

MEDIA BACKGROUNDER

VMware vCloud Request Manager Delivers Enhanced Governance and Control for Hybrid Clouds

Overview

[Announced Oct. 12, 2010 at VMworld 2010 Europe in Copenhagen](#), VMware vCloud™ Request Manager will further streamline the production and consumption of infrastructure by adding sophisticated, automated approval workflows to the VMware vCloud Director provisioning process.

Achieving [IT-as-a-Service](#) requires a change in the relationship between IT and the business. To drive business agility while increasing IT efficiency and enhancing security, VMware introduced [VMware vCloud Director](#) in August of 2010. VMware vCloud Director changes the way users consume IT services by enabling companies to standardize service offerings, automate provisioning, and provide self-service access with pay-for-use pricing. VMware vCloud Request Manager will extend these capabilities to give IT enhanced control and governance by automating the approval and license tracking process.

Once a user selects infrastructure services from the VMware vCloud Director service catalog, vCloud Request Manager will initiate pre-defined workflows to coordinate approvals, track software license inventories and ensure standardization of cloud partitions according to policy “blueprints”. VMware vCloud Request Manager will enforce business policies on cloud partitioning and application provisioning processes, eliminating manual tasks and driving resource efficiencies through process automation.

Key Features

VMware vCloud Request Manager will install on top of VMware vCloud Director and provide a request portal and workflow engine that communicates with vCloud Director through the vCloud API. Key VMware vCloud Request Manager features will include:

- **Workflow automation to further speed cloud service delivery** – VMware vCloud Request Manager’s graphical workflow designer will allow customers to model sophisticated processes that drive approvals, software license allocation, cloud provisioning, and notifications. This includes the ability to send approvals to multiple recipients – even dynamically determined recipients (i.e.: the manager of the requestor). This workflow automation will enable IT to maximize efficiency and optimize service delivery by eliminating costly and error-prone manual tasks and minimizing the time it takes to provision infrastructure. The actual provisioning of cloud infrastructure takes place through VMware vCloud Director.
- **Software license management for dynamic cloud environments** – By automating the tracking of software licenses, vCloud Request Manager will help ensure enterprise clouds are in compliance with third party software license agreements — even in the most dynamic environments. With VMware vCloud Request Manager, cloud administrators and operators can associate third party software licenses with a pre-configured container, or vApp, that encapsulates all of the necessary components of a virtualized application. vCloud Request Manager will create templates for these vApps, and then automatically allocates the appropriate licenses each time a new vApp instance is provisioned based on that template. To enforce compliance, vCloud Request Manager won’t allow a request to proceed if there are no licenses available. It will also detect when a vApp is deleted, either automatically through the expiration of its lease, or manually from the VMware vCloud Director console, and it will free up the associated licenses for re-use.

- **Standardization for simplified cloud administration** – To simplify the definition and consumption of standardized services, VMware vCloud Request Manager will add enhanced governance and control to vCloud Director through “Blueprints”, which enforce additional policies and settings such as VM quotas, cost allocation models, default leases, and compute/storage/network settings. By enforcing this standardization VMware vCloud Request Manager will greatly simplify management for administrators and provisioning for cloud consumers.

Pricing & Availability

VMware vCloud Request Manager is expected to be available in Q4 2010 and will be licensed per VM with prices starting at \$100 per VM.

Comments on the News

“One of the core benefits of cloud computing is agility – the ability for IT consumers to easily procure the IT services they need, when they need them,” said Ramin Sayar, vice president, enterprise management products, VMware. “However, for our customers the cost of agility cannot be a complete loss of control. Through automation, VMware vCloud™ Request Manager is designed to add just the right amount of oversight to cloud infrastructures without slowing down the delivery process or impacting the end-user experience.”

Additional Resources

- Learn more about [VMware vCloud Request Manager](#)
- Get [product information, datasheets and screenshots](#)
- Learn more about [VMware's Vision for Next Decade of Information Technology](#)
- See what's happening at [VMworld Europe 2010](#)

Contacts:

Alex Kirschner
The Outcast Agency for VMware
alex@theoutcastagency.com
(415) 345-4783

VMware, VMware vFabric, VMware vSphere and VMworld are registered trademarks and/or trademarks of VMware, Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies. The use of the word “partner” or “partnership” does not imply a legal partnership relationship between VMware and any other company.