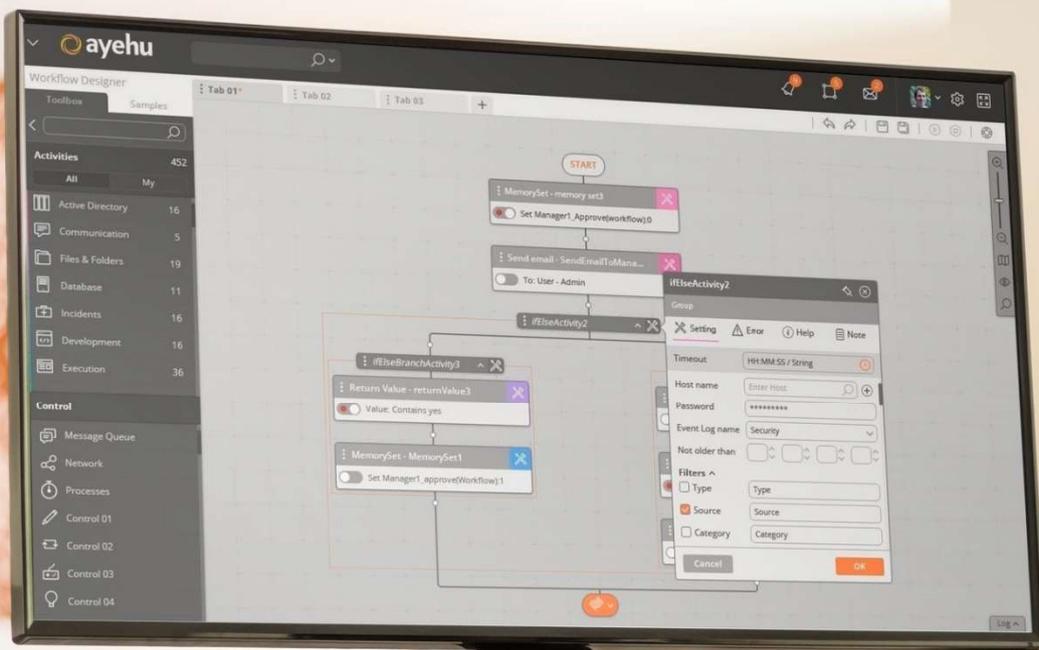




Ayehu NG Feature Overview

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1. Experience the Next Generation of IT Automation

Ayehu Next Generation (NG) includes an architecture redesign to support managed service providers (MSP) and businesses with hybrid deployments across on-premise, private and public cloud environments such as AWS and Azure. It also enriches product security in areas such as message encryption across internal and external networks. Additionally, it presents a brand-new user interface designed for simplicity and ease-of-use.

Key features include:

- **AI Powered** – Machine learning delivers decision support based on prompts to optimize workflows, dynamically creating rule-based recommendations, insights, and correlations
- **SaaS Ready** – Ideal for hybrid deployments, supporting multi-tenant, communication encryption, OAuth2 authentication, and internal security improvements
- **Multi-tenant Environment** – For an individual customer who wants to run multiple distinct instances, or for a MSP who wants to easily manage multiple clients. Ayehu NG now operates as a multi-tenant environment. Integrations, configurations and licenses can be managed across tenants using the Tenant Admin web interface.
- **Hybrid Capabilities** – Bridging across on-premise and cloud environments, Ayehu can connect disparate systems no matter where they are. With RabbitMQ Message Queues sitting between both worlds, communications are managed safely and securely.
- **High Availability and Redundancy** – Ayehu easily scales to support organizations with a high volume of incidents, and safe guards against a single-point-of-failure. Beyond the simple active/passive redundancy, Ayehu now offers active/active redundancy, and a N+2 architecture, ensuring that your data and processes are never lost.
- **Module Monitoring** – Ayehu's network monitoring service allows monitoring of the Ayehu platform's main components even if they are distributed across different machines. Monitored components include: Engine, Comm, Remote Comm and Integrations. For components that have multiple devices configured, monitoring will be at device level, allowing for the most granular visibility of the health of your system.
- **Workflow Version Control** – Ayehu is the first IT automation and orchestration platform to provide version control on workflows, allowing you to rollback changes. You can then review, compare or revert workflows.
- **Tagging and Labeling** – Ayehu can associate workflows with keywords through tags to quickly search and return commonly used workflows.
- **User Interface Enhancements** – The new Angular 2.0 web-based interface, offers an easy-to-use and user-friendly workflow designer. You can build workflows from a library of objects and actions or from templates. White labeling options are provided for OEM partners.

