



**infraWise White Paper:
iWise Integration with System Center
Configuration Manager**

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System Center Configuration Manager

System Center Configuration Manager (SCCM), formerly Systems Management Server (SMS), is a systems management software product designed by Microsoft to manage large groups of primarily Windows-based computer systems. SCCM provides remote control, patch management, software distribution, operating system deployment, and hardware and software inventory.

There have been three major iterations of SMS. The 1.x versions of the product defined the scope of control of the management server (the site) in terms of the [NT domain](#) that was being managed. Since the 2.x versions, that site paradigm has switched to a group of subnets that will be managed together. Since SMS 2003, the site could also be defined as one or more [Active Directory](#) sites. The most frequently used feature is inventory management, which provides both hardware and software inventory across a business enterprise.

The major difference between the 2.x product and SMS 2003 was the introduction of the Advanced Client. The Advanced Client communicates with a more scalable management infrastructure, namely the Management Point. A Management Point (MP) can manage up to twenty five thousand Advanced Clients.

The Advanced Client was introduced to provide a solution to the problem that a managed [laptop](#) might connect to a corporate network from multiple locations and should not always download content from the same place within the enterprise (although it should always receive policy from its own site). When an Advanced Client is within another location (SMS Site), it may use a local distribution point to download or run a program that can conserve bandwidth across a [WAN](#) (wide area network).

Microsoft announced the next generation of the product, System Center Configuration Manager 2007, at the Microsoft Management Summit in April 2005. The product was released to manufacturing in August of 2007, and was available for general release in November of 2007.

- **Asset Intelligence**
Configuration Manager 2007 gives organizations better control over their IT infrastructure and assets through asset intelligence technologies that provide IT administrators with continuous visibility into what hardware and software assets they have, who is using them, and where they are.
- **Desired Configuration Management**
With SCCM 2007 *Desired Configuration Management*, organizations can ensure that IT systems comply with desired configuration states to improve system availability, security, and performance network-wide.
- **Software Update Management**
SCCM 2007 *Software Update Management* simplifies the complex task of delivering and managing updates to IT systems across the enterprise. IT administrators can deliver updates of Microsoft products, third-party applications, custom in-house line-of-business applications, hardware drivers, and system BIOS to a variety of devices—including to desktops, laptops, servers, and mobile devices.
- **Software Distribution**
SCCM 2007 *Software Distribution* simplifies the complex task of distributing applications and updates to desktops, servers, laptops, and mobile devices across enterprise networks.
- **Operating System Deployment**

SCCM 2007 *Operating System Deployment* is a highly flexible, automated solution that allows IT administrators to fully deploy and configure servers and desktops from any previous state, including bare-metal deployments.

iWise Integration Benefits And Uses

iWise can be used to enhance the administration and capabilities of SCCM in many ways and, conversely, SCCM data can be used to augment the data and processes administered by iWise.

Some areas where iWise can improve the administration of SCCM events include:

- **Financial Management**
To identify the contractual license counts and limits across the organization and to coordinate with the Software inventory aspects of SCCM to enable compliance and the triggering of timely remedial actions.
- **Configuration Management**
To augment the data collected and stored within SCCM with the administrative information known to iWise. This includes data attributes, such as device owner, contact information, organization and accounting codes, etc.
- **Change Management**
To control the scheduling and drive the delivery of software packages through authorized, scheduled, and approved Change records (RFCs).

Some areas where SCCM can augment the data and processes of iWise:

- **Incident Management**
SCCM can be linked to from the iWise incident analysis phase to quickly display the results of the most recent scan, to compare it to the reported error condition to aid in diagnosing the issue. A baseline of the device/item can be captured as an attachment to the incident as a permanent record of its status as of the time the issue was reported.
- **Configuration Management**
SCCM can be linked from the Configuration Item (component) of the CMDB to verify the latest scan results with the information and details contained in the CI record. To initially seed and build the CMDB, the scan results of SCCM can be used to create all hardware and software records in iWise, along with the related product records.
- **Change Management**
When a Change has been scheduled, SCCM can be used to scan the modified item for comparison, and verify the item with what the change record has identified as characteristics being modified.

Depending on the unique customer requirements and desires, these and many other integration possibilities and opportunities for automation exist, and are handled on a case-by-case basis.