Quest Self-Service Manager for Exchange

STREAMLINES PUBLIC FOLDER AND GROUP MANAGEMENT WITH DELEGATION AND SELF-SERVICE

- Improves operational efficiency by reducing time and effort to update memberships in un-structured distribution groups
- Streamlines list/group mainte-nance by enabling group/public folder owners themselves to perform the management functions that would otherwise overwhelm IT administrators
- Improves accuracy by delegating maintenance to multiple group/public folder owners empower-ing managers and designated personnel to take action quickly
- Reduces the total cost of distribution group/public folder maintenance by delegating maintenance responsibilities to multiple owners

In large enterprises, it is vital to maintain groups and public folders in proper order. Group members change constantly, and public folders continue to grow uncontrollably, requiring ongoing maintenance that consumes substantial time from both the managers and Exchange administrators to coordinate updates. This time-consuming, error-prone process cannot only bottleneck progress, it can also introduce a number of security risks.

IT departments are being challenged to ensure compliance with regulatory and internal policies. IT administrators are pressured to make certain that the organization's ever-changing Exchange data is properly managed and updated. IT departments are expected to do more with fewer resources.

Quest® Self-Service Manager for Exchange streamlines maintenance of unstructured groups and public folders with secure delegation and self-service. Benefits include the following:

Streamline Maintenance

Self-Service Manager allows people responsible for specific public folders or groups to perform the management functions that would otherwise overwhelm IT administrators. A secure, easy-to-use user interface makes it easy for designated users to control how public folders and groups are used; create, update, and delete them; and review them for compliance with corporate-policies.

Maintain Control

Public folder and group management workflow provides control over maintenance of groups or folders. This includes expiration periods for groups and review periods for public folders. Simply by clicking a hyperlink in an auto-generated e-mail, you can approve or decline requests made by end users.

Improve Accuracy

Well-maintained, accurate public folders and groups facilitate company communications and reduce the risk of information mishandling. By delegating maintenance to multiple people, you are empowering managers and designated personnel to take action quickly. Streamlining the change request process eliminates potential points of failure.

Manage Costs

The total cost of public folder and group maintenance can be reduced when you delegate maintenance responsibilities to multiple people. Administrators eliminate time-consuming manual tasks from their workload and can focus on IT initiatives that require specialized expertise. Designated public folder contacts and group owners are empowered to make changes as needed, improving the flow of critical business information.

Provide Self-Service Subscription

Group owners can choose whether to retain control over membership or to allow members to subscribe or unsubscribe. Owners can delegate membership management to the users themselves. Built-in self-subscription tools allow users to join and leave selected groups at will. A simple Web interface lets users verify the groups they are subscribed to and view those that are available for subscription.

QUEST SOFTWARE®

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System Requirements

Operating Systems:
- Microsoft Windows 2000 Server SP 3
- Microsoft Windows Server 2003
- Microsoft Windows XP Professional SP1

Microsoft Exchange:
- Microsoft Exchange 2000 System Manager SP3 or
- Microsoft Exchange 2003 System Manager SP 1

Platform:
- 800 MHz Pentium 3 or a Pentium-compatible CPU

Memory:
- 256 MB

Disk Space:
- 300 MB

Additional Software:
- Microsoft Data Access Components 2.8 or later
- Microsoft Windows Script Host 5.6.
- Microsoft Internet Information Server 5.0 (required for Windows 2000 or Windows XP), or Microsoft Internet Information Server 6.0 (required for Windows Server 2003)
- Microsoft Internet Explorer 5.5 or later
- Microsoft SQL Server 2000 or Microsoft SQL Server Desktop Engine (MSDE 2000) Release A or later
- Acrobat Reader 5.0 or later

Secure Delegation and Self-Service: Designated public folder contacts and group owners can manage their folders or groups without requiring system administrative rights.

Multiple Owners: Multiple owners can be assigned to a single group, and multiple contacts can be assigned to a single public folder. By delegating the workload to multiple people, change requests can be processed faster.

Management Workflow: Self-Service Manager provides a process for approvals for public folder and group creation, updates or policy changes. Users can only view a public directory of public folders or groups. Public folder contacts or group owners can approve or decline requests via e-mail or with Self-Service Manager's user-friendly Web interface. The most important actions require an administrator's approval.

Policy Definition: Organizational policies can be applied granularly to individual public folders or groups. Self-Service Manager provides delegation and self-service through a secure workflow process without granting administrative rights to public folder contacts or group owners.

Corporate Policy Enforcement: Corporate Policy Enforcement sets up review cycles that allow the people responsible for public folders to review all of the relevant properties for compliance with organization-specific policies.

Auditing and Notification: Administrators and other designated individuals receive e-mail notifications when any action is performed on a public folder or group using Self-Service Manager. Self-Service Manager logs all operations that it performs.

Public Folder Reporting: Self-Service Manager features a number of public folder reports. All reports are HTML-based and contain customizable functionality such as sorting (ascending/descending by name, and so on).

Integrated Solution: Works with the Quest® Management Console for Exchange, allowing you to manage Exchange and its supporting infrastructure from within the Microsoft Management Console (MMC).

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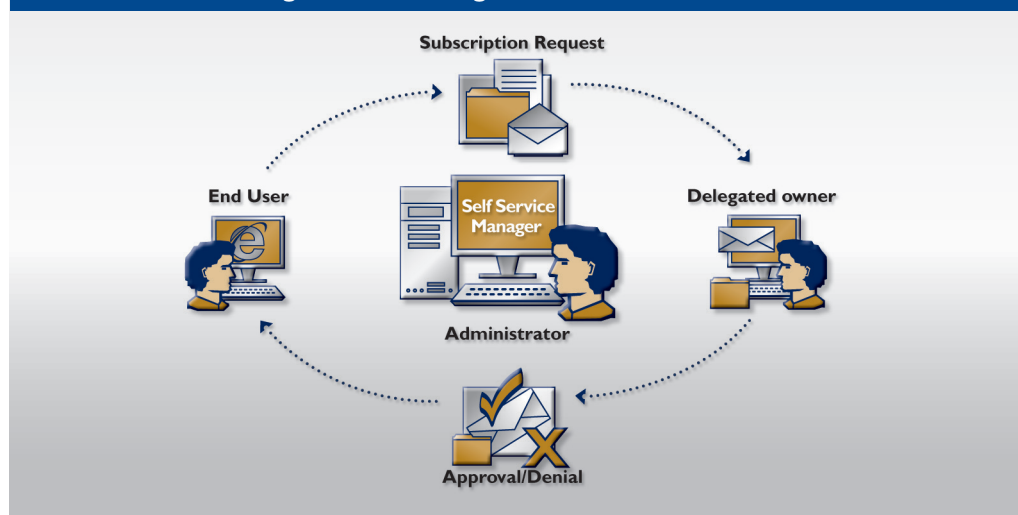
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