



vivit

Discover the independent Micro Focus software user community where you can share, collaborate, exchange, and grow



COMMUNITY



**Digital Enterprises Need  
Adaptable and Fast ITSM Software  
at Low Cost  
November 15, 2017**



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# Hosted By



**Vesna Soraic**  
Senior Marketing Manager  
Micro Focus



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# Today's Speakers



**Bruno Labruere**

Senior Director of Engineering for  
Service Management  
Micro Focus



**Jacques Conand**

Director of Products for  
Service Management  
Micro Focus



**Torrey Jones**

Principal Consultant  
Greenlight Group

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# Webinar Housekeeping



The screenshot shows a webinar interface with a presentation slide. The slide is titled "Building the DevOps Tool Chain" and dated "January 17, 2017". The slide content includes the Vivit logo, the text "Discover the independent HPE software user community where you can share, collaborate, exchange, and grow", and several images: a group of people in a meeting, a lightbulb, a globe, and a group of people at a trade show. The interface also features a Q&A section, a "DOWNLOAD FILES" section, and a status bar at the bottom with contact information.

Slide 2 of 27

LOGO/PICTURE

Q&A

Ask a question

Ask

DOWNLOAD FILES

| File Name     | Size |
|---------------|------|
| No file Found |      |

Folder: All Files

Dial-In #: VoIP or 415-926-7795 or [International Numbers](#) Conference ID: 0866-2702 User ID: 280895

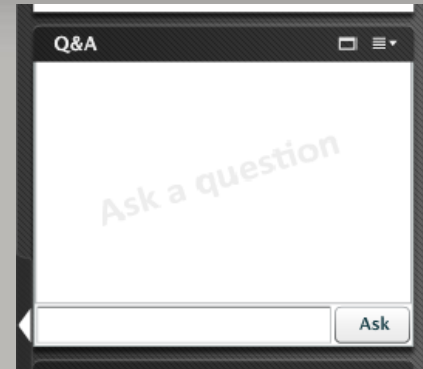
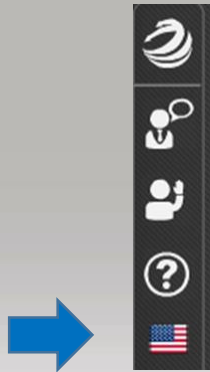
- This “LIVE” session is being recorded
- Recordings are available to all Vivit members
- To enlarge the presentation screen, click on the rectangle in the upper right hand corner of the Presentation pane

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# Webinar Control Panel

- Session Q&A:  
Please type questions in the Q&A pane and click on “Ask”
- Choose the language in which you would like to ask your questions





# Digital Enterprises Need Adaptable and Fast ITSM Software at Low Cost

Jacques Conand, Director of SMA products, Micro Focus

Bruno Labruere, Senior director of SMA engineering, Micro Focus

# The New Combined Company:

The graphic consists of two vertical panels. The left panel has a blue background and features the Micro Focus logo (a white square with a smaller square inside) and the text "MICRO FOCUS" in white. Below this, on a white background, are logos for "COBOL", "Borland", "SERENA", "Novell", "SUSE", "Attachmate", and "NetIQ". The right panel has a green background and features the Hewlett Packard Enterprise logo (a white rectangle) and the text "Hewlett Packard Enterprise" in white. Below this, on a white background, are logos for "Network Management/ Data Protector", "FORTIFY SOFTWARE", "OPSWARE", "MERCURY", "ArcSight", "VERTICA", "Peregrine SYSTEMS", "SHUNRA", "ATALLA", and "Voltage SECURITY".

