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COMMUNITY



SIG Talk: IT Operations - SACM/OpsBridge

April 19, 2018



Welcome to



YOUR INDEPENDENT MICRO FOCUS SOFTWARE USER COMMUNITY



Hosted By



Rocky Pisto
Vivit Engage Coordinator
Vivit Worldwide

YOUR INDEPENDENT MICRO FOCUS SOFTWARE USER COMMUNITY



Today's Speakers



Bill Curran
Principal Consultant
Intact



Kulvinder Singh
Alliance Practice Director - ITOM
Technology Ecosystem & Ventures
Accenture

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Webinar Housekeeping



Slide 2 of 27

LOGO/PICTURE

Q&A

Ask a question

Ask

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Building the DevOps Tool Chain
January 17, 2017

COMMUNITY

EDUCATION

ADVOCACY

SUCCESS

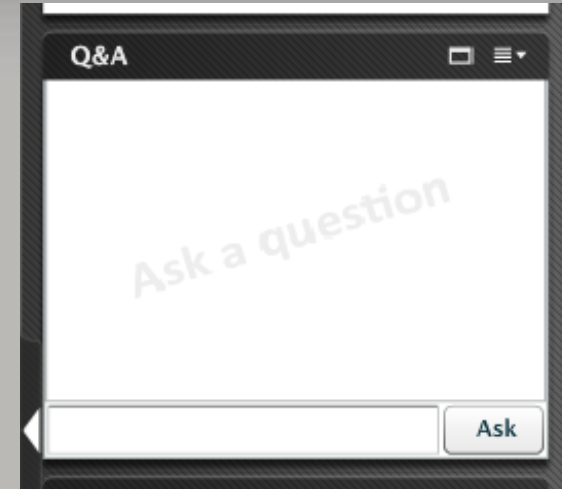
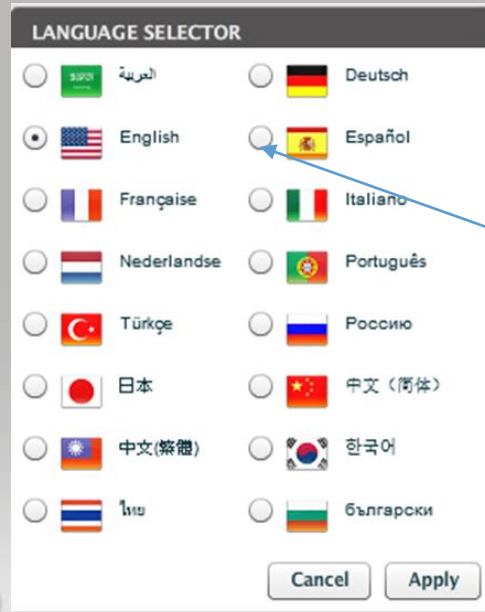
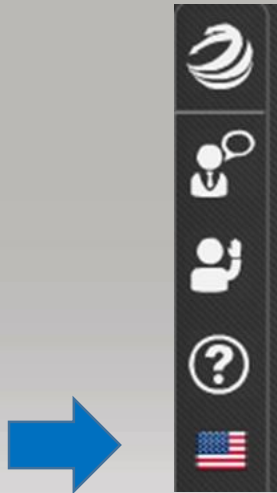
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- This “LIVE” session is being recorded
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Webinar Control Panel

- 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



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LEADING THE INTELLIGENT OPERATIONS

WITH MICRO FOCUS OPS BRIDGE

Apr 2018



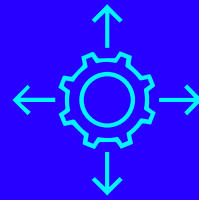
As-a-Service IS HERE



Commitment to Transformation, Improved Service, Metrics



Accelerated Time to Value with Plug In Capabilities

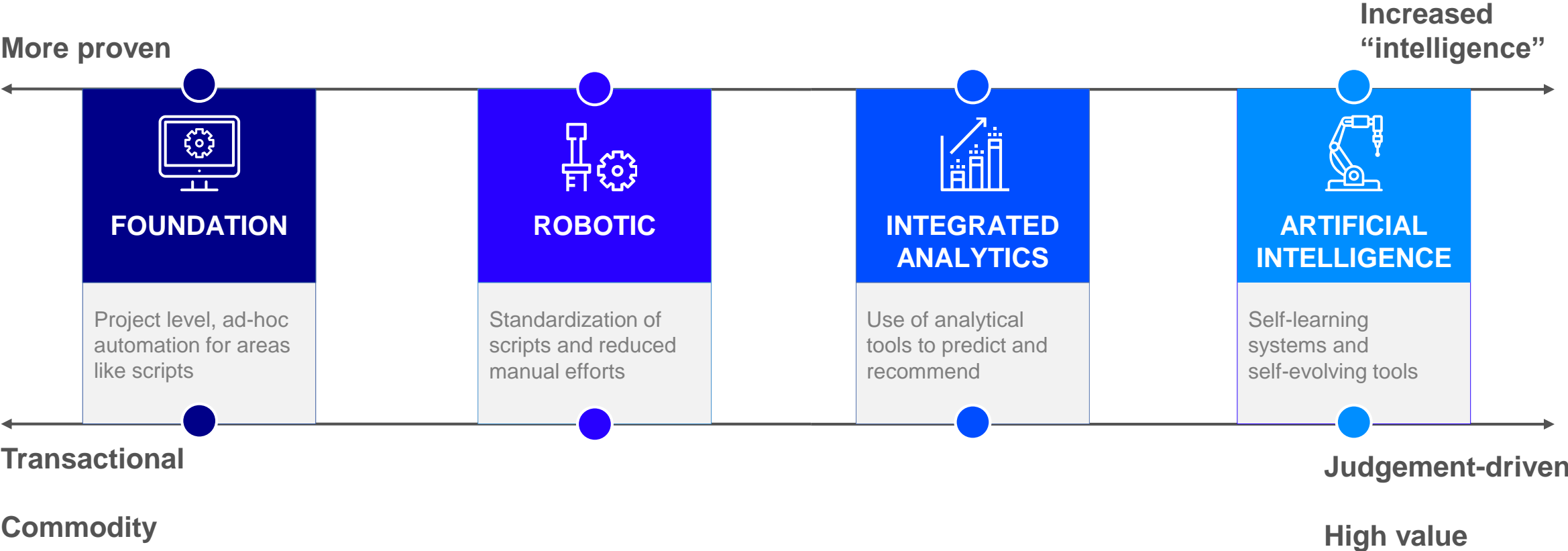


Agility to Scale Up and Down based on Client's Business Requirements



You Pay for Services Consumed with a Variable Cost Structure

THE INTELLIGENT OPERATIONS IS A KEY ENABLER FOR NEW IT DELIVERY MODEL



INTELLIGENT OPERATIONS IS THE DELIVERY VEHICLE TO POWER THE FUTURE OF IT

Increases availability and performance of business services provides deeper insights into Infrastructure through operation Analytics and enable effective management of the environment health and Service request



