

# NetIQ Aegis Adapters

*Leverage your existing tools and technologies to rapidly define and automate IT management and security processes.*



## Introduction

As IT organizations work to adopt processes and improve process efficiency, the challenge of integrating tools grows. In the past, it may have been acceptable for provisioning or monitoring tools from multiple vendors to exist in their own silos. But process requires the sharing of information to support good decision-making, leading organizations to either share information manually or engage in a costly rip and replace, single-vendor consolidation project.

NetIQ® Aegis® offers a better way, providing rapid integration with your existing IT tools to automate processes by controlling information flow, notifications, and actions in accordance with predefined workflow. The result is a significant reduction in manual tasks to reduce costs, reduce service delivery time, improve consistency, and free staff for more innovative and productive projects.

## Product Overview

NetIQ Aegis is an independent, award-winning IP Process Automation (ITPA) platform that allows IT operations and security teams to improve quality of service and adherence to policy. NetIQ Aegis integrates tightly with other NetIQ products, yet is designed to be vendor-independent. This allows you to sustain a best-of-breed tool selection strategy, while reaping the benefits of integration usually found in single-vendor frameworks, without exorbitant integration costs. With the focus on process, the right level of integration is achievable without wasted effort integrating data or features that go unused.

## Capabilities

NetIQ Aegis provides bi-directional information flow and control of IT management tools. Current adapters include:

- **BMC Remedy Action Request System** – populate tickets or any other form with information from other tools, and trigger process on new forms or changes.
- **EMC Smarts** – automate the investigation and recovery steps for notifications and events; and integrate data, events, and inventory with ticketing systems or CMDBs.
- **General adapter facilities** – use additional methods for integration through command line interfaces, direct database interactions, XML, Web services, Windows registry, user interfaces, e-mail, and others.
- **Microsoft System Center Operations Manager** – enrich events, integrate with third-party management tools, and automate responses to alerts and events.
- **NetIQ AppManager®** – turn correlated events into process triggers to automate response and recovery.
- **NetIQ Directory and Resource Administrator™** – enable user, group and OU self-service management.
- **NetIQ Secure Configuration Manager™** – respond to policy violations through remediation or exception controls.
- **NetIQ Security Manager™** – triggers processes from alerts that react to security threats and gather forensics.
- **VMware vCenter Server** – provision VMs and snapshots with the approval, integration, and modifiable workflow requirements that enterprises need.

## SOLUTION

Security Management

## PRODUCT

NetIQ® Aegis® Adapters

## Adapters

NetIQ Aegis adapters are more than just a means of communicating with IT management tools. They enable control of features in these underlying products to facilitate automated execution of process. Adapters also come with an activity library, which houses the drag-and-drop building blocks of workflows in the process designer.

### BMC Remedy Action Request System

- Populate or read any form or field including ticket, CMDB, and RFC entries

### EMC Smarts

- Obtain detailed information about notifications, related objects, and the events that cause them
- Update and clear notification events
- Look for Smarts objects and recover their attributes and relations and invoke Smarts object operations
- Create, update, rediscover, manage and remove objects
- Invoke the execution of tasks in the Domain Managers

### Microsoft System Center Operations Manager

- Find and update monitoring objects and alert attributes, including their resolution state
- Submit and execute Operations Manager tasks
- Start and stop maintenance mode
- Find and retrieve data from performance counters

### NetIQ AppManager

- Find, update, and create NetIQ AppManager events
- Start, stop, create, delete, and check jobs
- Start and stop maintenance mode
- Find and retrieve data from performance counters

### NetIQ Directory and Resource Administrator

- Add, modify, and delete groups, users, contacts, ActiveViews, AA groups, and OUs
- Retrieve properties for Active Directory objects

### NetIQ Secure Configuration Manager

- Create, delete, approve, or deny exceptions
- Retrieve policy template and security check knowledge
- Run policy templates
- Display or export security checkup report results

### NetIQ Security Manager

- Find and update NetIQ Security Manager real-time alerts
- Send a new event to NetIQ Security Manager
- Retrieve and update knowledge for processing rules
- Get data from a recent Forensic Analysis report
- Perform functions, such as forcing configuration changes and enabling or disabling processing rules

### VMware vCenter Server

- Create, clone, deploy, delete, and migrate VMs
- Manage snapshots, virtual machine disk files, customization specifications, and peripherals



All adapters come with an extensive activity library, which houses the drag-and-drop building blocks of workflows in the process designer.

- Gather data on VMs, resource pools, clusters, and ESX hosts
- Modify VM and host power states and maintenance modes
- Modify resource pool memberships

## Key Differentiators

NetIQ Aegis adapters accelerate time to value and help ensure a successful deployment. With pre-built activities, 3rd party adapters, and a simple-to-use custom adapter tool, Aegis provides more automation and integration possibilities than any other vendor.

For the most current list of adapters, to learn more or start a trial, go to [www.netiq.com/aegis-adapters](http://www.netiq.com/aegis-adapters).

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