duration and cost of incidents.

### ➤ **Demands and project portfolio management**

The demand and project portfolio management process guarantees the definition, selection and progress of the project portfolio in terms of cost, value and time.

COM solutions help qualify the changes accurately. IT helps analyze clearly the various IT and business impacts of each request. This contributes to improving the decision making over the course of projects.

## ➤ **Product and infrastructure management**

The IT department must guarantee an operational infrastructure. This process manages the required expertise with respect to various products (hardware, middleware, software) in use. It administrates and supports these products.

COM solutions must ensure the infrastructure is operational, once the changes are performed. COM solutions take into account various environments. They are essential for supporting the infrastructure in operations.

## ➤ **Security**

The security process guarantees the confidentiality, authentication, integrity and non-repudiation of data, content and processes, as well as protection against security threats. Applications must be under control. Centralization of information represents a risk. The security process must ensure control over and access to this information.

COM solutions drive the changes to access rights and permissions. They include the security actions in broader changes, e.g. account creation or revocation, permission change, firewall configuration update. They check security compliance when checking the change result. They ensure that the changes keep the security level stable.

## ➤ **Testing**

The testing process must guarantee both the functional and technical adequacy of applications. It must guarantee the validation of the changes made by the various projects.

COM solutions facilitate management of test environments. They provide traceability of the changes and the releases deployed in the various environments. They control propagation of changes between environments. This reduces the test workload and ensures consistency over time.



# YPHISE SHORTLIST INCLUDES ALTIRIS TOTAL MANAGEMENT SUITE

## **Positioning of the market segment**

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The evaluated market segment is a specific one, with a precise positioning and list of software products. To avoid confusion, we differentiate it from the following list of market segments. A product belonging to one of these market segments is inappropriate for attaining the expected benefits.

### ➤ **Software Development Management (SDM) solutions**

SDM solutions manage the consistent task distribution among teams involved in complex software development projects. They help master software development, maintenance and updates that involve various geographically distributed teams. They track software development progress until release delivery. They provide useful workflow to distribute and control the development work. They accurately store and manage the various versions of components and releases. They ensure consistency of releases until these are setting in operations.

COM solutions do not manage code assets or development organization. SDM solutions do not manage the technical actions required to deploy the developed software. COM and SDM solutions are complementary. SDM can request changes to COM, while COM can retrieve the application items to be deployed from the SDM repository.

E.g. Dimensions (Serena), IBM Change and Release Management (IBM Rational), MKS integrity (MKS), Seapine CM (Seapine Software) and Synergy (Telelogic).

### ➤ **Application Change and Release Management (ACRM) solutions**

ACRM solutions are aimed at managing a consistent set of application changes within releases, from development to deployment in operations. They ensure consistency of the IT environments, from development to operations environments. They provide an accurate mastering of the various test phases, from unit to user acceptance tests, by providing effective management of the processes for guaranteeing consistency of versions, releases and environments. They collect information on technical layers used by applications. They manage the application changes by using an accurate workflow. They control, execute and track the building and deployment of releases on various platforms.

ACRM solutions manage only with the application changes. ACRM solutions do not manage the technical actions on the infrastructure or middleware. COM and ACRM solutions are complementary. COM solutions may rely on the ACRM solutions in order to process the application changes.

E.g. Dimensions (Serena), IBM Change and Release Management (IBM Rational), MKS Integrity (MKS), Synergy (Telelogic).

➤ **Server Configuration Compliance Audit (SCCA) solutions**

SCCA solutions check, control and score the compliance of server and desktop configurations against configuration and security rules. These rules can be specific to the company or based on standard frameworks and best practices. First, SCCA solutions help define customized checkpoints of IT assets. Second, they manage the collection of checkpoint data. This requires discovery of IT assets, data collection from servers and desktops, as well as data centralization and scheduling. Third, these solutions generate customized reports and update dashboards in order to monitor, audit, score and demonstrate IT asset compliance with configuration and security rules.