As-A-Service

Service Catalog

Service Assurance

Business Service Management

Cloud & Service Fulfilment



Increased Accuracy

Compliance using LiveHealth

Operations Analytics and Predictive

Self Healing

Rapid Root Cause Analysis



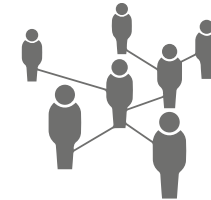
Industrialization

Multi-Tenant modular Shared Platform

Increased Infrastructure Availability

Gamification

Automation Led Delivery



Increased Customer Engagement

Guided Fulfilment

Digital Assistant









IT-Wallet

Business Value Dashboard

BUILDING THE INTELLIGENT AUTOMATION CAPABILITIES WITH MICRO FOCUS

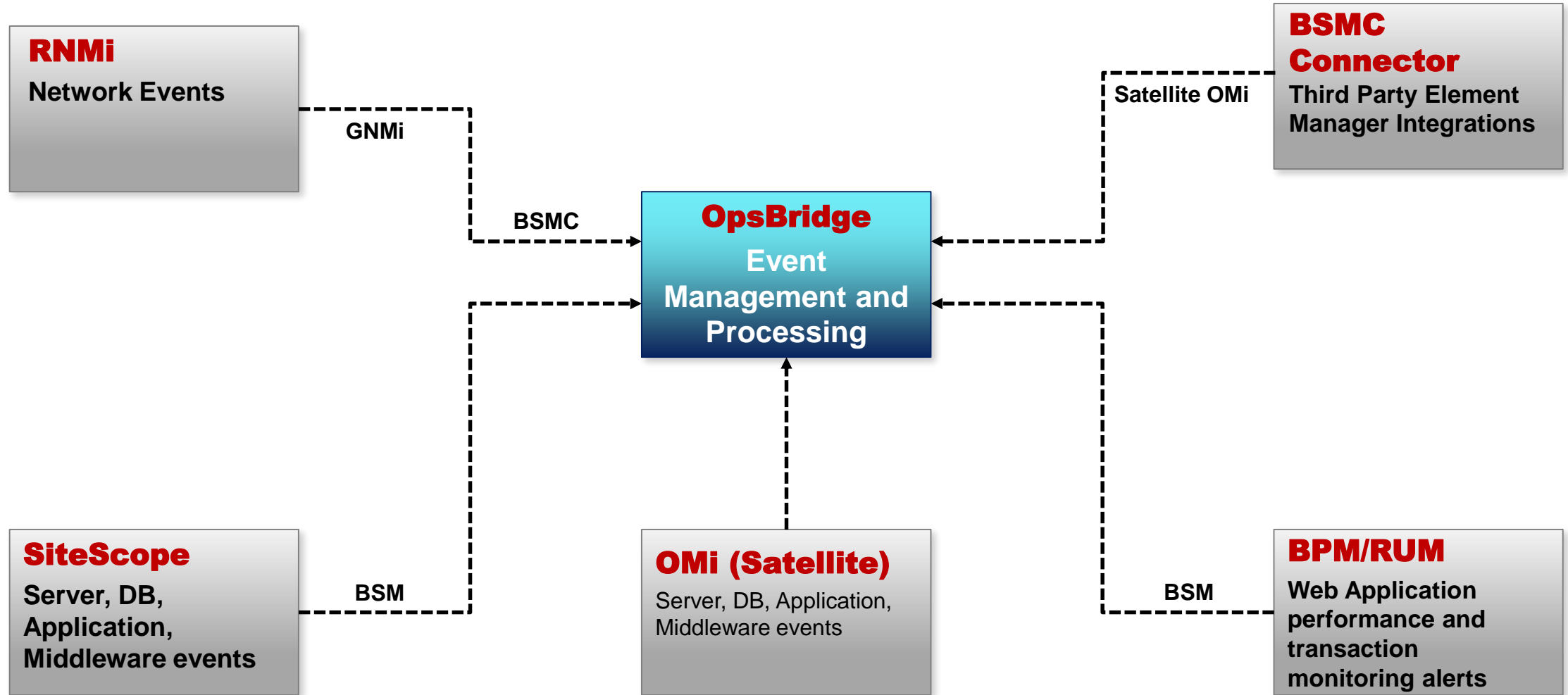
The Intelligent Operations framework and architecture enables end to end Automation for IT Operations

Automation and Compliance
(Guided Resolution)

Visualization	User Experience, Infrastructure Health - Portals, Business Value Dashboard				
User Experience	Digital Assistant*, Real User Monitor				
Business Service Management	Business Process Monitor				
IT Service Management	IPC, KM, SRM, CMDB, AM, Self Service Portal, Intel. Notification				
Event Management	Operations Bridge (Aggregation, Event Correlation, Runtime Service Models)				
Availability and performance	Discovery 	Network Management (NNMi) 	Server/Cloud Management 	Application Performance (APM) 	3rd Party Events (BSM Connectors) 
Infrastructure stack	Platform 	Security 	 Application/ Business Services <ul style="list-style-type: none"> • Servers/ Hypervisor • Storage 	<ul style="list-style-type: none"> • Cloud • Database & Network 	

Operations Analytics
(OpsA)

