



# VMware IT Service Delivery Pack

## Automation for the Virtual Datacenter

### AT A GLANCE

The VMware IT Service Delivery Pack is the industry's first solution for automating IT service delivery in virtualized datacenters, allowing IT departments to increase efficiency and responsiveness while minimizing risk and enforcing policy compliance.

### IT Service Delivery Challenges

IT organizations are under significant pressure to create, deliver and maintain flexible IT services that enable the business to respond more quickly to changing market conditions. At the same time, they must also ensure that business goals are achieved in adherence with tightening budgets and in compliance with proliferating financial, industry and environmental regulations.

The resulting challenge is to execute successfully on these conflicting objectives, enabling rapid change, scalability and efficiency while maintaining strict controls, mitigating risk and reducing operational costs.

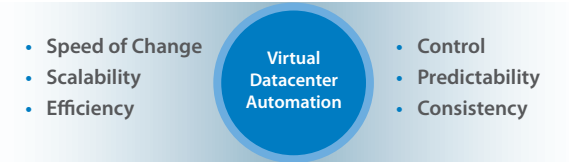
Existing technologies have proven inadequate to allow IT organizations to rise to that challenge. Datacenters require a new architecture and new tools to execute successfully on the conflicting objectives of accelerating change, improving efficiency while maintaining strict controls and mitigating risk.

### Increase Business Agility with VMware

The VMware IT Service Delivery Pack is the first offering on the market to deliver automation for critical IT service delivery processes in the virtualized datacenter. This solution works with the industry-leading VMware Infrastructure platform to help manage and automate the IT service delivery life cycle, from creation, deployment, maintenance and eventual retirement, resulting in scalable, repeatable and efficient IT processes that align with IT and corporate policy and governance.

### Key Benefits

- **Increase business agility:** Fulfill requests and deliver new or updated services more quickly in response to evolving business or systems conditions with self-service capabilities and rapid provisioning.
- **Enhance productivity:** Automate repetitive tasks to enable a single administrator to support hundreds of users or applications.
- **Minimize business risk:** Facilitate enforcement of compliance with IT policies and government/industry regulations, and minimize exposure to unplanned downtime.



Virtualization enables automation and bridges the gap between the conflicting goals of business agility and control, cost effectiveness and predictability.

*"VMware Infrastructure together with the new VMware automation solutions, like VMware Lab Manager and VMware Lifecycle Manager, provide us the critical toolset to make the automated datacenter a reality. This allows us to achieve operational excellence with lowered unit costs and greater responsiveness to business users all while improving IT controls."*

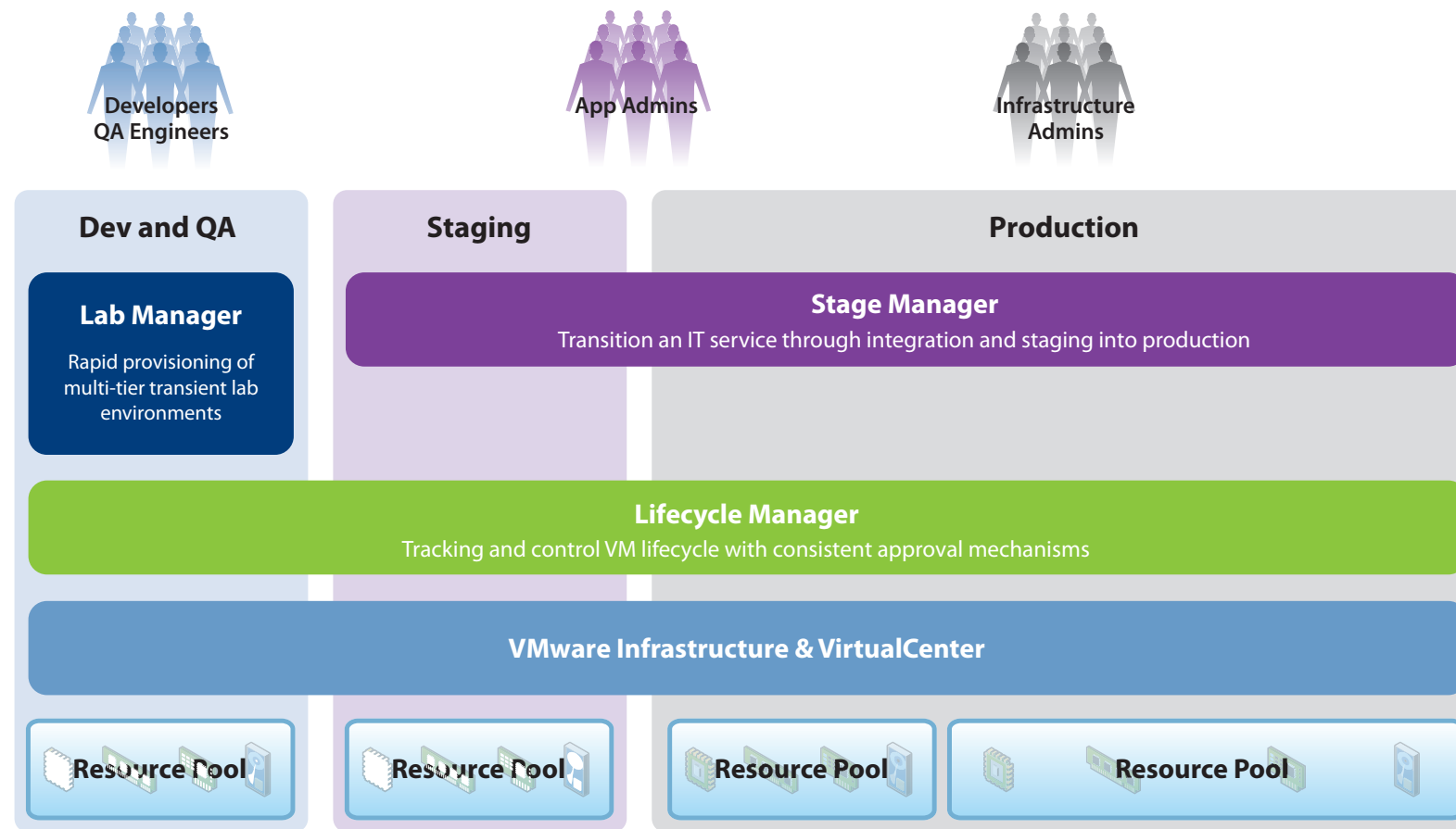
*Reid Engstrom, Harley-Davidson Motor Company*