SCCA do not manage changes and releases or the building and deployment of applications on various platforms. They are limited to auditing the configuration compliance of servers and desktops with the expected configuration. SCCA solutions may identify required changes to be managed by COM solutions.

E.g. CCS & ESM (Symantec), NetIQ Secure Configuration Manager (Attachmate) and Tivoli Security Compliance Manager (IBM).

➤ **Configuration management database (CMDB) solutions**

CMDB solutions help manage the critical CIs that contribute to business service delivery. They contribute to understanding the dependencies between CIs, thanks to impact analysis functions. They help define and control the changes required to improve the information system.

CMDB solutions help assess the change impact. They manage the configuration items and their dependencies. COM solutions may rely on the impact analysis of CMDB solutions in order to qualify the changes.

E.g. BMC Atrium CMDB (BMC Software), CMDB 360 (Managed Objects), IBM CCMDB & IBM Service Management Platform (IBM) and HP UCMDB & HP BTO (HP).

➤ **Enterprise architecture modeling (EAM) solutions**

EAM solutions help IT and business architects model how companies run. They provide a graphical representation of the business processes, company organization, IT services, and infrastructure architecture and application design. They manage the relationships and dependencies between all business and IT enterprise components.

They support the impact analysis of changes of the business on the IT and reciprocally. They do not manage the changes. They are limited to impact analysis of changes on high-level architecture of applications. EAM and COM solutions are independent solutions.

E.g. ARIS Business Architect (IDS Scheer), Corporate Modeler (Casewise), MEGA Modeling Suite (Mega) and System Architect (Telelogic).

#### ➤ **Project portfolio management (PPM) solutions**

PPM solutions enable companies to align IT projects on their business strategy or priority. PPM solutions guarantee effective selection of projects according to company strategy. They centralize and manage all requests. These requests can be compared, prioritized and planned according to cost, value or risk. PPM solutions help executives monitor project progress, manage issues, assess investment performance and control strategy implementation.

PPM solutions do not manage the project and change implementation. When projects are selected, PPM solutions transmit the project fulfillment management to suitable third-party tools, including COM solutions. PPM solutions interface with COM solutions in order to provide executives with a high-level view of project progress.

E.g. Changepoint (Compuware), Clarity (Computer Associates), Planview Portfolio Management (Planview) and Rational Portfolio Manager (IBM Rational).

#### ➤ **Test process optimization (TPO) solutions**

TPO solutions manage the test definition, planning and execution. They manage both manual and automated tests. TPO solutions help project managers plan test cycles according to the resource availability, environments, risks or sequence constraints. They provide executives and project managers with accurate monitoring of testing activities.

They do not manage the fulfillment of changes or the deployment of changes on platforms. TPO solutions are useful for checking that the result of changes driven by COM solutions meets the initial requirements. COM solutions and TPO solutions are interfaced in order to ensure end-to-end traceability of releases managed by COM solutions.

E.g. CARS (Compuware), Quality Center (HP) and Silkcentral Quality Optimization (Borland Software).

#### ➤ **Network and server monitoring (NSM) solutions**

NSM solutions measure server and network availability and performance. They check whether IT items are running correctly or not.

NSM solutions may automate some actions upon alerts. However, they remain simple and limited. NSM solutions do not manage complex changes to the IT. Their capability of action management and orchestration is limited. COM solutions may run changes triggered by NSM events. COM solutions and NSM solutions are complementary.

E.g. OpenView Operations (HP), Patrol (BMC), Tivoli Monitoring (IBM), Unicenter Network and Systems Management(Computer Associates).

### ➤ **Business service monitoring (BSM) solutions**

Business service management (BSM) solutions provide IT and business operators with a real-time view of the business service status and performance. BSM solutions help understand the dependencies between the IT environment and the business services. They retrieve information on services and on service agreements (SLAs) from the SLM (service level management) or the CMDB (configuration management database) solutions.

BSM solutions may automate some actions upon alerts on the business service status. However, they remain simple and limited. BSM solutions do not manage complex changes to the IT. Their capability of action management and orchestration is limited. COM solutions may run changes triggered by BSM events. COM solutions and BSM solutions are complementary.