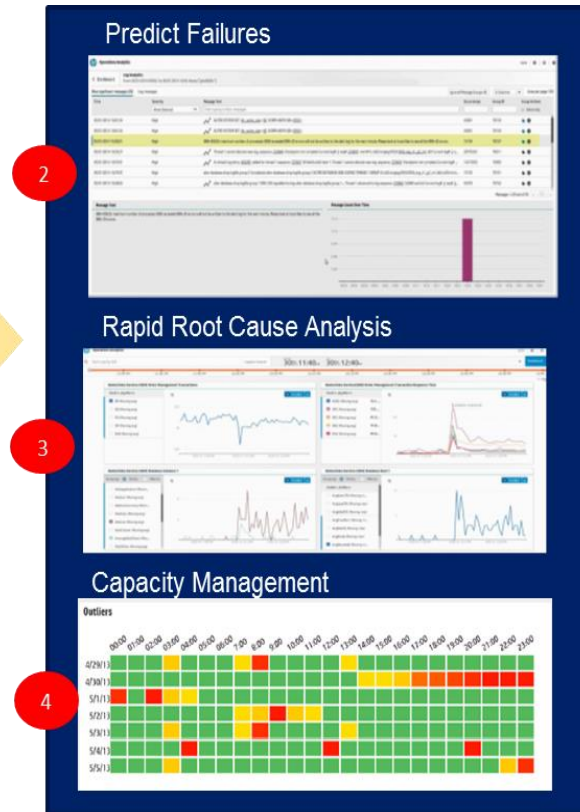
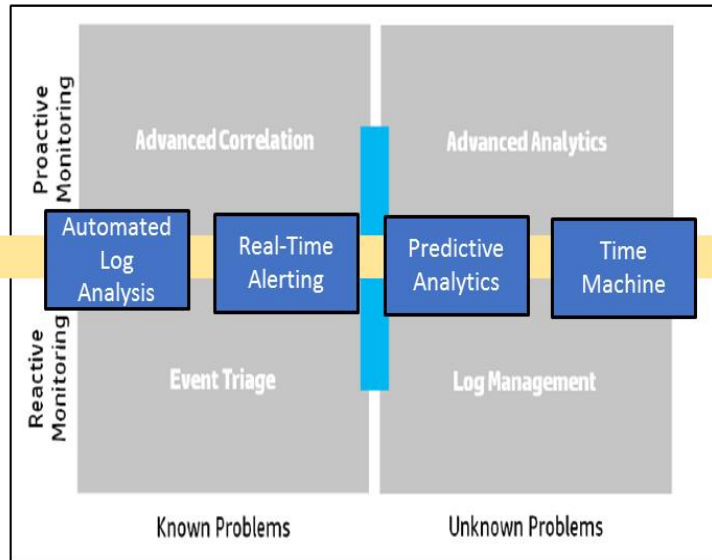
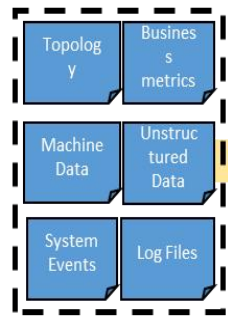
SOURCES OF EVENTS IN INTELLIGENT OPERATIONS



Ops Bridge plays most crucial role in Accenture's Intelligent Operations framework ensuring proactive and predictive IT Service Delivery for our Clients

Degraded Transactions leading to Business Service performance Impact identified through Time Machine and Anomaly detection. Predict Failure and Operation Insights for Capacity Management

1 - All event data flow into Real-time BigData

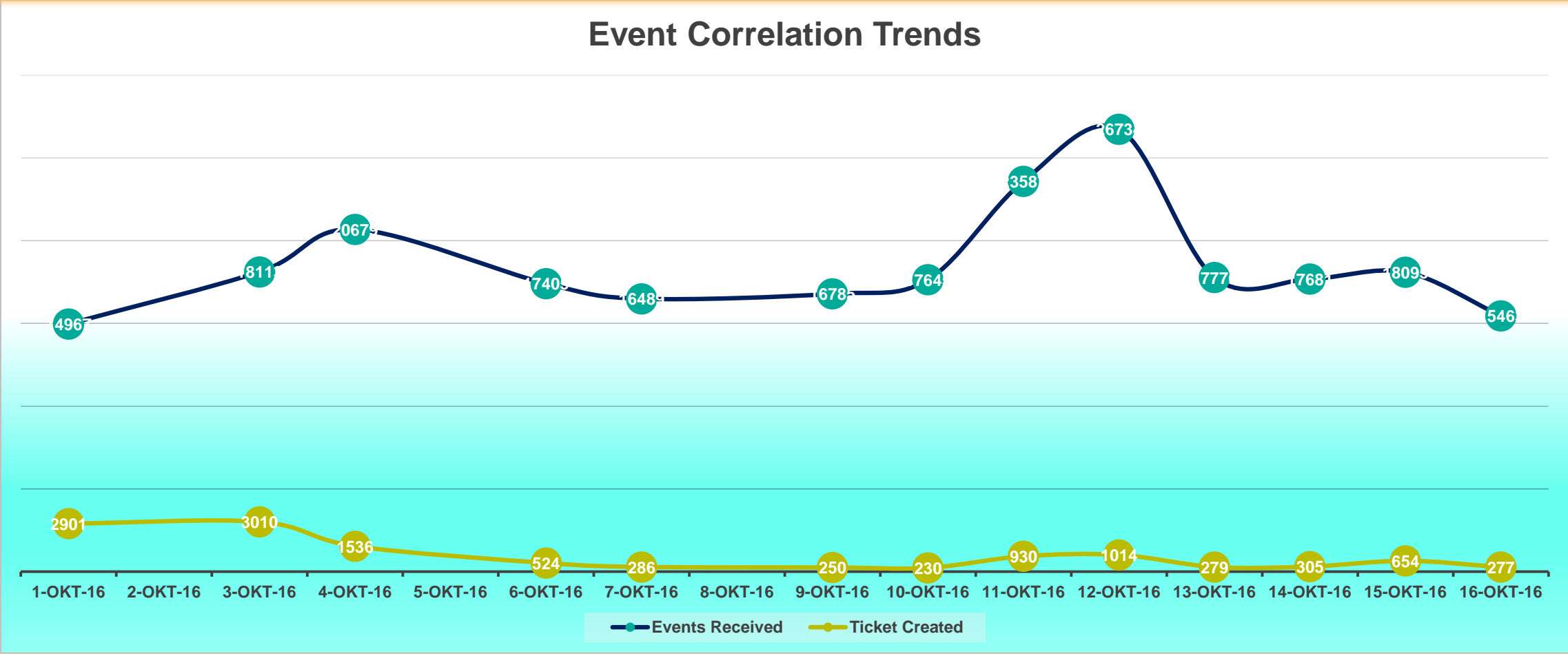


Benefits:

