

# Increase Efficiency with Automated Processes



## Automation and Self-Service

IT staff has to make the hard decision about where to allocate its time. To remove repetitive, manual, and error-prone datacenter tasks from your teams' responsibilities, System Center 2016 offers a solution. With Service Management Automation using System Center Orchestrator, you can establish highly efficient workflows and reliable services for both on-premises and cloud infrastructure, to reduce overhead. Simultaneously, you can provide self-service capabilities to end users through an intuitive web portal and reliable, flexible service management.

### Standardize Processes

Service Management Automation standardizes service request templates that are based on a generic incident template. By using these templates, you can categorize information to collect and convey to end users as they submit requests through the Self-Service Portal creating a consistent experience.

### Optimize Existing Investments

Service Management Automation integrates with your of third-party management tools so you can optimize and extend existing investments in your heterogeneous environment. Using our easy-to-use toolkit, SMA makes it simple to build customer integrations within your environment.

### Deliver Flexible and Reliable Services

Service Manager Automation (SMA) accelerates the time it takes for your business to experience the value of your investment through flexible workflows. SMA improves service reliability across multiple tools, systems, and department silos within your environment.

## KEY BENEFITS

- **Service and process automation** to automate routing of IT requests and service requests for approval and notification
- **Scale application and service tiers** using rich automation workflows with Orchestrator and PowerShell
- **Deliver flexible and reliable services** and accelerate time to value with flexible process workflows. Improve service reliability across multiple tools, systems, and department silos.
- **Lower costs and improve predictability** to enable IT resources to focus on work that adds business value. Reduce error-prone manual activities while lowering costs

# System Center Orchestrator as your on-premises automation resource

System Center Orchestrator automates the creation, monitoring, and deployment of resources in your environment. This automation is intended for all on-premises resources. However, Orchestrator runbooks can access resources that are on-premises and in the private cloud.

Orchestrator allows you to create runbooks without requiring any scripting. Its runbooks are composed of activities from Integration Packs that are written specifically for Orchestrator. You can also use the Run .NET Script activity to run PowerShell to perform any functionality that is not included in an integration pack.

## Advanced Automation Management



Enhanced Service Management Automation allows you to create runbooks with native PowerShell scripts, and execute runbooks more predictably without heavy pre-compilation steps.



Service Management Automation utilizes Windows Management Framework 5.0 for authoring runbooks with PowerShell 5.0 scripts.



Service Management Automation also utilizes an Integrated Scripting Environment (ISE) plugin for authoring and testing runbooks locally.

## Process Automation and Comprehensive Service

Automation and self-service will deliver datacenter tasks with inbuilt orchestration and IT Service Management for lower overhead and focused resources.

Additional time-saving features include creating and executing runbooks using native PowerShell scripts and in-built graphical authoring. Your proactiveness will result in reduced errors, greater consistency, and reliability.

Key components of automation and self-service to remember:

**Activities:** Intelligent tasks that perform defined actions.

**Runbooks:** System-level workflows that execute a series of linked activities.

**Databus:** Used to publish and consume information as a Runbook executes

**Standard Activities:** A rich set of out-of-box activities

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