**MICRO FOCUS**

COBOL

**Borland** **SERENA** **Novell**

**SUSE** **Attachmate** **NetIQ**

**Hewlett Packard Enterprise**

Network Management/  
Data Protector

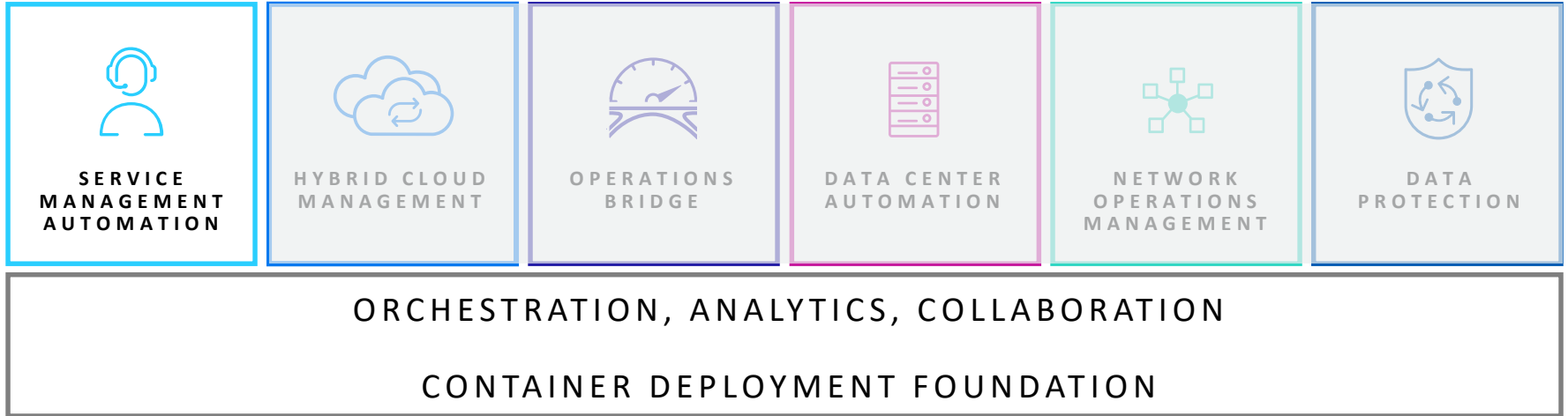
**FORTIFY** SOFTWARE

**OPSWARE** **MERCURY** **ArcSight** **VERTICA**

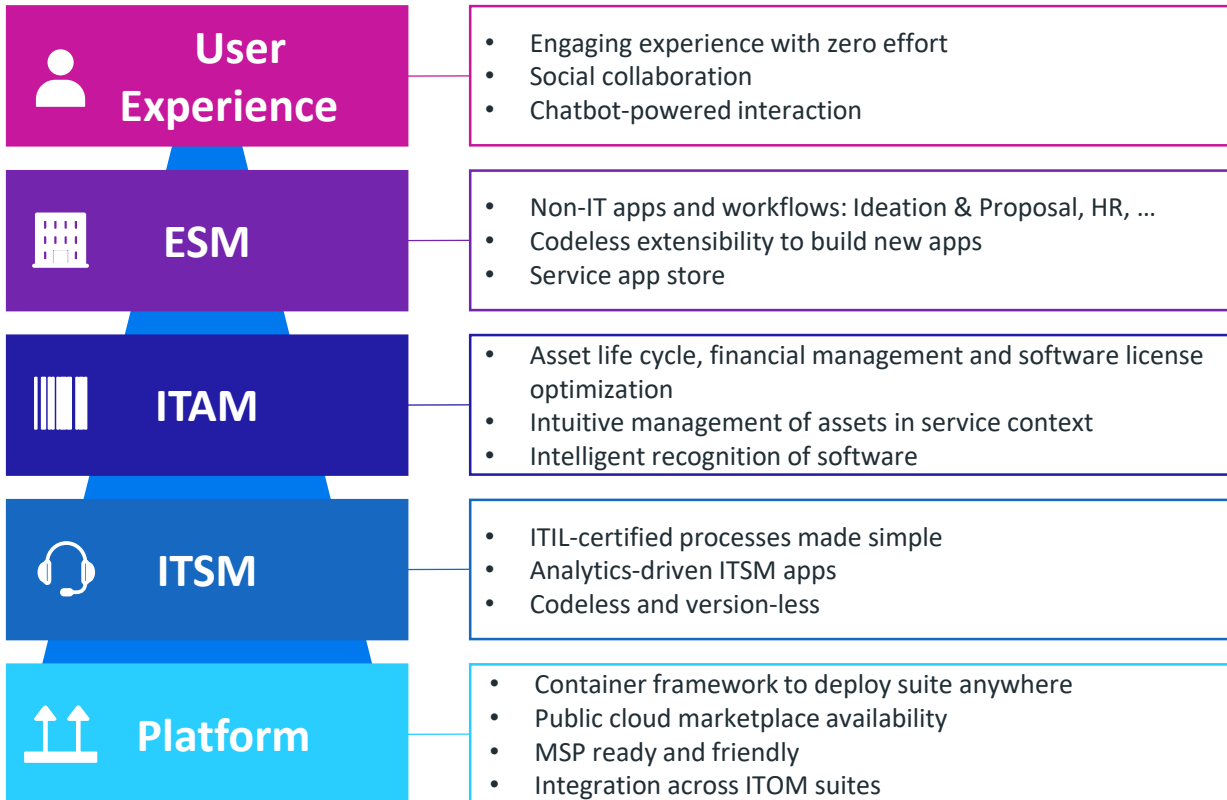
**Peregrine** SYSTEMS **SHUNRA** **ATALLA** **Voltage** SECURITY



