INCIDENT MANAGEMENT

REDWOOD

▌ FASTER, SIMPLER IT SERVICE AND OPS MANAGEMENT

The pace of IT keeps getting faster. It's both driven by and merging with the business. Software release times are shorter. Service level agreements (SLAs) no longer have room for downtime. Seconds count. When the unexpected happens, you need to respond as quickly as possible. Automation allows you to respond at the speed of business.

When a problem happens, the incident management team needs the right tools to maximize their effort and eliminate risk. They must identify exactly what took place, log it, categorize and prioritize it. Then the team has to open and track tickets for users and communicate

status updates. In the always-on IT environment, teams need to automate remediation, escalation and rollbacks. They need automatic alert management and audit trails. Finally, they require full integration of any automated incident management processes with their operations (ITOM) and or service management (ITSM) tools.

RunMyJobs® scheduling (RMJ) is a user-friendly automation platform designed to support all the areas where the incident management team needs speed, accuracy and relief. It's designed to keep your systems — not your teams — running.

*Automation allows you to respond at the speed of business.*

▌ AUTOMATE PROCESSES ACROSS THE COMPLEX ENTERPRISE

RunMyJobs scheduling supports legacy, virtualized or cloud resources. Standardized, automated processes offer a clear view of the workflow and quick identification of problems, providing automation for:

1 Remediation, ticketing and administration—so your staff is freed from manual intervention

2 Notification and diagnostic communications through alerts

3 Better auditability with an auto-generated compliance trail

4 Full integration into your IT service management technologies such as ServiceNow and others

5 Reduction of incidents with improved, automated processes
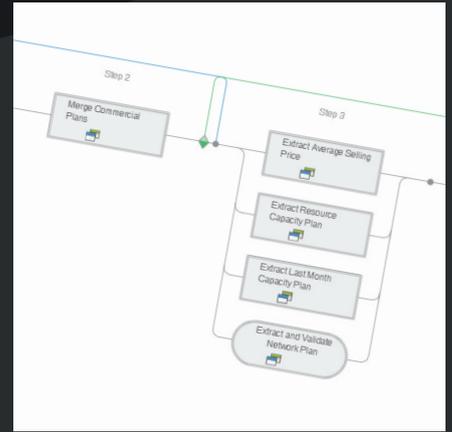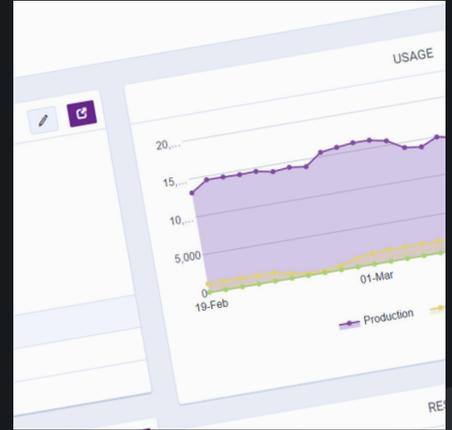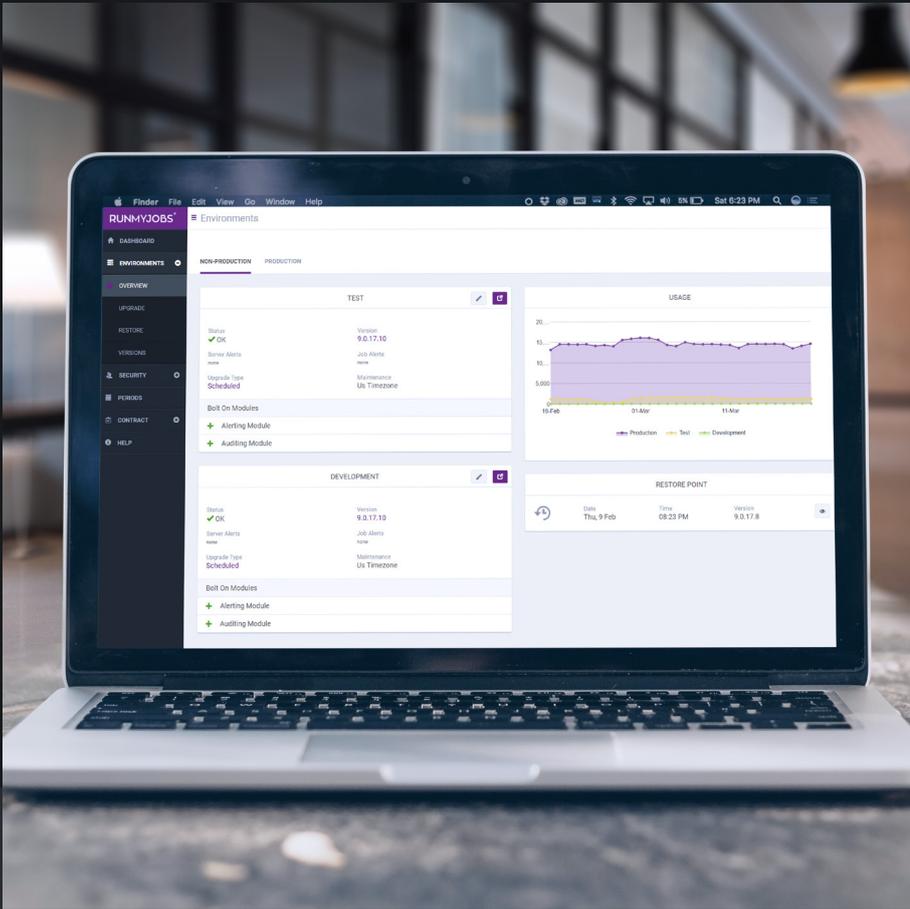
RMJ's dashboards graphically show automated processes and provide data on process results and completion. Incident management teams can immediately monitor issues and create automatic remediations for common problems.

WORKING FOR YOU

Redwood gives you the ability to predict process times and outcomes so that you always deliver on your SLAs. Automation standardizes procedures, such as issuing and tracking tickets. An automated, standardized workflow means it's faster and easier to produce reports, creating greater transparency. RunMyJobs scheduling produces documentation of automated processes to show value and provide useful process analytics.

If your team needs an automation platform that works for you, then RunMyJobs scheduling is the answer.

"The scope for growth, the flexibility for using events to trigger workload, and the ability to deploy new solutions quickly all add to the benefits our business has gained from moving to RunMyJobs."

Director of
technical services, EIM

**FOR MORE DETAILS, CONTACT YOUR
REDWOOD REPRESENTATIVE
OR VISIT WWW.REDWOOD.COM**