E.g. BMC BSM (BMC), Managed Objects (Managed Objects), HP BSM (HP) and Tivoli Business Systems Manager (IBM).

### ➤ **Application server (AS) solutions**

Application servers execute applications and provide the core technical services required by applications. They do not transport messages.

COM solutions may rely on AS native features to install or configure the servers. They may rely on AS native functions for application deployment. AS solutions and COM solutions are complementary tools.

E.g. JBoss (Redhat), JOnAS (ObjectWeb), Oracle Application Server (Oracle), WebLogic Server (BEA) and WebSphere Application Server (IBM).

### ➤ **Identity provisioning and management (IPM) solutions**

IPM solutions manage the definition of users, accounts and access rights. They create accounts in the user repositories of the systems, as required by the role of each user. They fill in the information according to the data keyed in only once, not in all repositories. They synchronize various user repositories; data on users changed centrally or locally is propagated to the other user repositories to ensure data consistency. IPM solutions grant the appropriate access rights automatically according to business roles and without switching to another access management interface. They automatically revoke the access rights and delete the accounts of deleted users: they ensure that no access deletion is forgotten.

They do not manage the fulfillment of changes or the deployment of changes on platforms. COM solutions may rely on IPM solutions for change actions relating to access rights, account management or password management. COM and IPM are complementary solutions.

E.g. BMC Identity Management Platform (BMC), CA Identity Manager (Computer Associates) , OpenView Select Identity (HP) and Tivoli Identity Manager (IBM).

### ➤ **Dynamic provisioning (DP) solutions**

DP solutions can dynamically change the IS configuration according to the business needs, load or performance measurement. They can allocate or unallocate technical resources automatically in order to adapt the IS to the business dynamically.

DP solutions automate changes according to business events. They require mature change orchestration and management. DP and COM are complementary solutions.

E.g Tivoli Intelligent Orchestrator (IBM).

### ➤ **Change control (CC) solutions**

CC solutions audit system changes in order to ensure IT infrastructure integrity. They detect all changes across the IT infrastructure. They automatically check whether the changes meet acceptance criteria. They generate the required change reports. They improve configuration control by alerting of any change and by enabling quick solutions.

CC solutions do not run any change. They are limited to detecting and reporting on IT infrastructure changes. CC solutions may be used to detect the required changes. CC solutions and COM solutions are complementary tools. COM solutions may embed CC features.

E.g. Change Control (Attachmate), Quest (IBM) and Tripwire Enterprise (Tripwire).

## **Shortlist for the evaluated market segment**

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Each product shortlisted by Yphise can define the change processes according to various types of changes in the information system, and it can drive the change, from request for change to final validation. The products include deployment, remote distribution and patch management. They all support heterogeneous platforms.

Our shortlist focuses on vendors who demonstrate a commitment to providing effective solutions dedicated to this discipline. Our final shortlist is as follows (alphabetical order) : Altiris Total Management Suite (Symantec); Operation Manager and Orchestration Manager (Bladelogic); Remedy Change Management (BMC).