# IT Operations Management Products

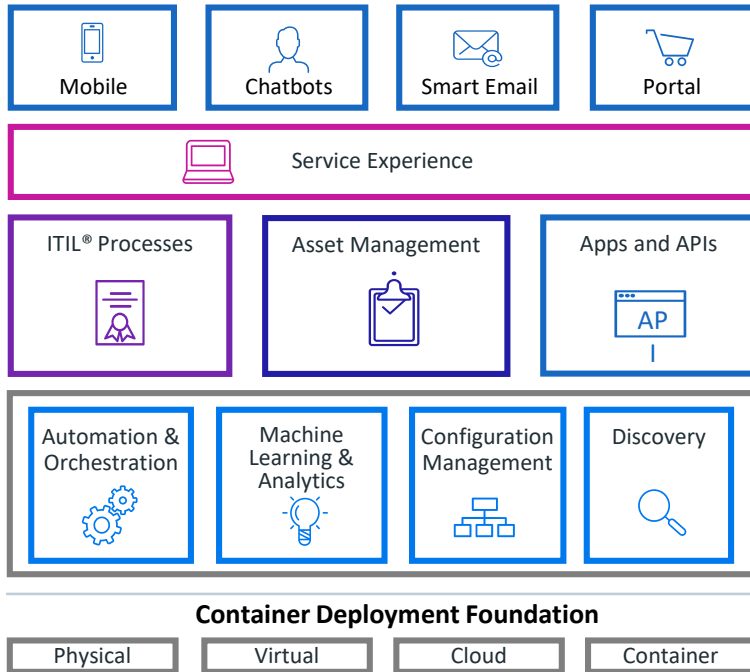


# Service Management Automation Strategic Framework & Investment Areas



# Micro Focus Service Management Automation

Innovative architecture, built for agility and scale



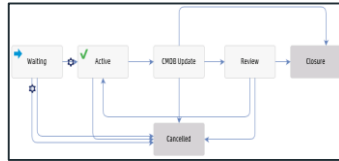
- Intelligent service desk
- Easy to use self-service
- Automated service modeling and discovery
- Codeless configuration
- ChatOps collaboration
- Multiple deployment options

# Announcing SMA-X

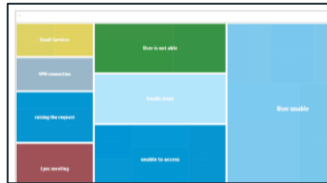
**Self-service Portal:**  
End user service and support requests



**Manage IT Services:**  
ITIL certified processes



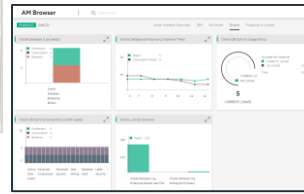
**Contextual Analytics:**  
Improve productivity and consumption



