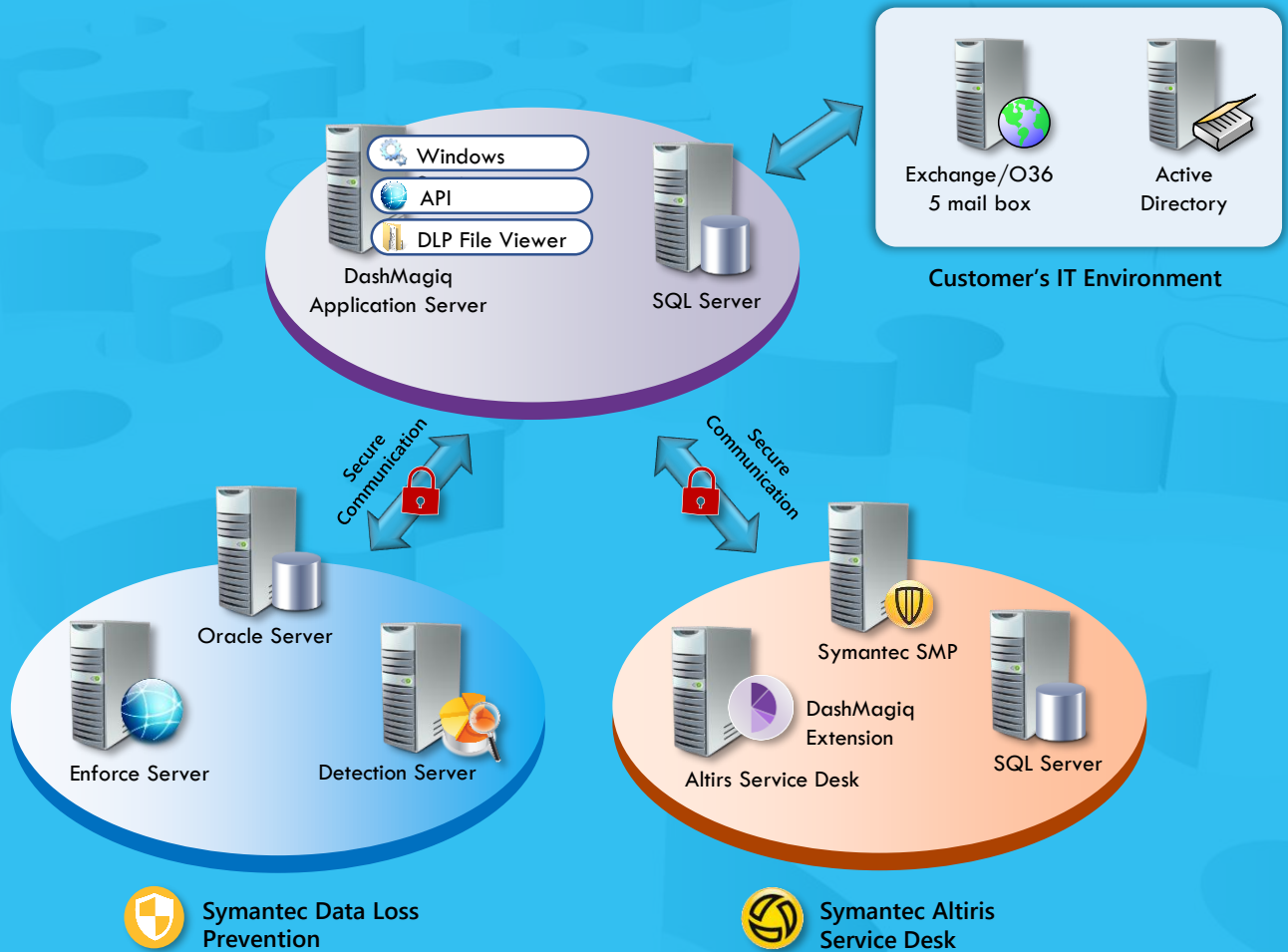


A middleware framework for seamless data sharing between Symantec's DLP and Altiris Service Desk



- ✓ Role-based Access Control
- ✓ Resolving incidents and closing comments in Altiris Service Desk automatically replicates them in DLP



A secure connector integrates Active Directory (AD) and Symantec's DLP and Altiris Service Desk

Primary Products

Altiris Service Desk
Symantec DLP

Connector Software

DashMagiq™ Connector for
DLP and Service Desk

Solution Features

- ✓ An incident created in DLP automatically replicates in Altiris Service Desk
- ✓ Automatically sends emails and assigns new incidents to user's manager
- ✓ Manager can view an incident's files & a dashboard of assigned incidents
- ✓ Automatically reminds and progressively escalates if no action is taken
- ✓ Role-based Access Control to enable faster and accurate remediation
- ✓ Incidents resolved in Altiris Service Desk automatically resolve in DLP too
- ✓ Updates final comments of the resolving manager in the DLP incident too

Hardware / Software Requirements*

Server	Web Server
OS	Windows Server 2012 R2 64 Bit
S/W Required	.NET 4.5, IIS 7
Domain Joined	Required
Domain User Account	Required
Domain User Perms	Local System Administrator
Internet Access	Required
Processor	Four Cores
RAM	8 GB
Disk Capacity	80 GB

Configurable Values

- ✓ Concurrent User Threshold
- ✓ Top-level manager(s) for Escalations
- ✓ Trigger and Frequency of Automatic Reminders and Escalations

* The HW and SW requirements are over and above the requirements of Altiris Service Desk and Symantec DLP.