2. Supported Platforms

- Front-End:
 - Supported web browser is Chrome version 64 or higher
- Server Side:
 - Supported operating systems to host Ayehu platform are
 - Windows Server 2012 R2
 - Windows Server 2016
 - SQL Server Database
 - SQL Server 2012 Express, Standard, Enterprise
 - SQL Server 2016 Standard, Enterprise

3. Integrations

- Ayehu Next Generation GA version includes the following integrations:
- ServiceNow
- Solarwinds
- BMC Remedy
- IBM Tivoli
- Emails (Office365, Exchange, Gmail, pop3, IMAP, and SMTP)
- Text Messages
- McAfee ESM
- Active Directory
- Amazon EC2
- BMC Remedyforce
- CA Spectrum
- Cherwell
- Cisco
- Everbridge
- HP Arcsight
- HP Operations Manager
- HP Service Manager
- Jira
- Salesforce
- SNMP
- Virus Total
- Slack
- Splunk

4. Features in Detail

The key features of Ayehu Next Generation GA are highlighted below:

4.1 Workflow Designer

The new Workflow Designer was developed using the Angular 2.0 web-based interface, it offers an easy-to-use and user friendly workflow designer. You can build workflows from a library grouped into activities and sequencing connections or from templates. Workflows are built by dragging and dropping activities on to a worksheet and connecting them with sequence elements - somewhat like a flow chart. Each item can be opened to set its parameters and fine-tune its properties.

Feature	Description
Workflows version control	The Workflow Designer provides version control by letting you create and save multiple revisions of workflows and templates. (For more information about creating new revisions, refer to Saving Your Workflow.) The History dialog provides information about all revisions of a workflow or template, and allows you to open an earlier revision in the Workflow Designer
Reference toolbar	The Reference toolbar, at the upper right side of the Workflow Designer, provides tools to easily view your workflow layout and locating workflow components. It includes: <ul style="list-style-type: none"> • Zoom In / Zoom Out, • Minimap, • Filter By Layer • Search too
Find activity by name or type	The Search tool of the Reference toolbar lets you locate one or more activities within a workflow by performing a keyword search. The keyword may contain all or part of an activity name or an activity type.
Machine Learning – Workflow recommendation	The Suggested Activities list displays recommended activity types to add to your workflow. Suggested Activities are context sensitive, so the activity types that are shown vary based on the preceding activity. The list contains up to six activities that most commonly follow the previous activity in the workflow.
Highlight specific activities	Highlight specific activities using layers in the workflow designer
Keyword tagging	Tags are keywords that are applied to a workflow. They are useful for organizing your collection of workflows and for helping users to quickly find a workflow.
Library of pre-built templates	Templates are sample workflows that provide a foundation for building workflows for specific scenarios. All available templates (both pre-built and those you customize) are listed in the Templates tab of the Workflow Designer.

Keyboard shortcuts	Quick control using keyboard shortcuts such as ctrl v, z, y, a
Help in activity settings	Displays more detailed information about the purpose of the activity and how to use it.
Activity favorites	Allows the user to save favorite activities for quick use.
Activity notes	Enables you to compose free text comments about the activity
Adding activities directly from the canvas	The Search tool returns a list of activities that match search phrase. You can then select an activity from the search results list and add it to your workflow, or select an activity from the Suggested Activities list.
Variables auto complete	Displays a list of workflow variables once the user starts typing % in any field.
Workflow documentation	The Documentation dialog displays Workflow summary or other useful messages about the workflow.

4.2 Live Dashboard

Ayehu LIVE provides a central display of information - incidents, running workflows, real-time key performance indicators and statistics – that are most critical to you.

Feature	Description
Open Incidents tab	Provides a real-time view of the currently open incidents
Running Workflow tab	Displays the currently running workflows
KPI gauges and MTTR trend graph	The KPI gauges and graphs show gathered statistics about Ayehu Next Generation's performance. These include the source, severity and state of incidents over a given time frame, as well as the top three devices and assignees.