**End User Chat with Virtual Agent**



**IT Asset Management:**  
Optimize and ensure compliance



**Discovery:**  
IT assets & services



**Mobility:**  
Native Android Client

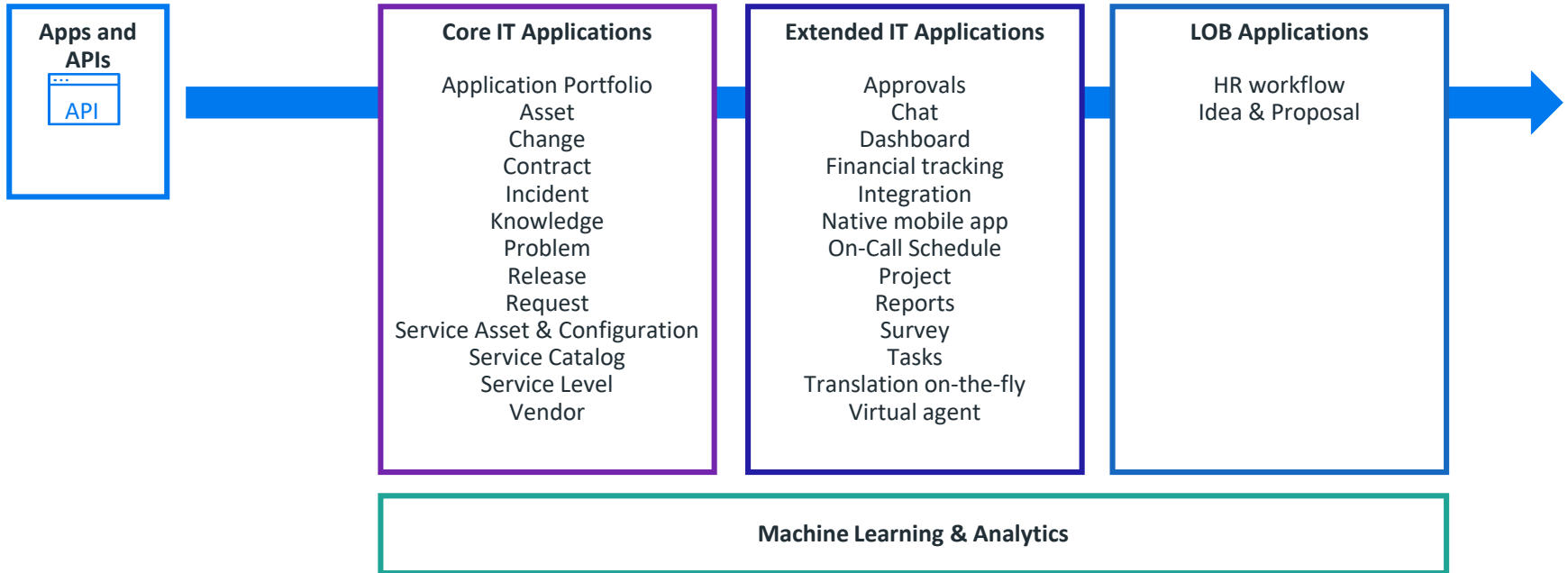


**Deployment:**  
Any IT infrastructure



# Analytics-based applications

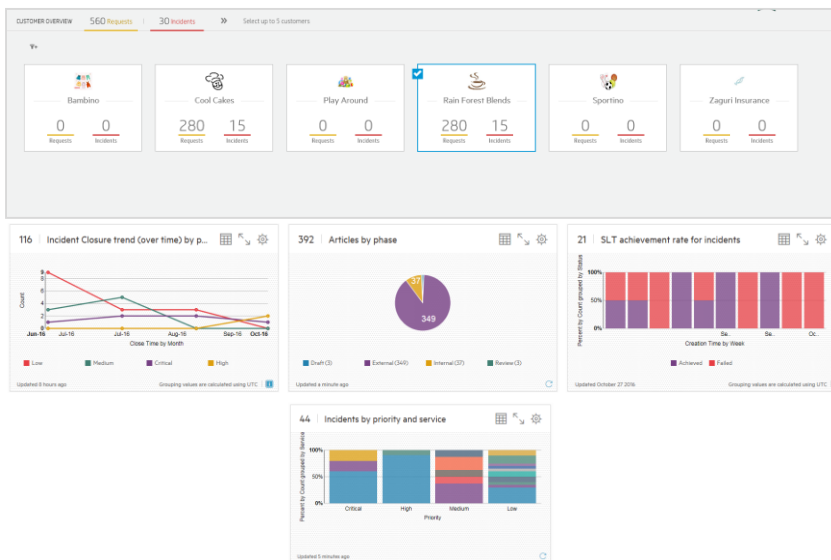
...that reach beyond IT to manage the service portfolio and lifecycle



# Scalable and multi-tenant

...for the highest reach and lowest total cost of ownership

## Multi-tenant console, dashboard



## ChatOps – Seamless integration with Slack/Mattermost/MS Teams for collaboration on incident handling

The screenshot shows a Slack channel named #core-banking-service. The channel is active with a search bar and a list of channels. The chat history shows a Service Manager posting a major incident (IM10058) where a user cannot access the banking system. The incident is assigned to @jim.ops. The chat shows several tasks being assigned: Task T358 (Check service status) to @jack.ops, Task T359 (Get DB logs) to @sue.dba, and Task T360 (Triage root cause) to @jim.ops. @jack.ops