

Westbury Audit Services

Westbury Audit Service is designed to manage the governance of your SMI solution and to ensure ongoing compliance with industry standards.



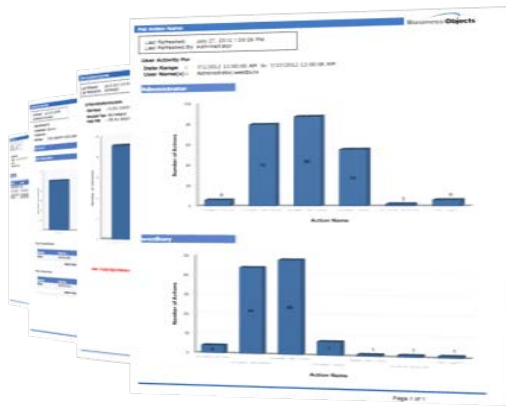
Service description

Audit Services by Westbury provides you with greater capabilities. This offering consists of a number of days designed by you and your Westbury representative and delivered by Westbury product experts. Our people work side by side to ensure your SMI solution delivers accurate information and is not prone to security vulnerabilities.

Remain in control

By implementing the audit capabilities of your SMI platform, you keep record of all relevant events in your environment. For each event, the SMI reporting engine records the time of the event, the name and user group of the user who initiated the event, the server where the event was performed, and a variety of other parameters. This way the SMI audit solution provides you with

- detailed information of what data is being accessed, how it's being accessed, and who accessed it,
- operational information on the status of report data refresh schedules and report distribution processes, and
- performance information on the report run time of every report in your report library



Westbury Audit Services comes with a best practice configuration to collect only audit data you need, and a set of 20+ audit startup reports. These startup reports are easy to understand and cover most of your audit requirements. With the best practice configuration for auditing we have taken performance considerations into account.

Westbury Audit Service can be extended to include data from the underlying ITSM solution, like HP Service Manager. In this way you will have one user-friendly interface to analyze all of your audit data.

Results

- Company compliancy policies with regards to information access are met
- A lean and mean, up-to-date library of ITSM reports
- Maximized control over the use and functioning of your SMI reporting solution

About Westbury,

Founded in 1998, Westbury is a leading provider of operational reporting solutions for IT Organizations and represents enterprise customers around the globe.

The company pioneered the principle of Service Management Intelligence, which puts the power of self-service reporting in the hands of process owners, IT managers, decision-makers, and those that need it most.

Its SMI Suite is an integrated ITSM reporting platform that transforms data into meaningful information and improves processes and performance.

Recently the company expanded its global footprint into Asia Pacific, in addition to the US and EMEA. Westbury is privately held with offices in Boston, MA and Amsterdam, Netherlands. For more information visit our web site at www.westbury-it.com

For more information about Westbury solutions and services, please contact us.
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