4.3 Insight

Feature	Description
Incident History	The Incident History screen displays the list of events that were classified as incidents by Ayehu Next Generation. The incidents are registered to the Incident log along with their type, classification, workflows that were invoked as a result and other useful information.
Audit Trail	The Audit Trail screen displays the list of events (external events, scheduled actions, triggers, self service requests and manual workflow executions) audited by Ayehu Next Generation. The events are registered to the Audit Trail log along with the source module that triggered them,

	the workflow that was invoked as a result and other useful information.
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4.4 Repository

Feature	Description
Workflows	The central location for all workflows and templates in Ayehu. These can be categorized into folders for easy reference. You can also search across all workflows and templates based on text, tags, policy actions, and more.
Incident Configuration	Incidents are recorded by Ayehu Next Generation with their originating device, their duration, their classification. Incidents also have a current state - up/down. This information may be broken down and used in reports, in conditions and within running workflows.
Devices	For events that are classified as incidents, devices are used to indicate, during the parsing/mapping procedure, the specific server on which the incident occurred.
Services	For events that are classified as incidents, services are used to indicate, during the parsing/mapping procedure, the specific function on which the incident occurred. A Ayehu Next Generation service is a component in which incidents may occur.
Classifications	For events that are classified as incidents, classifications are used to indicate, during the parsing/mapping procedure, the type of the incident.
Event Parsers	When an event is retrieved by Ayehu Next Generation it arrives at the Parsing/Mapping Checkpoint, where it is decided whether it qualifies as an incident. Traditionally, events originating from an integrated module (for example: ServiceNow, McAfee, BMC Remedy etc.) are mapped, and events originating from the built-in components are parsed. The event parser object allows you to compose the code (C# or VB.NET) according to which events are parsed.
Notes	Notes are used to store the best practices on how to handle an event or an incident. You may assign notes to devices or services.
Policy Actions	Policy actions allow you to define the criteria by which workflows are run. There are two ways to automatically run workflows: <ol style="list-style-type: none"> Triggers - Define specific event criteria that should be met for a selected workflow to run. For

	<p>example, an incoming alert from the security monitoring application that a malicious email has been detected should trigger the Malware Removal workflow</p> <p>2. Scheduled - Run workflows on a specified schedule. For example, every two weeks run a Diskspace Cleanup workflow on a set of servers, to ensure that they never run out of space.</p>
External Development	<p>If you've already scripted your processes in an external system, you can now copy and paste that into Ayehu to take advantage of work already done. Available scripting language for external development are VB.Net and C#. Python scripting is coming soon.</p>

4.5 Configurations

Feature	Description
Logins	<p>The login screen allows you to manage the users who login to Ayehu Next Generation and apply different permissions to each of them. New login types have been added to allow you detailed control over the actions that can be performed by each Ayehu user.</p>
Modules	<p>Ayehu Next Generation modules are used for communication, remote execution, and systems integration with external services. Each module serves as an interface to its equivalent service - a mail service, telecommunication, or command executor. Each module is configured individually.</p> <p>Multiple instances of the same module may be defined under one module configuration as long as they all use the same connection parameters.</p> <p>The user interface for Module configuration has been redesigned to make it more intuitive. Extended module settings are now in their own pane, allowing you to easily configure filters and mappings for each module.</p>
License details	<p>The license details provide Product Details and General License Details</p>

4.6 Import Workflows from eyeShare

You may Import workflows from EyeShare: This includes the workflow activities and activities settings. You can also Import workflows with one click.

5. Features Changed or Not Currently Supported

Feature	Notes
Global Shift Manager	<p>This feature did not transition into Ayehu NG and does not currently have a replacement.</p>

Self Service Web Portal	The self-service portal as it exists in eyeShare is being replaced by the self-service bot framework. User requests can now be handled via an intuitive and intelligent chat interface, integrating with your internal chat platform of choice.
IVR	All audio/call/recording capabilities did not transition into Ayehu NG.
HTTPPost	The HTTPPost activity was merged with the HTTPRequest activity for simplicity
ReplaceString	The ReplaceString activity was merged with the ReplaceStringAdvanced activity for simplicity
Various Math Function	Various math related activities – including but not limited to Cos, Sin, Log, Tan – have been deprecated
eyeShare IM	eyeShare IM has been deprecated

6. Known Issues

Feature	Description
Workflow Import from eyeShare	Workflow import includes only activities, their structure and settings within the activities. It does not include module and device settings.
Ayehu LIVE – Running Workflows	Tab will continue to display old workflows in case the Engine was stopped during their execution