reports that the service seems to be down. The Service Manager then closes Task T358 and Task T359. @jim.ops reports that the issue is not in the DB and asks @mary.infra to check the VMs. @mary.infra reports that there's an issue in server iwvm05806 and will restart it. @jack.ops reports that the service is up again. @jim.ops thanks @mary.infra and closes the incident (IM10058), noting that the issue was in a VM and needs to be analyzed. The Service Manager then closes the incident (IM10058) and notes that the issue was in a VM and needs to be analyzed.

# Choice for fast delivery

...based on Micro Focus ITOM Container Deployment Foundation



Flexible deployment options

Multi-tenant across public cloud (Amazon Web Services), private cloud, virtual, physical



Pre-integrated containers, single suite license, and shared services

Automated deployment in containers, fully orchestrated by Kubernetes.



Easy to install, maintain, and patch with minimal downtime upgrades

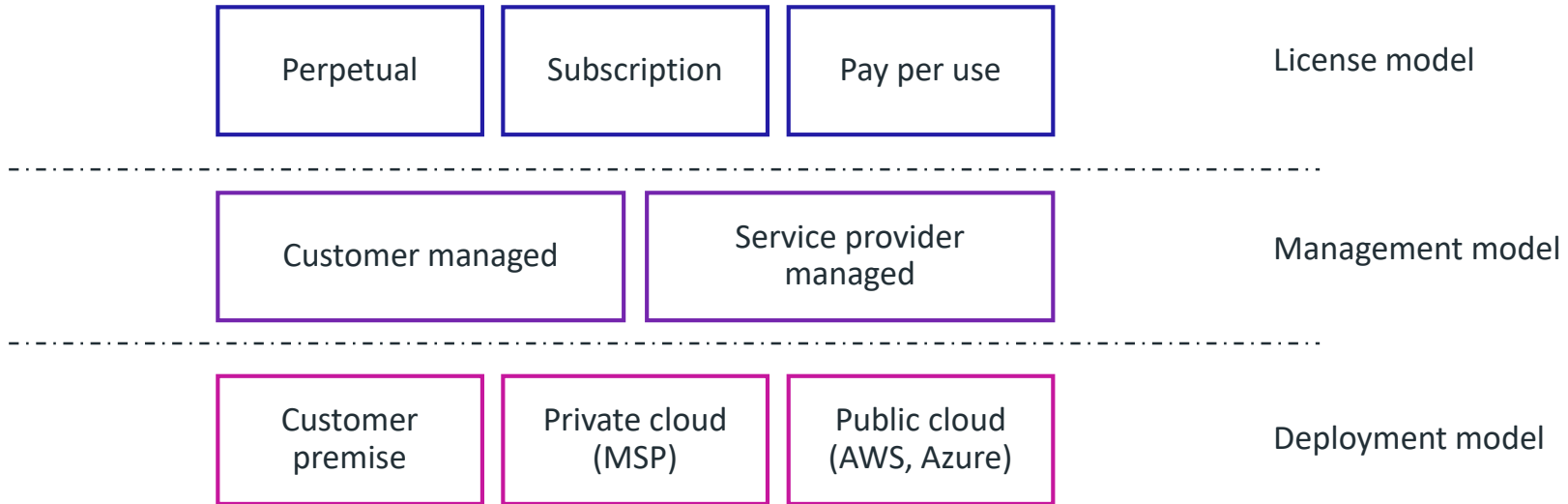
Automated scripts and tools provided to ease the deployment & operations in the cloud



