

# Workflow Manager FAQ

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## **Does Workflow Manager come with default workflows? How easy is it to modify these to fit an organization business process?**

Yes, Workflow Manager includes default workflows to accept application request data and to proceed through the packaging and testing process. These workflows can be copied and edited using built-in tools. No web programming skills are required. New workflow templates can then be tested to verify they will work as expected.

## **Are Workflow Manager and AdminStudio integrated?**

Yes, while Workflow Manager and AdminStudio are separate products that can be run independently, there are numerous points of integration. Workflow Manager can be launched from within AdminStudio. Workflow phases can be defined in Workflow Manager to launch AdminStudio and as the AdminStudio project progresses, the Workflow Manager phase will be marked with the appropriate percentage completed. Additionally, Workflow Manager and AdminStudio can share a common SQL Server or Oracle database.

## **Is Workflow Manager extensible?**

Yes. Workflow Manager can be extended, especially through the use of workflow steps that call scripts or custom web pages. When launching a custom web page, progress on the rest of the workflow can be halted until control is returned from the external page.

## **Can Workflow Manager be integrated with other process management systems?**

Yes, Workflow Manager workflow steps can be customized to call into other process management systems. This can be accomplished by defining a step as a call to a custom web page, which can perform the expected action with second system.

Additionally, custom integration projects can be undertaken to link Workflow Manager data in its SQL Server or Oracle database directly with other data sources, such as help desk systems.

## **Can Workflow Manager be used for processes other than Application Packaging?**

Yes. While Workflow Manager was designed primarily for the packaging and preparation of applications for deployment in an enterprise, the system has been used successfully for hardware procurement and other business process requirements. Its flexible design allows for a wide range of uses.

## **How is Workflow Manager licensed?**

Workflow Manager is an enterprise software solution that is licensed based on the number of end user desktops in the organization. For pricing information, contact Acresso Software today.

## **Does Workflow Manager support databases?**

Workflow Manager currently supports SQL Server databases.

## Does Workflow Manager support ITIL and other process management standards?

Yes. Workflow Manager has proven to be an effective way of overcoming the barriers to IT faces when implementing the ITIL application management process. It is also plays an important role in implementing workflows associated with automating Microsoft's Solution Accelerator for Business Desktop Deployment (BDD) , which will become BDLM for Vista.

## Does Workflow Manager offer support for Service Level Agreements (SLAs)?

Yes. In fact, Workflow Manager has significantly enhanced its functionality to enable IT to track, manage, and report on SLAs, making it even easier stay compliant.



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