FUJITSU Data Center Management and Automation
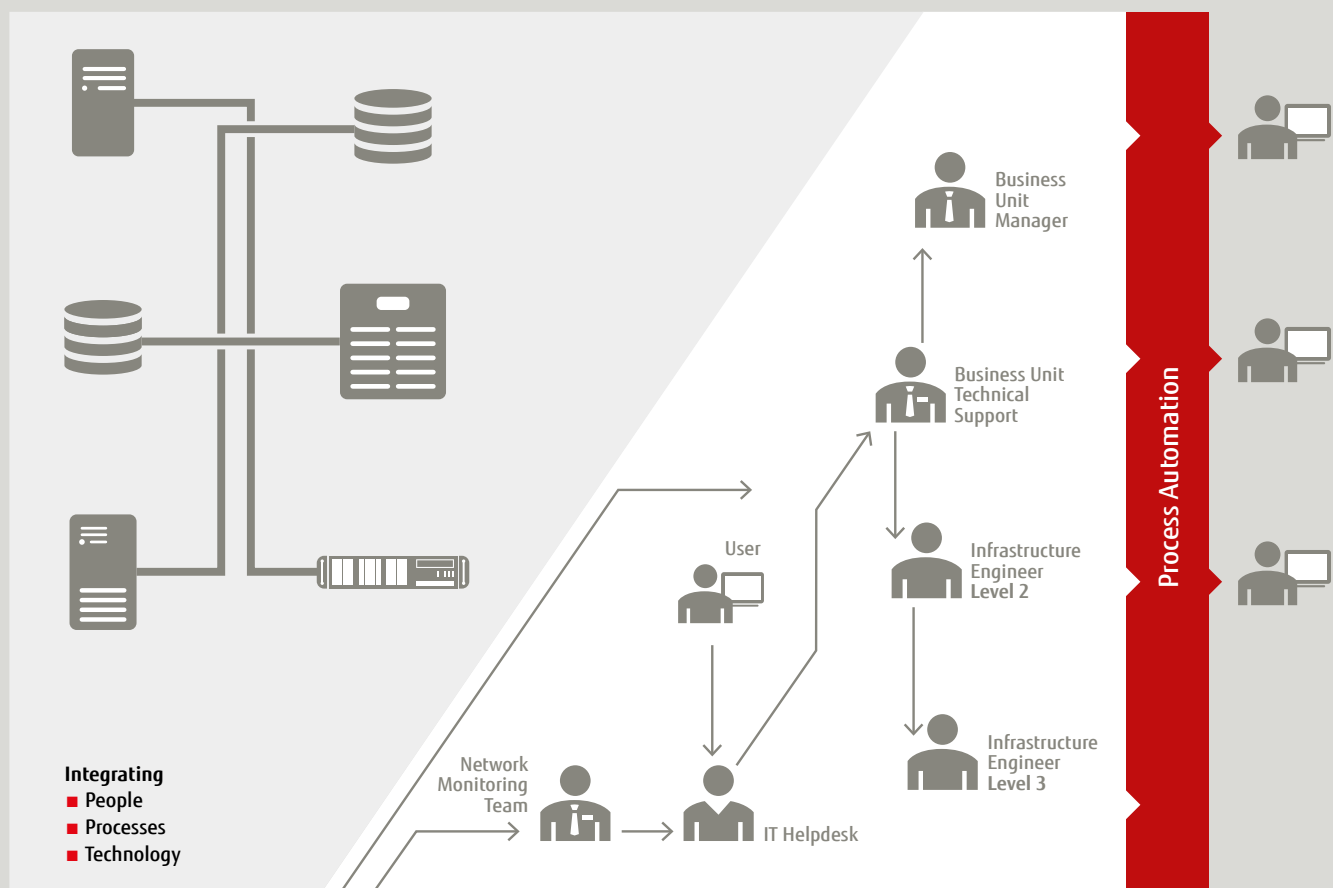## Process Automation

shaping tomorrow with you

Why invest in process automation?

Every process used to be performed manually. The same set of steps would often be repeated time after time. Enterprises would accept – however grudgingly – the risk of manual error in every one of these interactions, and allocate the time and money required. Now, new technology is transforming the business and IT process landscape. By automating processes, enterprises can integrate technology and human interaction across platforms, applications and departments, leveraging synergies and avoiding the errors that routinely occur in manual interventions.

Through Data Center Management and Automation (DCMA), Fujitsu helps organizations integrate, orchestrate and automate operational processes across platforms, applications and IT groups to significantly improve business service quality while reducing costs and increasing staff productivity. Process automation plays a key role in DCMA by Fujitsu.