Faster time-to-value

Auto-scalability and automated HA/DR

# Choice of deployment and consumption models





# Summary



Analytics-based applications that reach beyond IT

Flexible choices for fast delivery

Multi-tenancy and MSP capabilities

# Demo time

The screenshot displays a user interface for a service catalog or request portal. At the top right, there are icons for a shopping cart, a checklist, and a menu. Below these is a search bar with the text "Search" and a magnifying glass icon. To the right of the search bar are four circular icons representing different actions: a plus sign for "New request", a document with a plus sign for "Your requests", a speech bubble with a question mark for "Ask friends", and a lightbulb for "Suggest idea".

The main content area features six large, colored tiles representing different service categories:

- PHONE AND MOBILE** (Dark grey tile with a smartphone icon)
- PRODUCTIVITY AND COLL...** (Blue-grey tile with a globe icon)
- NETWORK CONNECTIVITY...** (Green tile with a Wi-Fi icon)
- OS, PC AND PRINTER** (Blue tile with a printer icon)
- HUMAN RESOURCES** (Purple tile with a person icon)
- CLOUD AND STORAGE** (Orange tile with a monitor icon)

On the right side, there is a user profile section for "Tang, Angela" with a profile picture. Below the profile, there are sections for "Your requests" (with an "Activate mobile app" link), "NEWS" (with a warning icon and three news items: "Webmail service disruption", "Planned downtime for Webmail service", and "HP Connected Drive pilot now open for participation"), and "RECENT OFFERINGS" (with the text "No relevant offerings found"). At the bottom of the right sidebar, there is a "HOT IDEAS" section with three items: "Security Application for Kids", "Map Mash-Up", and "Software Virtualization on SaaS".

The background of the slide is a composite image. It features a sunset or sunrise sky over a cityscape at night, with various data visualization elements overlaid. These include a grid, world maps, bar charts, and network diagrams with nodes and connecting lines. A prominent green semi-transparent rectangle is positioned in the center, containing the main title and subtitle.


# Manage the Chaos From Emerging Trends

Greenlight IT Operations Services



# OUR AGENDA

  1 | Emerging Trends

  2 | Resource Optimization

  3 | Your Challenge, Our Solution

# Emerging Trends

From Chaos to Order

**Cloud Native Landscape**  
v0.9.9

The landscape is organized into several functional categories:

- App Definition & Development:** Includes tools like Helm, ArgoCD, Tekton, and others.
- Streaming:** Features Kafka, Flink, and other data streaming solutions.
- SCM (Source Control Management):** Includes GitHub, GitLab, and Bitbucket.
- Application Definition:** Includes Kubernetes, OpenShift, and others.
- CI/CD (Continuous Integration/Deployment):** Includes Jenkins, GitLab CI, and others.
- Scheduling & Orchestration:** Includes Kubernetes, Apache Mesos, and others.
- Coordination & Service Discovery:** Includes Consul, etcd, and others.
- Service Management:** Includes Istio, Linkerd, and others.
- Cloud-Native Storage:** Includes MinIO, Ceph, and others.
- Container Runtime:** Includes containerd, rkt, and others.
- Cloud-Native Network:** Includes Cilium, Calico, and others.
- Host Management / Tooling:** Includes Puppet, Ansible, and others.
- Infrastructure Automation:** Includes Terraform, Pulumi, and others.
- Container Registries:** Includes Docker Hub, Quay, and others.
- Secure Images:** Includes Clair, Anchore, and others.
- Key Management:** Includes HashiCorp Vault, and others.
- Provisioning:** Includes Ansible, Puppet, and others.
- Public Cloud:** Includes AWS, Azure, Google Cloud, and others.
- Private Cloud:** Includes VMware, OpenStack, and others.

**Platforms:** Includes PaaS/Container Services like Heroku, AWS Lambda, and others.

**Observability & Analysis:** Includes Monitoring tools like Prometheus, Grafana, and others.

**Logging:** Includes ELK Stack, Fluentd, and others.

**Tracing:** Includes Jaeger, Zipkin, and others.

**Cloud:** Includes AWS, Azure, Google Cloud, and others.

**QR Code:** [github.com/cncf/landscape](https://github.com/cncf/landscape)

*This landscape is intended as a map through the previously uncharted terrain of cloud native technologies. There are many routes to deploying a cloud native application, with CNCF Projects representing a particularly well-traveled path.*

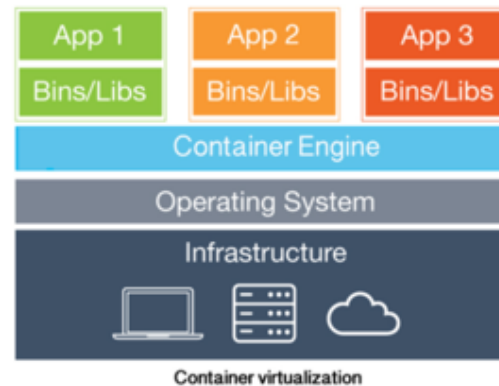
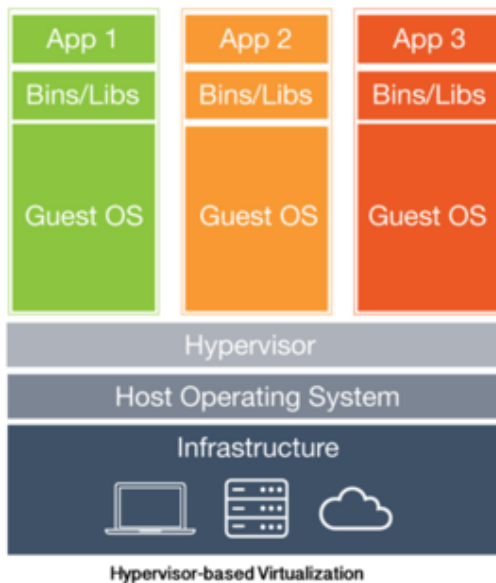
**CLOUD NATIVE COMPUTING FOUNDATION**

**Redpoint** **Amplify**

Greyed logos are not open source.

# Resource Optimization

...with Modern Virtualization



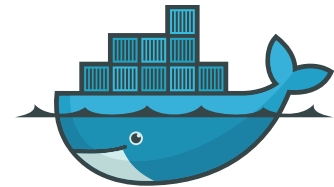
\*Image sourced from: <http://www.infoworld.com/article/3072929/linux/containers-101-linux-containers-and-docker-explained.html>

