

SunSM i-Runbook Service

All the vital resources you need to run your data center rounded up in one easy-to-access place.



Highlights

- Create a one-stop shop for knowledge of Sun and third-party technologies and processes
- Improve SLA performance with Sun preferred practice procedures that help improve efficiency and reduce errors
- Enable easy access for your entire IT team with 24/7 virtual, continuous availability via a web interface
- Use the customized Sun i-Runbook Service to consolidate your own IT intellectual capital
- Benefit from a scalable, modular service that grows with your organization
- Eliminate the need for privileged user accounts and passwords for systems administration
- Monitor administration activity as an essential step in securing data and complying with legislation



The SunSM i-Runbook Service creates a knowledge power-base for your organization, allowing your entire IT team to find the vital information they need to manage the data center using the latest Sun preferred practice advice from a central source — accessed within seconds via a simple web interface.

The service helps enable your operations personnel, system administrators and IT managers to better understand and manage your IT processes, hardware and software. This can help lead to a reduction in errors, faster problem resolution, widespread adoption of preferred practices, and a growing technical knowledge among your team. Created by Sun field experts, the easy-to-use Sun i-Runbook Service elevates the traditional runbook ‘manual’ concept to the next level by delivering relevant, task-oriented and customizable IT process and technical information.

Sun i-Runbook Service

Your Sun i-Runbook Service includes selected technical modules that cover a wide range of Sun and third-party technologies, such as server platforms, storage, networking, and backup. In addition, the Management Services Edition provides a range of IT process modules based on the ITIL industry standard. The Automated Edition goes one step further, allowing Sun i-Runbook technical procedures to be run automatically from the browser window with a single button click.

Preferred-practice know-how and troubleshooting tips

Sun's field experts provide trusted advice in the form of Sun preferred practices that enable your staff to use common, consistent and proven IT processes and procedures.

Technical modules

There are more than 100 technical modules to choose from, and you can hand pick the appropriate ones for your enterprise. Each technical module is made up of a key set of individual task-oriented procedures with step-by-step instructions. Key areas include maintenance, administration, troubleshooting, and recovery.

IT process modules

IT process modules are created through Sun's experience in managing customer infrastructures, based on the IT Infrastructure Library (ITIL). They include process guidance and key process diagrams.

Customization

Your service is tailored to your data center environment and customized with site-specific system documentation. In fact, the Sun i-Runbook Service is the way your organization can capture its own IT intellectual property and share knowledge among your IT team, helping grow their expertise.

A simple administration interface helps enable you to maintain your module and document library, including your own key documentation.

Easily find information

Your Sun i-Runbook Service presents valuable system information in a web-based format that allows for 24/7 virtual, continuous availability. You can link to a range of supporting materials, including a library of product documentation and manual pages specific to your data center, as well as custom templates to consolidate your own IT intellectual property.

The Sun i-Runbook Service is installed onto an existing server at your site and configured for your environment.

Broad scope of technical modules

A wide range of Sun and third-party technologies are covered, including:

- Server platforms: Sun Enterprise™ server, Sun Fire™ server and desktop platforms
- Storage and networking: Sun StorEdge™ disk arrays and tape libraries, Brocade, Cisco, VERITAS, and Legato products
- Software: Solaris™ Operating System (OS), Sun Cluster software, backup and restore, and volume managers
- Supporting components: security applications, file systems and Sun Management Center software

As you refresh your data center technology, you can update the Sun i-Runbook Service with additional modules to fit your needs.

Scalable and flexible editions

The Sun i-Runbook Service is modular, allowing you to choose the topic modules and level of service you need. You can build on your Sun i-Runbook Service by upgrading your current edition and adding additional modules to fit your needs.

Standard Edition

The Standard Edition is a simplified static offering, which includes a wide range of technical modules with relevant manual pages and product documentation.

Enterprise Edition

The Enterprise Edition is a more complex, customized and dynamic offering. You can easily add and maintain site-specific information with the templates and content administration function. This enhanced version also includes full search functionality and an Explorer Reader that helps enable web-based viewing of system build reports.