1. **Anomaly Detection** using Rare Events
2. **Faster Root Cause** Identification
3. **Operation Insights** through **Predictive Analytics** enabling **capacity** Management
4. **Advanced Correlation** with **Business Metrics**

CLIENT CASE STUDY – MAJOR EUROPEAN INSURANCE COMPANY

Date	1-Oct-16	3-Oct-16	4-Oct-16	6-Oct-16	7-Oct-16	9-Oct-16	10-Oct-16	11-Oct-16	12-Oct-16	13-Oct-16	14-Oct-16	15-Oct-16	16-Oct-16
Events Received	14967	18113	20679	17405	16489	16785	17645	23587	26734	17770	17681	18095	15463
Ticket Created	2901	3010	1536	524	286	250	230	930	1014	279	305	654	277



Client Case Study – Use Case 2

SBEC: Multiple Server unexpected shutdown within a short time frame

6. SBEC – Multiple Server unexpected shutdown

1	What triggers it?	If 10 or more Server unexpected shut down events are received within 15 min
2	What it does?	<ol style="list-style-type: none">1. Correlates all Server unexpected shut down events occurred within 15 min and creates a Master ticket indicating multiple servers are down2. Marks the Master event as cause event and all Server down events participated in this rule as Symptom events3. Created incident only for the cause event and add work notes for all symptom events in the incident
3	Time Window	15 Minute and extends for another 15 minutes since the last participating Server down event
4	Cause Event	Master event for multiple Server down events
5	Symptom Events	All Server unexpected shut down events
6	Additional Details	The monitoring applications detected unexpected shutdown on the server (EventId: 6008)

Event Details - Internet Explorer

https://hpomir02.adgs.local/opr-web/opr-evt-details?eventid=ac4dcd11-14d1-4ad3-a2e2-4eeb056ad26a&mode=popup

Master event for "Server Unexpected shutdown detected". Multiple such events are recorded within a short span.

Title	Related CI	Time Received	Sta.	Assn
Master event for "Server Unexpected shutdown detected"	Idvdgenuc03	10/13/16 04:31:51 AM		
Idvdgenuc03.cattin.com: Server unexpected shut	Idvdgenuc03	10/13/16 04:31:04 AM		
Idvdqa01.cattin.com: Server unexpected shut	Idvdqa01	10/13/16 04:31:04 AM		
Idvjra03.cattin.com: Server unexpected shut	Idvjra03	10/13/16 04:31:09 AM		
Idvgsbqjdb01.cattin.com: Server unexpected	Idvgsbqjdb01	10/13/16 04:31:11 AM		
Idvdewa75adm02.cattin.com: Server unexpecte	Idvdewa75adm02	10/13/16 04:31:25 AM		
Idvdevlogger04.cattin.com: Server unexpecte	Idvdevlogger04	10/13/16 04:31:41 AM		
Idvdcms02.cattin.com: Server unexpected sh	Idvdcms02	10/13/16 04:31:49 AM		
Idvcomhota01.cattin.com: Server unexpected	Idvcomhota01	10/13/16 04:31:49 AM		
Idvstlnmsg02.cattin.com: Server unexpected	Idvstlnmsg02	10/13/16 04:31:51 AM		
Idvagprm301.cattin.com: Server unexpected	Idvagprm301	10/13/16 04:31:51 AM		

Client Case Study – Use Case 3

SBEC: Event Storm from 3rd Party integrations within a short time frame

8. SBEC – Event Storm from 3rd Party Integrations

1	What triggers it?	If any of 3 rd party tools sends 10 or more events within 10 minutes
2	What it does?	<ol style="list-style-type: none"> Correlates all events occurred within 10 min from respective category and creates a Master ticket indicating Event storm for respective integration. Marks the Master event as cause event and all device down events as Symptom events to its respective Master events Created incident only for the cause event and add work notes for all symptom events in the incident
3	Time Window	10 Minute and extends for another 10 minutes since the last participating event
4	Cause Event	Master event for Event storm
5	Symptom Events	All events contributing to the storm
6	Additional Details	Integrations: JAWS, CiscoPrime,Dynatrace,Nimsoft,Solarwinds SOM,NetAppDFM,NetAppOnCommand,Aternity,HP MSA,EMC Isilon,EMC Recovery Point,EMC VNX_CLARION, EMC DPA, Commvault,vCenter NADC,vCenter LGR,vCenter LHR,EMS VMAX, EMC EctremeIO,IBM SAN

Master Ticket created for Event storm for application:vCenter LGR at 2016-10-11T14:45:07-04:00...

Title	Related CI	Time Received	Sta...
Master Ticket created for Event storm for appl	ldpvm dmz02	10/11/16 02:52:08 PM	
LGR vCenter AlarmInfo : alarm.HAHostStatus	ldpvm05	10/11/16 02:49:21 PM	
LGR vCenter AlarmInfo : alarm.HAHostStatus	ldpvm02	10/11/16 02:51:01 PM	
LGR vCenter AlarmInfo : alarm.HostErrorAlar	ldpvm09	10/11/16 02:57:08 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:02:18 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:02:24 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:02:51 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:02:58 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:03:03 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:03:19 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:03:26 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:03:50 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:04:13 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:04:34 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:04:48 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:05:01 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:05:15 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:05:25 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:05:52 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:07:26 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:07:41 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:07:46 PM	
LGR vCenter AlarmInfo : alarm.HAFailoverFail		10/11/16 03:07:55 PM	