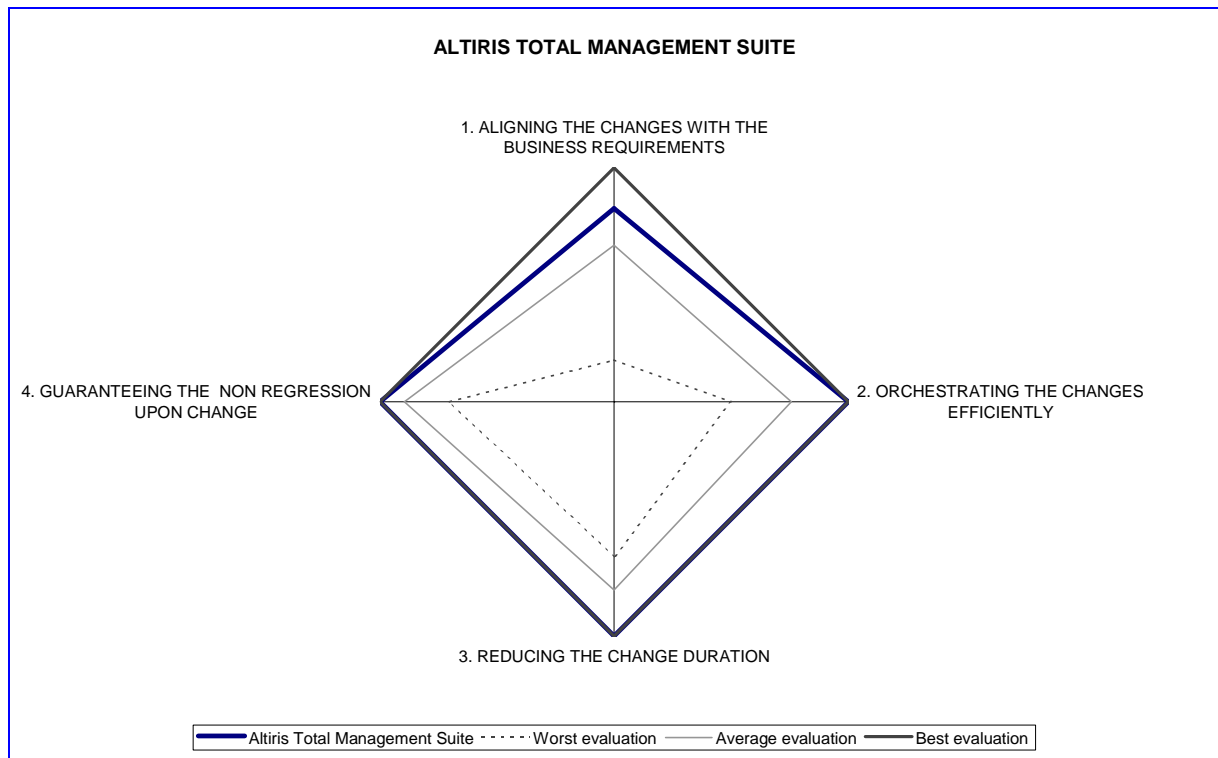
### **Altiris Total Management Suite (Symantec), Version 6**

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The Symantec core business is information system security. The Symantec strategy focuses on improving the information system management and administration. Deficient IS management is a main cause of security vulnerabilities. The acquisition of Altiris by Symantec in the first quarter of 2007 fits in this strategy. The Altiris core business is service-oriented IS management. It enriches Symantec solutions with solutions for service desk, server management and desktop management. This acquisition aligned with the Symantec strategy demonstrates the commitment to this market segment and to this solution. The Symantec COM solution is Altiris Total Management Suite, which includes Service and Asset Management Suite, Client Management and Server Management and automated remediation features.



# ALTIRIS TOTAL MANAGEMENT SUITE



The chart summarizes the ranking of Symantec after its in-depth ISO 9001-certified assessment by Yphise. The four assessment dimensions show the expected benefits by large companies. They are:

1. Aligning the changes with the business requirements
2. Orchestrating the changes efficiently
3. Reducing the change duration
4. Guaranteeing the non-regression upon change

They aggregate more than 140 functional or technical control items. This list of requirements is practical, in order to evaluate the capacity of the products to provide an adequate return on investment. It is also proactive in order to appreciate the upcoming perspectives.

Altiris Total Management Suite is a certified product by Yphise. It received the “Yphise AWARD” certificate (valid until December 31, 2008).

The “Yphise AWARD” certifies that Altiris Total Management Suite is the best-ranked product in comparison with the competition. It demonstrates that the product has the strengths required by large companies and represents a sound investment.

## Overall opinion

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Total Management Suite provides the best coverage of our list of requirements. It stands out in three out of four dimensions. This highlights its maturity in this market segment.

We appreciate how Total Management Suite facilitates control over the change process. Process modeling with Total Management Suite is accurate. It includes a validation workflow for accurate control over each step in the change process. We appreciate the exception handling in the processes.

