Transparency and efficiency through automation and delegation

Thanks to the use of the ScriptRunner® platform for automation and collaboration, **VINTIN Services GmbH** can create much needed latitude for projects and increases security in the use of PowerShell. Policy-based execution of PowerShell scripts and cmdlets ensures a high level of administrative task repeatability and centralized reporting for transparency and traceability. The integration of the solution with the monitoring system also enables end-to-end automation from problem identification to problem solving.

VINTIN Services GmbH offers its customers optimal and individual solutions for data network technology and IT security, classic system house solutions such as backup, storage and server services as well as cutting-edge solutions ranging from managed services to cloud computing and complete outsourcing of IT. VINTIN employs more than 160 people at its headquarters in Sennfeld and four other branches in Germany and Switzerland.

INITIAL SITUATION.

The core business of **VINTIN**'s IT operations team responsible for Managed Services is to ensure high-quality and constantly available system operation and related tasks. The variety of systems, applications and data is a challenge for every standardized operating scenario and for the profitability of the services and SLAs agreed with the customer. Administrators, developers and DevOps therefore have to solve problems again and again

VINTIN Managing Director and Founder Michael Datzer with the Managing Directors Christoph Waschkau, Stefan Hartwig, Christian Krug and Michael Grimm (from left to right).

by script or cmdlet. The aim of **VINTIN** was to increase efficiency and quality enormously through automated, guideline-based processes and a secure delegation of script executions even in the daily recurring administrative tasks, to significantly reduce reaction times and costs per process and to ensure traceability and auditability at all times.

CHALLENGE.

For a long time, IT operations at **VINTIN** were faced with the challenge of having to handle, largely without automation, recurring administrative tasks that could not be safely delegated. In addition, the work suffered from limited process compliance in manual response, control and execution, as well as lack of control, transparency, traceability and non-reproducibility in the use of PowerShell scripts.

SOLUTION.

VINTIN decided to use ScriptRunner®, an AppSphere AG platform for automation and delegation for PowerShell. After an analysis of the initial situation and the selection of a VDI environment with several large Windows server farms including the Paessler Network Monitoring PRTG monitoring system for the implementation of business cases, the evaluation of various alarms from the monitoring and the subsequent manually executed administrative activities followed. The selected cases were mapped and tested in corresponding PowerShell scripts in ScriptRunner®. Next, the scripts were included in the platform and corresponding guidelines were configured for the selected cases. In addition to the necessary target systems and permissions, roles for delegating script execution to 1st-level support and connectors for connecting to monitoring and automation were set up. Implementation, configuration and setup on the monitoring system took only about three hours.

The DevOps use PowerShell to develop ISE scripts for automation. The ScriptRunner® ISE App supports this with functions for check-in/check-out of scripts and version history in the central script library. For tested and shared scripts, the administrator

uses the Admin App to configure an execution policy. In addition to the script, this includes the target systems, execution type, administrative rights required for execution on the target system and assignment of the call rights for an action defined with it. Sensors were set up on the servers and in the monitoring system and assigned threshold values. On this basis, corresponding alarms and events were stored in the monitoring system. For a successful automation, the monitoring system and ScriptRunner® interact via a configurable WebService Connector from ScriptRunner®.An alarm from the monitoring system can now trigger two different process chains. In the automated

KEY FACTS

> More time for new projects in the admin team

> Increased efficiency and quality through automation & delegation

> Standardized, automated processing of alarms without manual intervention

> Transparent documentation of alarms

> Simple operation in 1st level support without script knowledge and admin rights