Process automation to integrate, control and automate operational processes across all platforms, applications, IT services and organization units

Benefits of process automation – key facts
By automating processes, you can:
- Orchestrate workflows with maximum efficiency across functional and technology boundaries
- Enforce standards and compliance policies across departments
- Eliminate manual errors that cause service outages
- Make service delivery faster and more consistent
- Ensure all processes are fully documented
- Make better use of IT staff by not wasting talent on routine processes

Transforming organizational workflows

Many enterprises are hampered by "silo thinking" in terms of how they organize their processes, with internal departments and units often deploying totally disparate systems. By automating processes to cut across these artificial boundaries, enterprises can raise productivity and enforce standards – and accelerate the delivery of IT services while reducing manual errors.

In the new, automated landscape, processes are integrated into unified workflows that enable data centers to deliver complete IT services rather than IT systems. With the expertise to efficiently manage and handle a predefined set of recurring processes, the landscape also includes procedures for anticipated scenarios to determine the most effective course of action.

The expertise of staff is channeled into the processes and deployed more effectively – delivering economies of both scale and scope to the enterprise. This significantly improves business service quality while also reducing costs, increasing staff productivity and creating a more standardized process environment – with clearly traceable process steps and dashboards for convenient management.

The Fujitsu process automation solution can be introduced step-by-step, gradually evolving the current IT infrastructure and operating processes into an innovative, automated landscape that can ultimately cover the entire data center operation – complete with all processes and IT services. Process automation is estimated to deliver cost savings for data operation of between 60 and 80%.

Process automation in detail

- **Create**

  Based on the business requirements customer subject matter experts create business model in BPMN2. The BPMN2 process models are implemented into a technical model with process automation technology. New processes in an automated landscape can be designed using graphical tools. The tools make it easy to design human interaction points into processes using forms and templates, with confirmations for decision-making. For synergy and standardization reasons the BPMN2 model and the technical processes are published in a central library.

- **Test**

  The new processes can be aggregated into a sequence and tested step by step in a simulated run. Processes can then easily be modified and corrected in the light of test outcomes.

- **Operate**

  Automated processes can be started manually, be triggered by specific events or be based on defined schedules. Manual operation is used for tasks such as unscheduled maintenance work or to suspend/abort processes in case of unexpected errors. The event-triggered start is put in place to be started on detection of specific events and provides automatic responses for initial handling of specific cases. Scheduled operations can be put in place for regular maintenance work. At all times, process execution can be controlled by human intervention.

Process automation – in action

Example: contingency management

Data center contingency manuals are mandated by ITIL standards. This manual – which must be kept available in printed form – provides a set of process descriptions to follow in an incident or emergency situation. The Fujitsu process automation solution makes it easy to design the graphical overviews that provide disaster recovery teams with the at-a-glance intelligence to take prompt action in incident scenarios. Processes can also be automated across operating system and department boundaries. In the event of an emergency, these processes run automatically, which significantly reduces downtime costs and helps restore normal operation promptly.

Purpose of the automated contingency manual:

- Recover business continuity as quickly as possible
- Avoid manual errors via automation, thus increasing quality
- Adhere to escalation procedures and document all activities
- Ensure and accelerate human/machine interaction across operating system and department boundaries.
- Operate the data center more efficiently, simply, securely and affordably

Process automation – across several federal states in Germany

We implemented a comprehensive process automation solution in a project with a large German public sector company - responsible for managing the information technology and service delivery for public sector organizations in several German states.

We worked closely with representatives from the customer's individual departments, first to help them model all their processes using Business Process Model and Notation (BPMN) 2.0. The next phase was to examine these processes across the entire organization and then optimize them, minimizing complexity by standardizing them across all sites where possible. Once the new processes were planned, the Fujitsu development team sprang into action to develop all the

relevant interfaces and connections that would be required to make it work. We extensively tested the new system and trained the organization's IT team how to use it. The master processes are now run from the company's central library in their datacenter – which now governs the processes for all sites.

The platform we use to manage these processes is from our partner CA Technologies – it allows us to automate IT processes that span multiple organizations and diverse systems, reduce the time it takes to deliver services and allows us to enforce standards and compliance policies across departments. We have of course added connectors to all of Fujitsu's products – from servers and integrated systems to storage devices. Technically minded customers can of course write their own code to add processes, but this is absolutely not a requirement.

With ready-modeled, automated processes – and escalation procedures – already in place, disaster recovery managers have a much easier job, and can rely on accelerated process execution with automated logging. And if general conditions change, the graphic descriptions (visualizations) make it easier to make changes flexibly.

Fujitsu offers a unique combination of Operations Management with sensor and measurement technology for buildings and systems to support data center managers. Manual operation is used for tasks such as unscheduled maintenance work or to suspend/abort processes in case of unexpected errors. The event-triggered start is put in place to be started on detection of specific events and provides automatic responses for initial handling of specific cases. Scheduled operations can be put in place for regular maintenance work. At all times, process execution can be controlled by human intervention.

See how it works:

Automated Contingency Management presented in a YouTube video:
https://www.youtube.com/watch?v=Wbgby9_SEWI

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