Client Case Study – Use Case 4

Event De-duplication: Duplicates recurring events with same event attributes

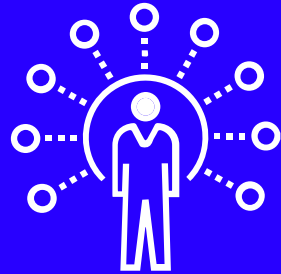
22. Event Duplication		
1	What triggers it?	When OMi receives events with same event attributes
2	What it does?	<ol style="list-style-type: none"> Verifies if the new event contains same attributes as existing event Discards the new event Increases the duplicate count of existing event by 1
3	Time Window	Not Applicable
4	Cause Event	Not Applicable
5	Symptom Events	Not Applicable
6	Additional Details	Event Attributes: Message Key OR All of the following attributes Title, Application, Category, CI, CI Hint, HPOM Service ID, Subcategory, Node, Node Hint, Object, Severity, Object, Policy ID, ETI Hint, ETI Value, Type

Sev	C	N	Dv	St..	Time Created	Time Received	External ID	Node	Title
		27			10/11/16 02:50:19 PM	10/11/16 08:38:46 PM		ldgvmdev04	LGR: vCenter AlarmInfo : e
		27			10/11/16 06:01:14 AM	10/14/16 04:01:18 AM	INC0306451	staap4043t	staap4043tr02:dlgs.local
		27			10/10/16 01:10:49 PM	10/11/16 10:28:47 PM		ldgvmdev04	LGR: vCenter AlarmInfo : e
		27			10/8/16 08:10:13 PM	10/11/16 08:41:55 PM		lgsvm01	LGR: vCenter AlarmInfo : e
		25			10/11/16 03:10:26 PM	10/12/16 01:03:24 AM		ldgvmdev05	LGR: vCenter AlarmInfo : e
		25			10/11/16 03:01:13 PM	10/11/16 11:47:37 PM		ldgvmdev13	LGR: vCenter AlarmInfo : e
		24			10/12/16 10:09:14 PM	10/15/16 04:17:43 AM	INC0309338	staap1409d	EMC DPA Alert: Backup F
		24			10/11/16 03:03:12 PM	10/11/16 08:39:13 PM		ldgvm08	LGR: vCenter AlarmInfo : e
		24			10/11/16 02:52:08 PM	10/11/16 11:52:21 PM		ldgvm04	LGR: vCenter AlarmInfo : e
		23			10/15/16 05:13:12 AM	10/15/16 07:58:00 AM	INC0301178	chdttest	AS400 Alert: chdttest: Un
		23			10/14/16 11:02:07 AM	10/14/16 11:23:01 AM		ldveamb03	Commvault Alert: Data Pi
		23			10/12/16 06:33:00 AM	10/15/16 05:18:53 AM		lgsvm01	LGR: vCenter AlarmInfo : e
		23			10/11/16 02:56:48 PM	10/11/16 11:57:44 PM		ldgvm09	LGR: vCenter AlarmInfo : e
		23			10/8/16 11:57:47 PM	10/11/16 11:12:21 PM	INC0305068	staap1409d	EMC DPA Alert: Backup F

VALUE BENEFITS

The Integrated Operations enables us to be future proof by driving automation & analytics across the entire operations

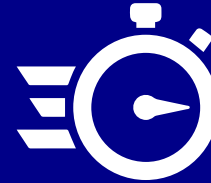
Full Infrastructure coverage with Service Availability and Performance
@ 99.99%



RAPID ROOT CAUSE ANALYSIS

20-25%

Event Correlation
Service Impact views
Anomaly Detection



CUSTOMER ENGAGEMENT

> 80%

- Proactive IT management
- Real time dashboards
- Extensive Reporting



BUSINESS SERVICES LED INFRASTRUCTURE MANAGEMENT



protected existing client tool investment

Reduce Mean Time to Repair
20-25%



Run Book Automation
Predictive Analytics

COST EFFICIENCY

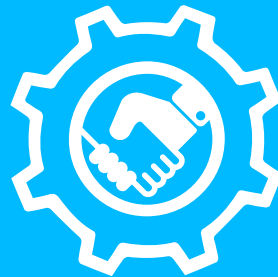
15-30%

Efficient Licensing



Auto-fix & Provisioning Automation **20-40%**

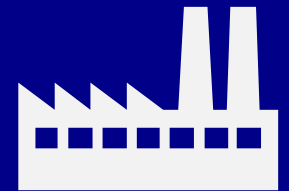
20+ Automations deployed
5000+ invocations of automations in 2 months
2000 manhours effort savings
21 more automation WIP to result in 1100 manhours



Industrialization

70-80%

Single consistent ITSM process
Standard Delivery construct
Best Practice Sharing

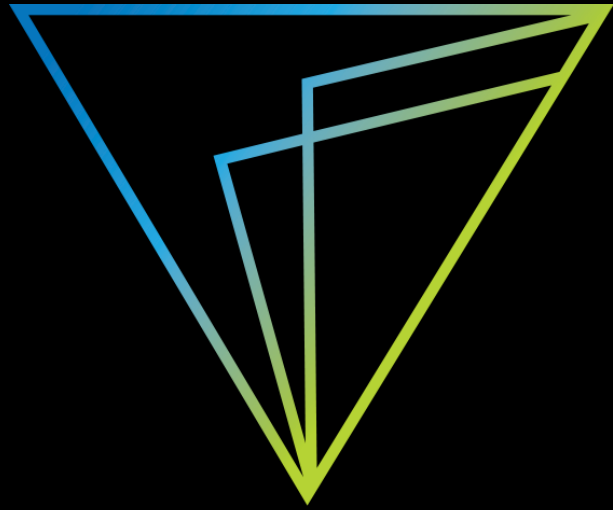


Q & A

Please type questions in the Q&A pane
and click on “Ask”

