



# IT Operations Compliance

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Linux, Solaris, AIX, HP-UX, and Windows

## Concepts Guide

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## ITOC benefits

HPE ITOC is a compliance management solution that unifies policy management across IT silos and provides visibility into the overall compliance of your business services. ITOC is designed for ensuring business service compliance against corporate and regulatory policies, making your environment compliant and therefore secure.

IT Operations users can scan for compliance and remediate non-compliant resources in a reliable, repeatable fashion. HPE ITOC provides visibility into the overall compliance of the business services with the policies.

A simple setup will have you quickly managing your challenges around IT compliance. HPE ITOC provides a single, flexible policy model for use across all resource types. This unifies the compliance process across silos and provides a common definition of the desired state.

## Key benefits

With HPE ITOC, you can:

- Get the IT compliance information you need, when you need it.
- Increase productivity across IT silos, and decrease time for audit and remediation. HPE ITOC allows you to see that your IT systems are meeting PCI, HIPAA, SOX, and other regulatory compliances. All you have to do is open a browser to view your current state of IT compliance across IT silos, and share details about remediation timeframes.
- Have quick time to value with easy setup and out-of-the-box (OOTB) policy management content.
- Leverage SA and CSA integration.

## Unified IT compliance across IT silos

With HPE ITOC, you can gain visibility into the overall compliance of your business services with a single, flexible policy model for use across all resource types and provide a common definition of policy management requirements.

## Easy setup means quick time to value

Achieve quick compliance management with OOTB regulatory standards policies and industry best practices such as PCI, SOX, and CIS. Create your own policies with predefined rules for many resource types or create your own rules for scanning and remediating.

## ITOC user interface

HPE ITOC provides an optimized single-purpose UI, which enables users to:

- Define and maintain policies for baseline configuration state across multiple resource types, such as having a unified definition of best practices across Oracle Database, Red Hat Enterprise Linux, and Microsoft Windows.
- Associate, track and enforce compliance at a business service level with visibility into the state of each requirement across multiple resources and into the state of each resource across multiple requirements.
- Define Service Level Objectives (SLOs) for compliance and then prioritize actions to ensure remediation is enacted to fulfill the SLO.
- Manage the exception process including scope, submission, approval, and exception lifetime.

## Business-Level overview

This section provides an overview of the business benefits of managing compliance with HPE ITOC.

The HPE ITOC UI provides an easy-to-navigate dashboard that shows the HPE ITOC core objects: The core objects in OCM are: the Policy, the Controls, the Business Service, the Service Components, and IT Resources. The Policy is essentially a collection of Rules. The Business Service is a collection of service components. The Statement of Applicability (SoA) ties together the Policy and the Business Service.

- **Policies** - A policy is a system representation of a government or corporate regulatory policy. Policies have a set of requirements and requirements can have one or many rules.
- **Business Services** - A business service is a collection of IT resources with defined relationships to one another that can be viewed in a topology.
- **Controls** - A control is a reusable, shareable function or test that can be used in a policy to create a rule.
- **Resources** - Resources are the ITOC representation of an IT resource in the customer's environment. IT resources are associated with business services, and the same IT resource can be used across different business services.
- **Statement of Applicability** - The SoA ties a business service to a policy and defines the SLOs, maintenance windows, and exceptions. Scan compliance and remediation jobs are manually run within the maintenance windows.

## View the HPE ITOC big picture

A VP or other executive is interested in ITOC primarily for the compliance big picture, or overview. The VP uses the ITOC dashboard to see the overall compliance view, discover possible areas of non-compliance, and pull reports for compliance audits. From the dashboard, the VP can navigate easily to areas of concern and view details about policies, business services, and the performance of the SoAs associated with them.

To prepare for an upcoming compliance audit, an executive can see business services within the system that need to be compliant with regulatory policies such as PCI. The executive can run a preliminary report to discover any issues that need to be addressed through remediation or an exception. If any are found, the executive can contact the business service owner to say that his

business service is not compliant with PCI and needs either remediation or an exception before the audit next week.

The Business Service Owner follows up to see which service components need to be remediated and which may be applicable for an exception.



## Business service owner

An HPE ITOC business service owner can:

- Check compliance status ("[View compliance status for a business service](#)" below).
- Create, import, and edit business services ("[Manage business services](#)" on the next page).

