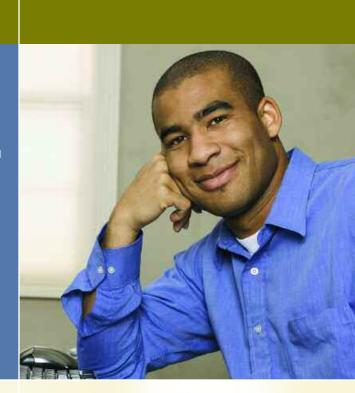Operational Change Control
S O L U T I O N S

Knowing.

Knowledge-Based Service Assurance from NetIQ

net**iQ**

The knowledge you need

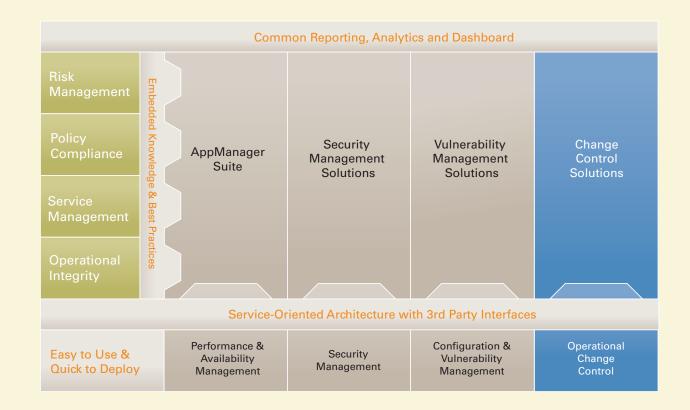to administer and secure operational changes

Knowing is more than possessing information. It's being able to grasp it with clarity and certainty so you can put it to use. NetIQ's Knowledge-Based Service Assurance helps you to know that your enterprise is secure, available and performing—empowering you with the knowledge to assure service to your internal and external customers.

As organizations attempt to achieve true service assurance, they must minimize downtime by optimizing system performance, preventing security breaches and controlling administrative change. NetIQ's Operational Change Control solutions enable you to successfully control, manage and audit operational changes to your servers, Active Directory and Group Policy with unprecedented levels of accountability. These solutions enable you to meet IT compliance and operational integrity needs in the most cost-effective manner by delegating access control and managing changes, as well as alerting and reporting on change activities.

NetIQ Operational Change Control solutions provide you with a distinct ability to enhance and validate your change control processes. One of the largest inhibitors to providing effective service in distributed data centers is unmanaged or inappropriate changes to the underlying infrastructures, services and applications. Not only do these solutions ensure that changes to your production infrastructure are authorized, tested and approved, but you can also identify unauthorized changes and delegate administration to match business service standards.

NetIQ Assures Service with Operational Change Control

NetIQ's Operational Change Control solutions work across four cross-functional disciplines that assure services within your enterprise. These disciplines include Operational Integrity, Service Management, Policy Compliance and Risk Management. Covering each of these four disciplines, NetIQ delivers the most comprehensive solutions for Operational Change Control, ensuring that change is controlled, managed and audited effectively.

Common Reporting, Analytics and Dashboard				
Risk Management		AppManager Suite	Security Management Solutions	Vulnerability Management Solutions	Change Control Solutions
Policy Compliance	Embedded Knowledge & Best Practices				
Service Management					
Operational Integrity					
Service-Oriented Architecture with 3rd Party Interfaces				
Easy to Use & Quick to Deploy	Performance & Availability Management	Security Management	Configuration & Vulnerability Management	Operational Change Control

Four Steps to Operational Change Control

Operational Integrity – Identify unauthorized changes to the production environment

The first step in assuring security for critical business services is to measure and assess security and performance. Operational Integrity includes the identification and monitoring of systems and applications so you can identify unauthorized changes and their origination.

To ensure Operational Integrity within your organization, NetIQ's Operational Change Control solutions:

- Identify unauthorized changes to the production environment by detecting changes that violate policies
- Control and audit changes to servers, Active Directory and Group Policy
- Enforce rules on what changes can be made to and through servers and Active Directory
- Ensure malicious or incorrect changes are not made that will affect the performance and availability of systems and services

Service Management - Securely delegate change privileges

Service Management aligns key performance indicators with business-level services. To objectively measure performance and assure availability, you need to understand the impact of security issues. Service Management includes the delegation of change privileges to administrators within the lines of business, placing the responsibility for making routine changes with the people who need the change and understand its impact.