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INTACT

**Keys to a Successful and
Sustaining SACM Practice**

Lessons Learned in ITSM Maturity

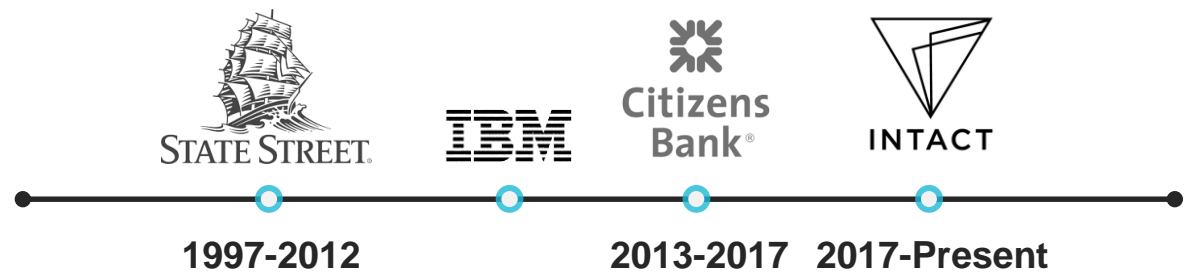


Intro



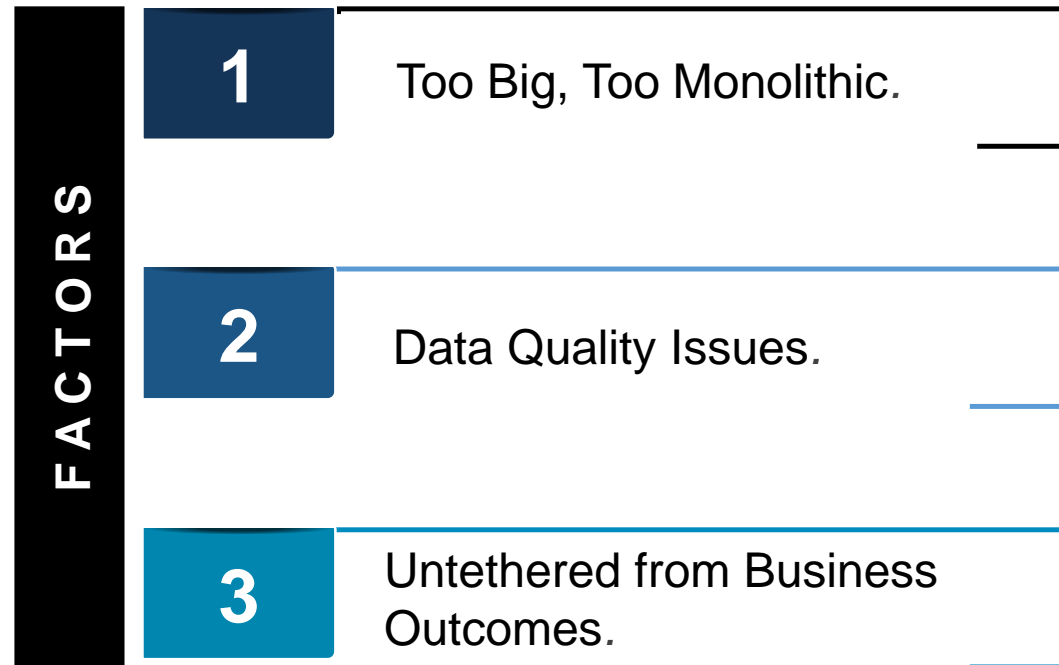
Bill Curran
Principal Consultant –
Intact Technology

- 25+ years experience in Information Technology in Financial Services industry
- Enterprise Management Technology on Wall Street and with New England banks
- Over 15 years experience in ITSM implementations and operations
- Led ITSM initiative and HP/Micro Focus technology implementation at Citizens Bank



Configuration Management In Practice

80% of
CMS/CMDB
Projects On
Average **Fail** to
Meet Expectations

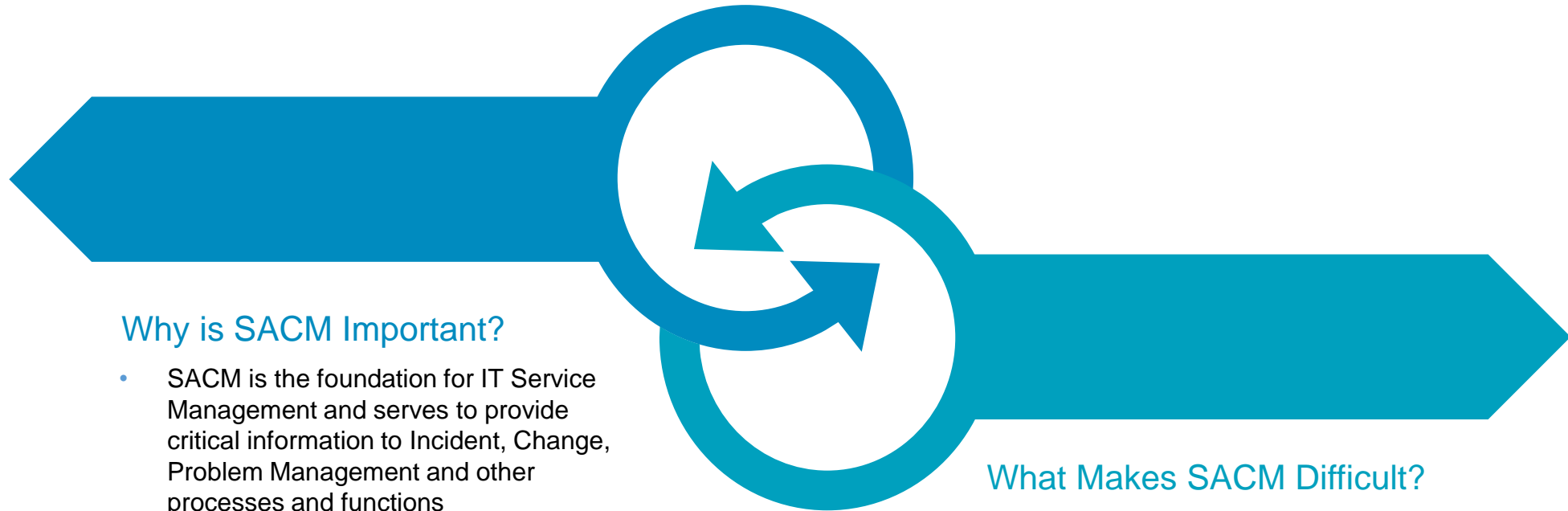


Polling Question

Which best describes your assessment of the use of CMS/CMDB at your company?