Management Services Edition

Building on the Enterprise Edition, the Management Services Edition includes an additional library of key IT process modules. These modules help enable IT staff to follow industry standard processes, driving consistency and operational improvement throughout your organization. IT process modules include key process diagrams and individual process steps.

Automated Edition

A powerful add-on to either the Enterprise Edition or Management Services Edition, the Automated Edition helps enable your IT staff to run Sun i-Runbook Solaris OS procedures directly from the Sun i-Runbook window with a single button click. More than 150 automated, pre-defined key tasks are available. Automation improves IT staff efficiency and reduces human error, helping improve overall SLA performance.

The Automated Edition is equipped with access control and monitoring facilities so data center managers can be sure that Sun i-Runbook procedures are being run only by authorized staff whose actions may be reviewed at any later time.

Automation and access control

The Sun i-Runbook Service presents users with clear and detailed instructions on how to perform a wide range of system administration tasks, which are displayed as commands and parameters that an operator types into a shell window to execute.

The Automated Edition replaces this last step and allows users to run the chosen procedure automatically—thereby helping to reduce manual input commands and parameters down to a single button click. In addition to improving IT staff efficiency in running regular tasks, the Automated Edition helps you avoid human errors by:

- Removing the need to log in to any of the managed systems
- Allowing administrators to work without acquiring privileged user status
- Deploying pre-defined task commands and parameters automatically across multiple systems
- Making output responses available through the Sun i-Runbook browser for easy review and print

Automated Edition: Integrated framework benefits

The Automated Edition provides a unique combination of Sun preferred practices, an industry proven administration tool and customization capabilities with additional content. This technically-advanced framework provides broad benefits to the IT organization, including:

- The preferred practice already embedded in Sun i-Runbook procedures has to be followed
- Strict role-based access controls on IT staff and privileged users deliver improved security
- Service levels can be calculated and reported through the monitoring of all procedures
- Key procedures are pre-programmed and tested, helping reduce operational errors
- Skilled administrators who were previously required to run privileged procedures are free to develop new ones

The technology underpinnings of the Automated Edition are built on the proven COSduty-SSA, an advanced operations workflow management and security solution supplied by Sun Partner Open Systems Management. The administration tool can be expanded to the full functionality of COSduty-SSA at any time.

Compliance

In recent years, organizations have had to take steps to improve IT security to comply with legislation on corporate governance. The Sarbanes-Oxley act is widely known, and there are several similar items of legislation in its wake that apply in territories outside of the United States. As keepers and guardians of the most sensitive corporate data, IT organizations must be able to demonstrate the security of their systems. One of the most unguarded areas is systems administration and the management of privileged users.

The Automated Edition allows data center managers to be sure that operators and system administrators perform only those procedures that are documented in the Sun i-Runbook Service and match their individual access rights. If managers require new procedures and/or the privileged user management and password storage management modules, which are in addition to those supplied in the Automated Edition, they can be purchased as optional additions to the catalog product.

	Standard Edition	Enterprise Edition	Management Services Edition	Automated Edition
Technical Modules	✓	✓	✓	✓
Supporting Man Pages	✓	✓	✓	✓
Supporting End-User Doc Library	✓	✓	✓	✓
Customizable Contacts Pages	✓	✓	✓	
Customizable Templates		✓	✓	
Explorer Reader		✓	✓	
Search Mechanism		✓	✓	
Customer-specific Build Docs		✓	✓	
Sun-provided Web Server		✓	✓	
Enhanced Customer Training		✓	✓	
Custom Content Admin Tool		✓	✓	
IT Process Modules			✓	
Multiple Navigation Index			✓	
Automatic Procedure Execution				✓
Procedure Access Controls and Delegation				✓
Procedure Output Display Management				✓
Operator Activity and Monitoring				✓
Customer Handover and Walkthrough	✓	✓	✓	✓

Take the next step.

To learn more about the Sun i-Runbook Service, contact your Sun Sales Representative or Authorized Reseller or visit sun.com/service/irunbook