## View compliance status for a business service

A business service owner can check any business service in his environment. From the dashboard, the owner can view a list of business services:

The screenshot shows the 'Business Services' page in the IT Operations Compliance interface. The page header includes the Hewlett Packard Enterprise logo, 'IT Operations Compliance', and a user profile for 'itocadmin'. The breadcrumb navigation shows 'Dashboard' > 'Business Services'. Below the header, there is a search bar, a 'Lifecycle' dropdown set to 'Active Services', a 'By Ascending Score' dropdown, and an 'Actions' button. The main content is a table with the following data:

ID	Business Service	Compliance Score	Meeting MSLO	Meeting RSLO	Priority	Revision
SVC_00001	b1	0	Yes	No	Silver	3 (Production)
SVC_00002	b2	23	Yes	No	Silver	1 (Production)

Next, select a specific business service to see its details:

The screenshot shows the details page for business service 'SVC\_00001 - b1'. The page header includes the Hewlett Packard Enterprise logo, 'IT Operations Compliance', and a user profile for 'itocadmin'. The breadcrumb navigation shows 'Business Services' > 'Business Service'. Below the header, there is a red banner with the service ID 'SVC\_00001 - b1' and a 'Revision' dropdown set to '3 (Production)'. The main content is divided into three tabs: 'Details', 'Compliance', and 'History'. The 'Details' tab is active, showing the following information:

Description: Silver  
 Priority: Silver  
 Created By: Service Owner on 10/20/15 4:21 PM  
 Modified By: Service Owner on 10/20/15 4:21 PM

Below the details, there is a 'Resource Topology' section with a 'View Table' dropdown. The table shows the following data:

ID	Resource	Type	Compliance Score	Status
RES_000003	rh1	RHEL 7	0	Defined
RES_000004	chestnut04.chestnut.devopsware.com	RHEL 6	0	Defined
RES_000002	BUSINESS SERVICE Contains rh1 Contains chestnut24.chestnut.devopsware.com	Business Service	-	Defined

## Manage business services

In the Business Service page, the business service owner can use:

- **Actions** to create a new business service, create a new revision of an existing service, or modify a service.
- The **Details** view of a business service in draft state to view information about a specific business service, edit business service properties, and modify the business service topology.
- The **Compliance** view, which is visible only for the revision of the business service that is in Production state. The owner can check on a business service compliance and perform remediation, if necessary.
- The **History** view to see details about each revision's history.

# Terminology

- **Business Service** - A business service is a collection of IT resources with defined relationships to one another that can be viewed in a topology.
- **Business Service Owner** - A user who defines the business service, the statement of applicability, and exceptions.
- **Compliance Architect** - A user who authors the policies using the controls library.
- **Control** - A control is a reusable, shareable function or test that can be used in a policy to create a rule.
- **Dashboard** - The **Dashboard** provides a comprehensive overview of ITOC results in an environment.
- **Exception** - An exception is defined in the statement of applicability for a specific resource (within the business service) that is not required to comply with a specific requirement in the policy.
- **IT Resource** - The ITOC application's representation of an IT resource in the customer's environment.
- **ITOC Administrator** - The seeded **itocadmin** user. The ITOC administrator is responsible for setting up and customizing ITOC. The ITOC administrator creates users and assigns roles to users.
- **Maintenance Window** – A definition of a block of time within which jobs are allowed to run and which types of jobs can run in the window.
- **Measurement SLO (MSLO)** - The timeframe in which a business service needs to be measured against a particular policy. This value is set in the SoA.
- **Platform Engineer** - A user who creates the controls.
- **Policy**- A policy is a system representation of a government or corporate regulatory policy. Policies have a set of requirements and requirements can have one or many rules.
- **Remediation SLO (RSLO)** - The time frame in which a non-compliant IT resource needs to be remediated against a particular requirement.
- **Results** - Results represent a resource's compliance with policy requirements.
- **Requirement** - Requirements are defined in a policy and contain rules. You can set a requirement severity to high, medium, or low.

- **Rule** - A rule is defined in a policy. It ties together a requirement and a control. A rule defines scope, parameters, and other values to evaluate compliance with the requirement.
- **Scope** - Scope allows the system to determine to which IT resources a rule must apply, and a rule defines the scope. A control has applicable scope. The author can use the same control in multiple rules with different scope and parameter values.
- **Service Level Objective (SLO)** - See Measurement SLO or Remediation SLO.
- **Statement of Applicability (SoA)** - The SoA ties a business service to a policy and defines the SLOs, maintenance windows, and exceptions. Scan compliance and remediation jobs are manually run within the maintenance windows.
- **VP of Operations** - A user who is primarily interested in overall compliance status, viewed from the dashboard.

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