# Emerging Trends


Enterprise Grade



kubernetes



docker



## Your Challenge



Our solution



From IT  
**CHAOS** to  
**ORDER**



**GITOPS**  
GreenLight IT Operations Services



GreenLight  
group



# GITOpS

## Highlights

- **Allowing You to Focus on What is Important** - By providing customers with anything from basic help desk solutions to full ITIL compliant configuration, GITOpS allows organizations to drastically reduce the time and resources involved with day-to-day administration so they can focus on real, lasting IT improvement.
- **Providing Ultimate Flexibility** - Using existing perpetual or building with our subscription licenses; running from the cloud, or in your public/private cloud environment, GITOpS allows customers to choose a model that best suits the needs of their business.
- **Proven Enterprise Software Solutions** - Leveraging a blend of industry proven Enterprise Software Solutions, GITOpS reduces TCO, maximizes value, and most importantly of all, allows you to focus on the things that are truly important to your organization. GITOpS helps take the Chaos of managing the ITOM environment and turns it into a smooth sailing commodity.
- **Knowledge and Expertise** - GreenLight's engineering staff, with decades of ITOM experience, has helped many of the world's largest organizations establish and maintain day-to-day operations of an ITSM environment.
- Utilizing GITOpS, customers are able to leverage GreenLight Group's expertise to run and manage Micro Focus ITOM solution for day-to-day operations – taking the technology constraints out of the equation.

# GITOpS

## Deployment Options



On Premise



Private Cloud



Public Cloud

# GITOpS

## Chaos to Order

- **Providing Ultimate Flexibility** - We at GreenLight Group recognize that no two customers are the same. Some customers already have licenses, some don't. Some customers want a "SaaS" type solution, some want to run software on-premise in their own datacenter(s). Using existing perpetual or building with our subscription licenses; running from the cloud, or in the customers public/private cloud environment, GITOpS allows customers to choose a model that best suits the needs of their business. The pricing model for GITOpS allows GreenLight the utmost flexibility so these customer specific conditions can be accounted for.
- **Knowledge and Expertise** - GreenLight's engineering staff, with decades of ITOM experience, has helped many of the world's largest organizations establish and maintain day-to-day operations of an ITSM environment. Utilizing GITOpS, customers are able to leverage GreenLight Group's expertise to run and manage Micro Focus ITOM solution for day-to-day operations – taking the technology constraints out of the equation.

**GITOpS Pricing** = Licensing + Hosting + aaS Upkeep

# GreenLight

## Strategic Partner



**Hewlett Packard Enterprise** – 10+ years of HP Enterprise Software Partnership

- Premier HP ITSM Partner in Americas
- Top 10 Largest Software Company in the world
- Strategic Vendor for GreenLight's IT Operations Management, Application Delivery Management, and Big Data Platform Portfolio



## Utility Vendors

### Docker

The underlying technology used for application containerization into micro services architecture.



### Amazon Web Services

AWS is the standard for cloud compute resources

## Strategic Partner



### Redhat – 5+ years of Redhat Partnership

Greenlights heterogeneous and flexible approach allows an organization to leverage existing investments, including Redhat supported technologies such as

- RHEL
- Openshift
- Ansible
- Cloud Forms

## Utility Vendors

### Puppet

With the rapidly changing landscape in IT automation Greenlight leverages Puppet (Open Source or Enterprise) to help fill the gaps in many customers existing automation investments.



### VMWare

Greenlight believes that the competitive market is driving many best of breed automation technologies, VMWare is at the center of virtualization automation.



# Upcoming premier events



Micro Focus ITOM Summit  
Dallas, TX, February 5 – 7, 2018



Micro Focus Software Universe  
Monaco, March 13 – 15, 2018

- Learn from the experience of other Micro Focus customers
- Network with other Micro Focus ITOM customers and partners
- Meet 1:1 with Micro Focus ITOM leaders and suite experts
- Experience the vibrant Micro Focus ITOM community, and most of all Have Fun!

# Upcoming Vivit Webinars

November 21, 2017

## **New! Quality Application Development with Predictive Insights**

9:00 - 10:00 AM PDT (Los Angeles), 12:00 - 11:00 PM EDT (New York), 18:00 - 19:00 CET (Frankfurt)

<http://vivitworldwide.site-ym.com/events/EventDetails.aspx?id=1022568&group=>

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# Thank you

Complete the short survey and opt-in for more information  
from Micro Focus

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**Thank You**  
vivit-worldwide.org

