

# Unicenter® Automation Point

UNICENTER® AUTOMATION POINT AUTOMATES THE MANAGEMENT OF A WIDE VARIETY OF PLATFORMS — INCLUDING MAINFRAME AND DISTRIBUTED SYSTEMS — BY MONITORING MESSAGES FROM THEM, BASING AUTOMATION DECISIONS AGAINST POLICIES AND INITIATING FOLLOW-UP THROUGH COMPREHENSIVE NOTIFICATION AND ESCALATION FEATURES.

## Overview

In today's increasingly complex enterprise computing environment, IT professionals are charged with meeting broader service level objectives while managing costs.

Unicenter Automation Point generates automated responses based on event correlation and on notification and escalation policies. The software operates securely across Web connections, can restart mainframes and provides remote access for managing secondary and tertiary failover sites.

## Benefits

Unicenter Automation Point automates labor-intensive management tasks so you can redirect human resources to value-generating work.

You can achieve higher levels of autonomic computing, improve your ability to comply with service level commitments and meet best practices objectives associated with disaster recovery and business continuity objectives.

## CA Advantage

Unicenter Automation Point integrates with other CA and third-party products to provide comprehensive, end-to-end management of diverse IT environments.

Unicenter Automation Point is a key pillar of CA's Enterprise IT Management (EITM) initiative, which provides a powerful solution for unifying and simplifying your entire IT environment.

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## Unicenter Automation Point Consolidates and Automates Cross-Platform Management

The sun never sets on many businesses in our global economy, and mainframes and other critical systems must be highly available to support 24 x 7 operations. Managing today's complex IT environment effectively and efficiently is a major challenge made even more difficult by the growing scarcity of mainframe professionals.

When individual systems are managed separately, you can get buried in a lot of non-normalized information and false alarms. To get to the bottom of a given set of circumstances, you must filter through all this noise to find and correlate the few meaningful events. What you need is a way to initiate automated actions on the mainframe, resolve problems in distributed environments, notify and escalate problems that require human intervention and open help desk issues in Unicenter® Service Desk to track problems to resolution.

Unicenter Automation Point is a workstation-based outboard automation solution you can use to centrally monitor and manage mainframe and distributed systems. The software supplements and enhances host-based automation by consolidating alert messages from multiple systems into a single display, and pinpoints the source and cause of problems.

Unicenter Automation Point handles most problem instances with automated responses, initiating remedial actions or commanding another automation tool closer to the problem to do so. Applying policies for escalation and notification, the software automatically informs key personnel when human intervention is required.

### Key Capabilities

Unicenter Automation Point is an integral part of the CA Dynamic & Virtual Systems Management (CA DVSM) solution. Using Unicenter Automation Point and CA DVSM, you can manage and optimize resources across diverse computing environments to ensure the availability of vital business applications.

**OUTBOARD AUTOMATION** Based on a Windows workstation, Unicenter Automation Point provides outboard automation that supplements and enhances host-based automation of mainframe and distributed systems. Unicenter Automation Point complements the inboard automation of Unicenter® CA-OPS/MVS® Event Management and Automation, creating a comprehensive end-to-end automation solution.

**CONSOLE CONSOLIDATION AND EVENT CORRELATION** Unicenter Automation Point provides cross-platform management by consolidating alert messages into a single display.

**AUTOMATIC PROBLEM RESOLUTION** Problems are automatically analyzed to determine their source — e.g., mainframe or distributed system, network, database, subsystem or middleware.

**POLICY-BASED NOTIFICATION AND ESCALATION** You can define automation policy for particular problem paths and automate notification without the need to define it by writing REXX, an automation programming language. Sophisticated notification strategies include paging, email notification, text-to-speech or voice notification, escalation and recording and forwarding of messages. Policies can be customized based on time, day or day of the week, and — when Unicenter Service Desk is part of your solution — help desk trouble tickets can be generated for problems requiring human intervention.

**SECURE REMOTE ACCESS AND MANAGEMENT** You can use a remote client to view and control one or more sessions running on the Unicenter Automation Point workstation. You access the workstation server over any TCP/IP connection at any location, in true console emulation mode.

**CUSTOMIZED SCRIPTING** Events that require simple actions are handled with rules, and you can use REXX scripting when a complex set of if-then logic is required to initiate an automated response or corrective action.

**IPL AND REBOOT** Unicenter Automation Point can display and automate the startup process locally or remotely for mainframe and distributed systems.

**DISASTER RECOVERY** Through integration with Unicenter CA-OPS/MVS, you can define policies for failover to remote data centers, bring down or restart resources in the correct order, significantly reduce the time it takes to IPL remote systems, perform Hardware Management Console (HMC) management remotely and monitor and manage external events.