To provide effective Service Management within your organization, NetIQ's Operational Change Control solutions:

- Securely delegate change privileges to business users, facilitating self service of server and Active Directory administration while maintaining centralized control
- Integrate into existing processes, such as ITIL
- Provide for cross-domain and cross-forest control of Active Directory
- Improve service levels with centralized administration and expedited desktop and user provisioning activities
- Allow for the automation of service-related tasks

Policy Compliance - Audit changes to the production environment

To make sure your systems are protected and data integrity is maintained, you need to assure compliance with established policies. Policy Compliance ensures that changes to the production environment are audited and that audit trails are preserved.

To facilitate Policy Compliance within your organization, NetIQ's Operational Change Control solutions:

- Audit and track all changes to and through servers and Active Directory, facilitating the assessment of changes should the need arise to verify compliance with policies
- Provide validation policies to correct for input errors, such as user names that violate standard naming conventions
- Supply the assessment, operation and control of systems and resources in accordance with security standards, best practices and regulatory requirements
- Enable organizations to securely leverage Group Policy
- Segregate incompatible duties for making changes, such as preventing developers from making changes to the production environment

Risk Management - Analyze the risk of service disruption by testing changes

The highest level of service assurance maturity, Risk Management, uses modeling and analysis to provide the ability to analyze changes to the production environment before they are actually made. This helps determine the risk of making the change in advance and takes appropriate measures to prevent changes from causing service issues.

To deliver Risk Management within your organization, NetIQ's Operational Change Control solutions:

- Provide the ability to analyze changes offline prior to production deployment
- Expedite the resolution of incidents caused by problematic changes with rollback capabilities, reducing the impact of negative changes on the business
- Provide the ability to quickly restore mistakenly deleted accounts within Active Directory
- Limit privilege to business-critical services, servers and resources and prevent unauthorized changes to production

Microsoft IT Streamlines Group Policy Management with NetIQ Solutions

Within Microsoft IT, the Identity Management Team is responsible for deploying and maintaining Group Policy Objects (GPOs) for Active Directory, servicing tens of thousands of users worldwide.

Microsoft's Information Technology Group required tools that could automatically track and manage GPO changes and ensure accountability for policy compliance. Microsoft IT selected NetIQ's Operational Change Control solutions to help control the GPO change process and ensure that GPO changes were planned, tracked and approved offline before being placed into production.

"One of our key requirements for change management was to deter unanticipated effects and prevent unauthorized changes in Active Directory. NetIQ Group Policy Administrator offers solutions to GPO change request, assessment, approval, notification and auditing—all required components of our business processes."

Mark Lawrence,
Group Program Manager for the Identity
Management Team, Microsoft IT

Operational Change Control Solutions from NetIQ

NetIQ's Operational Change Control solutions enable you to control, manage and audit operational changes with ease. These solutions are delivered with embedded knowledge that is derived from years as a leader in the Windows administration market and hundreds of customer deployments.

NetIQ's Operational Change Control solutions include:

NetIQ® Change Administrator™ provides authorized, delegated change control and highly configurable, time-based, task-specific permissions for servers allowing organizations to control and manage changes to their server environment while assuring compliance and operational integrity.

NetIQ Change Guardian™ for Active Directory delivers policy compliance, auditing and change monitoring for Active Directory platforms.

Security Administration Suite delivers secure and efficient administration of your Windows infrastructure to dramatically decrease your workload and administrative costs while enhancing internal security.

Directory and Resource Administrator™ provides advanced delegation and robust, policy-based administration capabilities that improve the security and efficiency of your Windows environment and can assist you in meeting regulatory requirements.

NetIQ Group Policy Administrator™ provides a secure offline change repository to reduce the risk of changing GPOs in live Active Directory, a robust workflow and delegation model to safely involve all Group Policy stakeholders and comprehensive reporting to meet regulatory requirements.

NetIQ Group Policy Guardian™ delivers complete real-time monitoring and alerting for Active Directory Group Policy, enabling you to quickly identify, verify and track Group Policy changes while capturing changes in an auditing database.

NetIQ Group Policy Suite provides an end to end solution for managing Group Policy, as well as taking the Group Policy settings down to the desktop level Operational Change Control is just one part of NetIQ's complete Knowledge-Based Service Assurance solution.

Learn more about Performance & Availability Management, Configuration & Vulnerability Management and Security Management at www.netiq.com/solutions

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