Total Management Suite also stands out in change automation according to various heterogeneous technical contexts. It can easily tune the actions to the technical context. We also appreciate the capability to run remediation changes automatically according to noncompliance detection.

## Comments on each assessment dimension

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### ➤ 1. Aligning the changes with the business requirements

The shortlisted products rank close to one another in “Defining efficiently operational RFCs”, except Operation Manager and Orchestration Manager. Altiris Total Management Suite and Remedy Change and Configuration Management provide efficient information on the requested changes.

There are differences among the shortlisted products in “Making the right decision”. All the shortlisted products can select the appropriate change process, analyze the impact and define the change priority. The capability to schedule the change varies among products.

**Total Management Suite** ranks high in both dimensions. It demonstrates good coverage of this part of requirements list.

Total Management Suite ranks high in “Defining efficiently the operational RFCs”, because of its customizable Web portal used to define the RFCs accurately. This helps in taking into account the various business and IT constraints and exceptions.

Total Management Suite ranks high in “Making the right decision”. It helps analyze the impact of changes. It provides a graphical report on the impacted CIs, called “resource association diagram”, via the Altiris CMDB. It helps define accurately the priority of the change processes according to the expected service level, criticality, risk and other customizable categories.

### ➤ 2. Orchestrating the changes efficiently

Despite significant differences in “Modeling accurately the change implementation process”, all the software products describe the various tasks involved in the change processes. They can link these tasks to the technical resources. The capability to take into account the human resources varies among the products.

There are differences among the shortlisted software products in “Controlling the change implementation”, but they all control change implementation, including exception management.

**Total Management Suite** ranks highest in both dimensions. We appreciate the ease of modeling of any type of change process. This contributes to the quality of those changes thanks to suitably tuned processes.

Total Management Suite stands out in “Modeling accurately the change implementation process”. We appreciate the user-friendliness and richness of the workflow management tool. This makes it possible to manage the process complexity. Definition of the links between actions and steps in the change process is user-friendly.

Total Management suite also stands out in “Controlling the change implementation”. It helps define multiple validations before processing the changes.

Total Management Suite detects and processes exceptions on-the-fly throughout the change process. It includes many out-of-the-box automated actions, especially partial rollback.

### ➤ **3. Reducing the change duration**

There are differences among the shortlisted products in both “Automating the change task” and “Tuning the change execution to the technical context”. All the products accurately manage patches, i.e. detection and deployment. However, the capability to automate the tasks according to context varies among the products.

**Total Management Suite** stands out in both dimensions. It is scalable and flexible with regard to heterogeneous targets. It adapts to the network bandwidth. Total Management Suite is flexible. It can meet the requirements of a heterogeneous technical context.

The product stands out in “Automating the change tasks”. It can meet the requirements of various technical contexts and reproduces the same action identically to numerous targets.

Total Management Suite also stands out in “Tuning the change execution to the technical context”. We appreciate the detection of exceptions during change deployment. The solution can tune the changes to the exceptions and alert efficiently the people involved. Total Management Suite also provides a module called “security expression”, which includes noncompliance detection and automated remediation.

### ➤ **4. Guaranteeing the non-regression upon change**

There are differences among the products in “Ensuring the repeatability of changes”. The capability to define templates varies among the products. The main difference involves the tracking of changes.

There are small differences among the products in “Checking the IS compliance after changes”. All the shortlisted products can discover the current IS configuration and track the performed changes. The differences involve how the solutions interface with CMDB solutions.

**Total Management Suite** stands out in “Ensuring the repeatability of changes”. It can accurately define change templates including variables. Its flexibility during execution makes it possible to automate the assignment of variables.

Total Management Suite has good coverage of “Checking the IS compliance after changes”, because it relies on an integrated CMDB. It provides an accurate and rich snapshot of the IS status before and after the changes.

*For further information, see the assessment volume (Change Orchestration and Management, ASSESSMENT volume, Yphise, December 2007).*