

Hitachi IT Operations Director

For businesses seeking greater control over their IT environments, Hitachi IT Operations Director provides an integrated IT lifecycle management software solution. IT Operations Director is a fully integrated solution that simply and cost-effectively administers asset management, security management and software distribution.

Manage the Entire IT Environment with One Easy-to-use Product

As your business grows, the demands placed on your IT environment grow too. The tools and methods you once relied on to manage your IT environment, such as homegrown scripts, simple spreadsheets and one-at-a-time computer administration, can quickly become outdated and inefficient. Hitachi developed IT Operations Director to address these challenges and reduce the time, cost and effort involved in IT lifecycle management.

Hitachi IT Operations Director reflects the status of Hitachi as a world leader in quality and innovation. IT Operations Director is a complete, world-class software solution focused on three key lifecycle management functions - security management, asset management and software distribution. This product is easy to install, easy to configure and easy to learn. IT Operations Director frees your limited IT staff to spend more time supporting your growing business.

Business Benefits

IT Operations Director delivers the added protection, control and efficiency that all businesses need to effectively manage the IT environment.

- Minimizes the risk of information

disclosure by monitoring all computers automatically

- Speeds distribution of any software application, update or file, including antivirus software
- Proactively identifies risks by generating a wide array of reports and alerts
- Integrates easily with Active Directory to discover PCs
- Quickly discovers and tracks all assets, storing and organizing hardware and software details with related contracts
- Supports budget planning by aggregating total costs associated with asset purchase, lease, rental, support, etc., in quarterly, bi-annual or other increments.
- Helps ensure compliance with software licenses, displaying license details in a single screen
- Reduces the time and resources required to discover, record and maintain IT asset inventories
- Saves time by efficiently managing software distribution and provisioning from a central location

Features and Benefits

Security Management: Policies

- Provides the ability to define policies based on user group, organization, location and network segment
- Enables administrators to create policies that trigger mass software distribution
- Generates a variety of security focused reports, including “top offender” reports that prioritize security actions
- NEW - Windows update control manages and distributes Windows Update patches which will help protect computers
- Policies include:
 - Software that is mandatory
 - Software that is not allowed or authorized
 - Windows update settings
 - Operating system security settings such as password restriction and firewall settings
 - Antivirus software status
 - Running services

- Printers
- External media access (USB devices, SD memory cards, CD/DVD, etc.)

Security Management: User Operation Logs

- Logs the following user operations:
 - Program execution or termination
 - Email attachments
 - Web and FTP access
 - File access (create/delete/open/copy/rename/move/print)
 - Operating system operation (boot/shutdown/logon/logoff)
 - External media attach and detach
- Raises an event based on the defined log condition
- Reduces volume of data by only logging information that violates security policies
- Traces the user activity on an individual file
- **NEW** – Improved, more flexible filter of information – collect/track only the information that is needed
- **NEW** – Provides the ability to export the operations log

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NEW - Security Management: Network Access Control

- Provides greater control over your network
- Enables computer block and quarantine capabilities
- Ensures unauthorized computers are kept off the network
 - Manually deny network connections from specific machines
 - Deny network connections based on policy violation
- Deny network access to machines not managed by IT Operations Director

Asset Management

- Registers assets in four ways:
 - Discovery method
 - Import by comma separated values (CSV) file
 - Manual registration
 - Integration with IT Operations Analyzer
- Provides a simple process to import information about assets that are not connected to the network
- Manages and stores asset contract information (type, start and end date, etc.)
- Provides a customizable asset form
- Updates assets status manually, by CSV import or by user report
- Tracks software licenses
- Aggregates total costs associated with asset purchase, lease, rental, support, etc., in quarterly, bi-annual or other increments
- Allows the list of assets to be exported in a CSV file

IMPORTANT NEW FEATURES in version 3.0

HITACHI IT OPERATIONS DIRECTOR IS DESIGNED TO IMPROVE CONTROL, EFFICIENCY AND PROTECTION OF YOUR IT INFRASTRUCTURE MANAGEMENT WITH:

- **Remote control** saves time and money by allowing administrators to troubleshoot and remotely repair problems without requiring desk-side visits to each computer or device

- **Network Access Control** enables you to block or quarantine machines and protects your network from unauthorized and noncompliant computers

- **Windows update control** efficiently manages and distributes Windows patches to ensure your machines are protected by the latest updates

- Displays in a single screen:
 - Number of licenses allowed per the current license agreement
 - Number of licenses currently assigned
 - Any surplus or over-allocated licenses

Software Distribution

- Distributes software packages, including executables (MSI, EXE), compressed packages (ZIP) and scripts (BAT)
- **NEW** - Windows update control manages and distributes Windows patches
- Installs software to multiple computers in one simple task
- Controls the distribution and installation of software from a central location
- Deploys software on client systems during specified times

and for scheduled maintenance

- Ensures that software is deployed with consistency and end users have the latest software updates

Inventory Management

- Quickly inventories and lists all monitored computers
- Shows details for each computer:
 - Raised events
 - System information
 - Hardware information
 - Installed software
- Categorizes computers by type, network segment and more
- Powers on and off particular computers and supports “green IT” policies
- Collects installed software information for each PC and server automatically
- NEW – Printer Monitoring – view detailed printer status

NEW Remote Control

- Provides remote access control to computers, including:
 - Additional console to monitor agent machine sessions
 - File transfer service
 - Chat with helpdesk operator and end user
- Allows the administrator to view the

exact same screen as the end-user of the client computer for more effective trouble-shooting

- Enables remote repair without requiring desk side visits
- AMT support enhancement enables KVN for remote troubleshooting even when the machine’s operating system is not running

Reporting

- Provides 20 preconfigured reports that can be customized: compare time frames, device types, departments, locations, etc.
- Allows reports to be stored for up to 10 years, supporting year-over-year trend analysis
- Enables reports to be sent to a new window for side-by-side comparison
- Supports easy report formatting for printing
- Provides detailed and summary reports; allows IT managers and executives to see a brief, insightful status of the IT infrastructure

Dashboard

- Supports a customizable dashboard for each user, layout, content, etc.
- Provides 19 different panel views for dashboard customization
- Offers graphical user interface (GUI) for full administration from a web browser
- NEW – View permissions extended to include all modules except “settings”

INTEGRATION WITH HITACHI IT OPERATIONS ANALYZER

Hitachi IT Operations Director can be easily integrated with Hitachi IT Operations Analyzer to provide efficient reporting and analysis. IT Operations Analyzer is a powerful, flexible network monitoring and proactive status reporting tool focused on the data center for medium to large businesses.

Save time: When combined with Director, asset data from each of IT Operation Analyzer’s monitored devices is automatically stored. There’s no need to input the information a second time for IT Operations Director.

More Information

Visit www.itoperations.com for more detailed product information.

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