> Faster response times & lower costs

„*With the ScriptRunner® and PowerShell solution and their integration into our monitoring environment, we are now also automating complex control loops in Managed Service. This reduces the costs of IT operations and ensures quality increases in our administration and support tasks vis-à-vis our customers*".
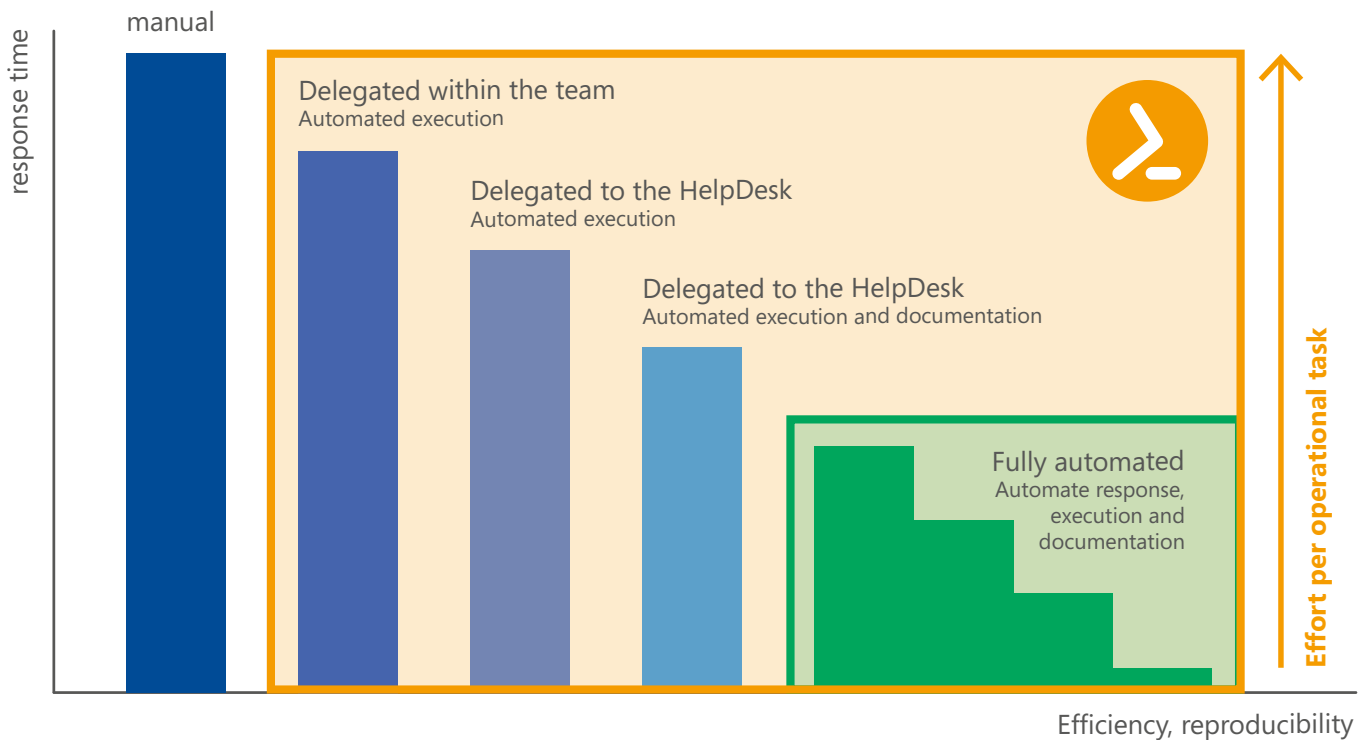*Andreas Engmann, Corporate Development, VINTIN Services GmbH*

variant, the ScriptRunner® event starts a policy-based script execution with parameters from monitoring on a target system, for example to correct errors or assign more memory, performance or resources to a VDIU user. This leads to standardized, consistent and rule-based processing of alarms from the monitoring system without requiring manual intervention. Alternatively, alarms can also be set up for delegated processing in 1st-level support. For this purpose, corresponding scripts and prepared guidelines are combined into actions. These are released by administrators to individual user groups for use, e.g. to unblock accounts or reset passwords. In the easy-to-use, graphical ScriptRunner® Delegate App, 1st level support staff can select and start corresponding actions without having any in-depth knowledge of the scripts, policies and administrative rights. The app provides a generic graphical user interface for entering any necessary parameters or data, including an input check.

RESULT.

Tasks and working methods of VINTIN administrators have changed significantly. Previously, alarms from the monitoring system regularly required manual response; today, in contrast, 15 percent of the alarms already lead to automatic processing and error correction. While monitoring was previously used to automatically supervise the system, the ScriptRunner® platform now completes the entire operating process for automatic processing and documentation in a control loop.

response time | manual

Delegated within the team
Automated execution

Delegated to the HelpDesk
Automated execution

Delegated to the HelpDesk
Automated execution and documentation

Fully automated
Automate response,
execution and
documentation

Effort per operational task

Efficiency, reproducibility

ScriptRunner®

ABOUT SCRIPTRUNNER

ScriptRunner is a platform solution for automation and delegation with PowerShell. Centralizing, standardizing as well as monitoring and controlling multiple workflows effectively relieves IT operations. Administrators and DevOps can use the supplied script libraries, customize them or develop their own scripts. A steadily growing number of well-known companies of all sizes and industries worldwide use ScriptRunner as their leading all-in-one solution for PowerShell. Since 2019, ScriptRunner Software GmbH is an independent subsidiary of AppSphere AG.

Do you need a live test or a free 30 days trial license? Would you like to become even more experienced in scripting of the future with our PowerShell training courses? Talk to us!