**AUTONOMIC COMPUTING** Unicenter Automation Point automates the resolution of known problems so you can manage your environment proactively. Upon receiving messages from Unicenter Agents and system management products, the software initiates appropriate actions.

### **What's New in r11.1**

**EMAIL NOTIFICATIONS** You can now send email notifications through any mail server that has SMTP enabled. This includes the ability to add attachments to the email notifications by following the MIME (Multipurpose Internet Mail Extensions) standard.

**TN3270** This new connection type establishes automated TN3270 terminal connections without requiring any third-party software. This TN3270 functionality also supports extended terminal attributes.

**ENHANCED NOTIFICATION MANAGER** The tables for the Notification Manager component have been added to the Management Database (MDB). The Notification Manager now uses the MS SQL version of the MDB and the Unicenter Automation Point database transaction layer — also introduced in this release — for communications with the management data repository.

FIGURE A

Define Notification and Escalation Policy Using a Web Interface

UNICENTER AUTOMATION POINT NOTIFICATION MANAGER

The screenshot shows the 'Unicenter Automation Point' web interface for 'Modify Individual'. The page includes a 'Commit' button and navigation tabs for 'Jump', 'Contacts', 'Logins', and 'Methods'. The main form contains the following fields:

- Contact Name:** Chris Smith
- Contact ID:** 199999996
- Login Name:** SmithC
- Escalate to:** Jane Doe

Below these fields are two sections:

- Constraints:** Includes checkboxes for 'Unavailable, because:' and 'Perform All Active Methods'.
- Contact Password:** Includes fields for 'Contact Password' and 'Confirm Password', both masked with asterisks.

The bottom section is the 'Notification Schedule' table, which has 'Add', 'Change', and 'Delete' buttons. The table lists three notification methods:

Select	Method	Duration	Parameter Values
<input type="radio"/>	Voice 1	12:00 AM to 12:00 AM --- Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	Greeting = Greeting.vox, Phone = 555-1234
<input type="radio"/>	2-Way Pager 1	12:00 AM to 12:00 AM --- Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday	PagerID = 888-555-1024, Provider = ABC Wireless
<input type="radio"/>	Alphanumeric Pager 1	12:00 AM to 12:00 AM --- 1/01 to 12/31	PagerID = 888-555-1122, Phone = 555-1212

## Unicenter Automation Point Helps You Ensure High Availability

By using Unicenter Automation Point to automate cross-platform management and define and enforce data center policies across the enterprise, you can resolve most problems without human intervention. This increases the efficiency of IT operations, and you can redirect staff resources toward value-generating activities.

With secure remote access over wired or wireless links, your staff members can work from almost anywhere, and do not have to be in close proximity to your enterprise systems or HMC subnet. The secure remote access features and the ability to automate the IPL and reboot processes combine to assist you with disaster recovery and ensure business continuity processes.

Unicenter Automation Point can enhance your existing management solutions significantly, helping you to manage risk, manage costs, improve service, align IT processes with business needs and move you a step closer to realizing a fully functioning autonomic computing environment.

PRODUCT	FUNCTION	MODULES	BENEFITS
Unicenter Automation Point	Consolidates and correlates events from mainframe and distributed systems for cross-platform management	<ul style="list-style-type: none"> <li>• Console consolidation</li> <li>• Remote operations</li> <li>• Alerts and escalation</li> <li>• Automatic restart</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced automation</li> <li>• Secure remote access</li> <li>• Improve service availability</li> <li>• Disaster recovery best practices</li> </ul>

## CA Advantage

Unicenter Automation Point integrates with other Unicenter and third-party systems management products to provide comprehensive, end-to-end automation of diverse IT environments. Unicenter Systems Management solutions ensure system availability, maximize the efficiency and minimize the cost of IT operations, and view and manage all system resources as policy-driven business processes.

Unicenter Automation Point is an integral part of the CA Dynamic & Virtual Systems Management solution, and an important part of CA's overall approach to transforming IT management. CA unifies and simplifies IT management across the enterprise for greater business results.

CA Technology Services™ and our partners can help you assess your current IT situation, define your goals and implement solutions to gain measurable results. To keep your CA solutions operating at peak performance, CA support delivers unparalleled technical and customer support worldwide, and we offer training and certification through CA Education.

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## Next Steps

Unicenter Automation Point consolidates and correlates events from mainframe and distributed systems, enabling cross-platform management.

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To learn more about Unicenter Automation Point and see how CA software solutions enable organizations to unify and simplify IT management for better business results, visit [ca.com/products](http://ca.com/products).