- 1) Don't have one, no plans for one
- 2) Don't have one, thinking of putting one in
- 3) Have one but don't trust it or it's not being used
- 4) Have one and it works well
- 5) None of the above

The Importance of Service Asset and Configuration Management



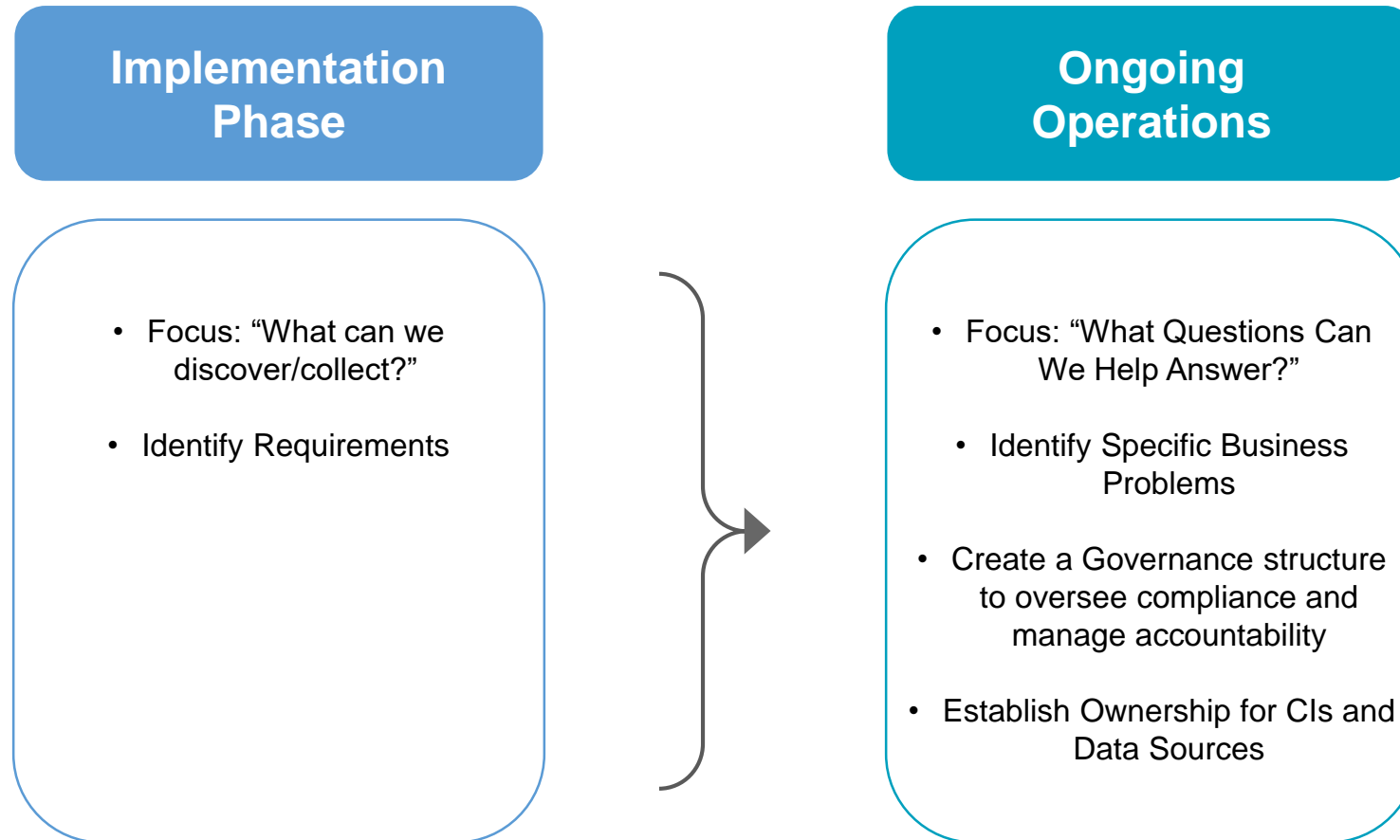
Why is SACM Important?

- SACM is the foundation for IT Service Management and serves to provide critical information to Incident, Change, Problem Management and other processes and functions
- If users cannot trust the information in the CMS it will not be successful

What Makes SACM Difficult?

- Alignment with Org Goals: the CMDB/CMS is itself an enabler rather than a discrete end goal
- Much focus on the technology but limited promotion of the mechanics of keeping the data accurate and sustainable
- The CMDB Perception Problem
 - Headwinds from Virtualization, DevOps