The VMware IT Service Delivery Pack works in combination with VMware Infrastructure and VMware VirtualCenter to manage and automate virtualized IT services across the virtualized datacenter. This pack consists of three products that can be deployed collectively or as standalone solutions that address different aspects of the IT service delivery process across various “zones” of the datacenter, as well as the needs of various stakeholders and users.

The IT Service Delivery Pack includes:

- **VMware Lab Manager** is designed specifically to simplify provisioning and improve productivity in development and QA environments. Using Lab Manager, IT administrators can provide developers and engineers with self-service access to a centralized library of virtual machine images, allowing them to fulfill their own provisioning needs while leaving the IT department in control of user management, storage quotas and server deployment policies—achieving the best of both worlds. Lab Manager accelerates productivity in development and QA environments dramatically through automation, while reducing infrastructure costs and configuration issues.
- **VMware Stage Manager** is purpose-built to address the key challenges of release management. The solution helps to streamline and accelerate the complex, time-consuming and error-prone process of transitioning applications through the testing, integration, staging and deployment phases into production. This solution helps IT operations and applications teams extend VMware Infrastructure and applications teams extend VMware Infrastructure to create a more consistent and stable environment for release management while gaining greater visibility in to the release process. Using automation, Stage Manager improves reliability and accelerates the release management process, allowing customers to get application changes implemented quickly and predictably.

### How Does the VMware IT Service Delivery Pack Work?



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- **VMware Lifecycle Manager** provides a consistent and automated process for requesting, approving, operating, archiving and deleting virtual machines across the infrastructure. Lifecycle Manager serves as a “system of record” for VMware Infrastructure and allows IT organizations to layer business policies and controls, approval mechanisms and chargeback on top of the centralized management capabilities of VMware VirtualCenter. IT administrators can use Lifecycle Manager to automate the virtual machine provisioning process, improving efficiency and productivity while helping to ensure compliance with IT policies and standards. Lifecycle Manager increases business agility by tracking virtual machines across the enterprise and tying them to business requirements, providing greater control over the virtual datacenter.

## Related VMware Products

### VMware Infrastructure

VMware Infrastructure 3, the InfoWorld 2007 Technology of the Year, virtualizes servers, storage and networks to transform IT infrastructure into an automated, always-on computer "utility plant." More than 100,000 companies of all sizes use VMware Infrastructure to slash the costs of IT infrastructure while streamlining the management of IT environments and delivering better services levels to the business.

### VMware VirtualCenter

VMware VirtualCenter delivers centralized management, operational automation, resource optimization and high availability for VMware Infrastructure environments. This powerful, robust solution provides a single, intuitive point of control for provisioning, monitoring and managing your virtualized IT environment, from virtual machines to virtualized storage and networking resources, as well as the distributed virtual infrastructure services enabled through VMware VMotion, VMware HA and VMware DRS.

## About VMware

VMware (NYSE: VMW) is the global leader in virtualization solutions from the desktop to the data center. Customers of all sizes rely on VMware to reduce capital and operating expenses, ensure business continuity, strengthen security and go green. With 2007 revenues of \$1.33 billion, more than 100,000 customers and nearly 14,000 partners, VMware is one of the fastest-growing public software companies. VMware is headquartered in Palo Alto, California, and on the Web at [www.vmware.com](http://www.vmware.com).

### Call to Action

For more information or to purchase VMware products, call 1-877-4VMWARE (outside of North America dial +1-650-427-5000), visit [www.vmware.com/products](http://www.vmware.com/products), or search online for an authorized reseller.