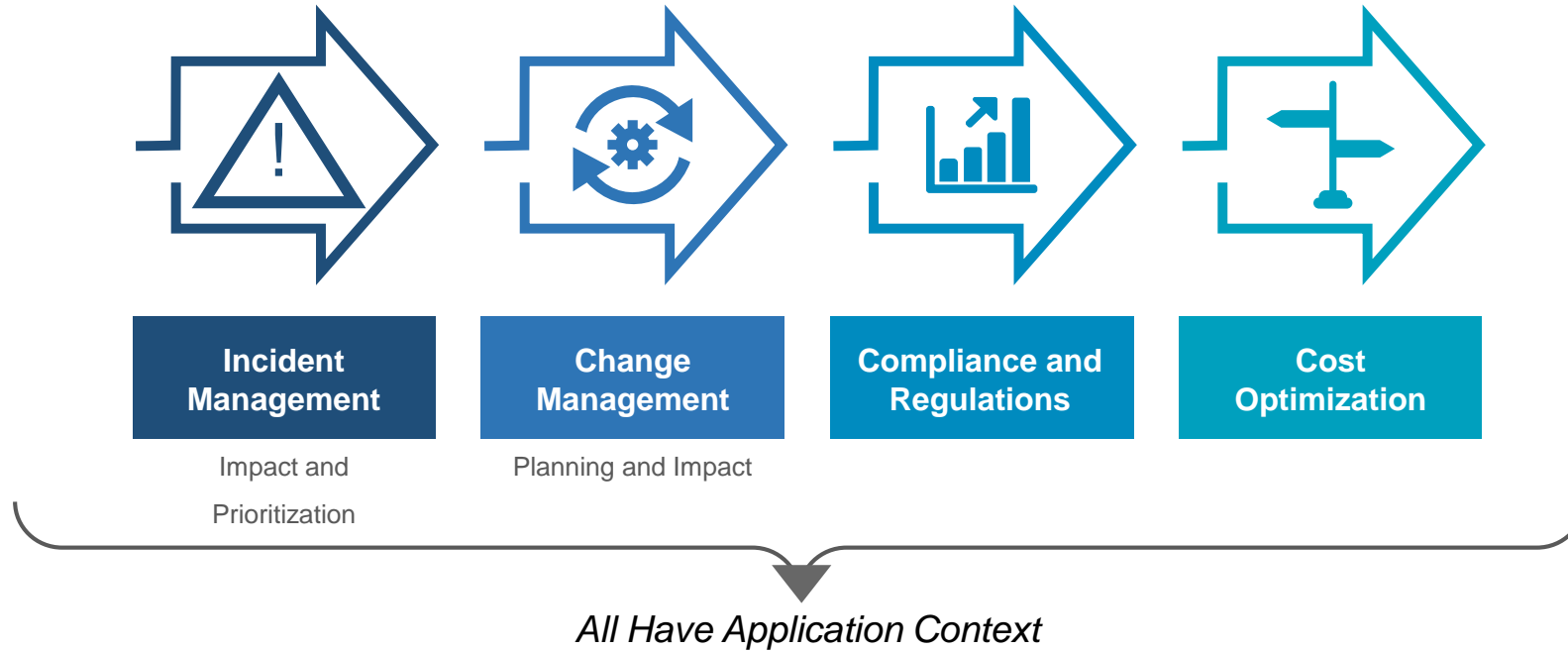
Key #1 – Focus on Ongoing Operations & SACM Maturity



Pivot From Implementation Phase to Ongoing Operation

Key #2 – Exploit Service Models

Drivers for Implementing & Operating a CMDB



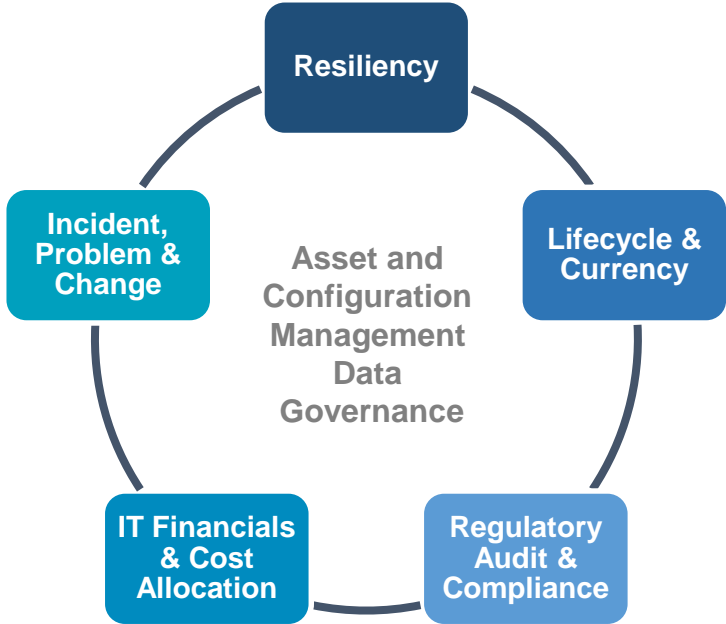
Data Model Implications

- What do you need to model?
- How Much of Application Portfolio should be Modeled?
 - Tradeoff between value and cost

Key #3 – Focus on Data Integrity and Governance

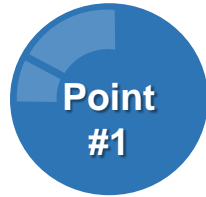
Importance of Data Quality:

- > Effective Incident, Problem, and Change Management
- > Lifecycle Management and Asset Currency
- > Supporting Compliance and Audit activities
- > Accurate change impact analysis
- > Security and Vulnerability assessments
- > Risk Management
- > Software patching efficiency
- > Enforcement of standards
- > SLA Reporting
- > Supporting efficient data center moves and large scale hardware refresh activities



Information is added to the CMDB by discovery, import from 3rd party sources, or manual entry. For compliance reporting and quality control the CI data must be audited for accuracy.

3 Keys for Long Term Success



Take Focus Away From Technology and Toward Process and Maturity



Exploit Service Models for Value and Critical Context



Employ robust data integrity and governance practices to ensure confidence and correctness of data

Thank You!

For any question, do not
hesitate to contact me at

bcurran@intact-tech.com



Bill Curran

Principal Consultant –
Intact Technology

Q & A

Please type questions in the Q&A pane
and click on “Ask”

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Board Elections Update



Board Elections will run from April 2 – May 2, 2018

[Vote Now!](#)

5 open seats. Three, 3-year terms, One, 2-year term and One, 1-year term.

Candidates:

[Richard Bishop](#), Lloyds Banking Group - United Kingdom

[Chris Carpenter](#), Bienabee - WA, USA

[Bob Crews](#), Checkpoint Technologies - FL, USA

[Mark Ford](#), TIAA - NC, USA

[Pedro Miguel Jeronimo Mendes](#), DataSmart - Portugal

[Ramesh Subramanian](#), NTT Data - MA, USA

[Jonathon Wright](#), Digital Assured - United Kingdom



Upcoming Vivit Webinars

April 25, 2018

Content Manager - Impact of GDPR on the International Criminal Court

7:00 - 8:00 AM PDT (Los Angeles), 10:00 AM - 11:00 AM EDT (New York), 16:00 - 17:00 CET (Frankfurt))

<http://www.vivit-worldwide.org/events/EventDetails.aspx?id=1090655&group=>

May 17, 2018

SIG Talk: IT Operations – SiteScope & Omi

8:00 - 9:00 AM PDT (Los Angeles), 11:00 AM - 12:00 PM EDT (New York), 17:00 - 18:00 CET (Frankfurt))

<http://www.vivit-worldwide.org/events/EventDetails.aspx?id=1089263&group=>

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Tweet Your Questions



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Thank You
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