Q&A

Three 'Hot' Things with HP Service Manager 9 (and ITSM)

Questions Asked by Attendees

Q: please say a little more about generic approvals in SRC, thanks!
A: Generic approvals means that the Service Portal can be used by approvers to approve catalog (Interation), change records and request records.

Q: will the new SRC (1.40) work with SM 9.30?
A: No

Q: while configuring SSo in the new Service manager, will certificates have to be generated for every desktop?
A: When using the SM Web client, the answer is no, you don't have to gen certificates for every end-user's desktop. The SM Windows/Eclipse client however does require client-side SSL certificates for each desktop because in SSO mode, SM utilizes 2-way or mutual SSL. The reason for this requirement is related to securing SSO mode.

Q: how can we search items in the new SRC interface. Lets say if we type "App" would it show all the application related items?
A: Yes, if done at the dashboard, you would get the results from Catalog, Support and Knowledge. if you did the search from the catalog or support tabs, you would only get those results.

Q: Which features of the new service catalog interface are customizable in the SM 9.31?
A: Masthead (where it says HP icon: Service Portal), Launcher Icons, Colors, fonts, Error messages, fields, portlets (show / hide).

Q: For WebSphere, can WebSphere be run in a clustered environment for fault tolerance?
A: Yes, when using SM Web client (web tier) we support running it in a clustered environment. I checked the compatibility matrix for SRC and the install guide as well. As of this writing, we only support SRC for use on Apache Tomcat.

Q: Will newer versions of HPSM have built in e-mail capability, or will it still require the external application?
A: Currently SM as of 9.30 has a built-in outbound HTML email capability. The intent is to continue this built-in trend.

Q: Is there any limitation to the depth of the dependencies in the graphical workflows?
A: More on how the tables work. Currently only one level (Ex Incident --> Person), but the lab is working on additional levels.

Q: Has the search capabilities in the catalog been improved and can you change the amount of results shown?
A: Yes, the number of results is configurable. We are looking to make this even better in the future.

Q: Src: if a Service Time is ordered, User has to Enter a "request Title", cause it is designed as mandatory Field. Can this be deactivated. It makes no Sense for the User, if ordering a Computer to Enter a request title
A: It is a mandatory field to give the user context of what they ordered in their own language so the system can communicate status.

Q: Automatic transition...so would this be applicable to let say....tasks being met in a particular phase would automate moving to next phase?
A: Any path out of the current state / phase. This could be automatic or manual.

Q: really like the localization....we're going to a global footprint...so we really need this
A: Excellent!

Q: does the error handling produce reports?
A: Yes, I believe this refers to UCMDB

Q: I like the setting mandatory field screen....I'll have to mention this to our SM Tools team
A: Excellent!

Q: I think we will take advantage of the task editor...our international team uses this quite a bit.
A: We think it provides a significant leap forward in simplicity, Please see change models as well.

Q: Don't you think allowing Admins to create Connectors for SRC would allow them to misuse the licenses for modules like Change..Is there any guideline from HP for managing connectors
A: No. As the connectors only log the fulfillment records. A standard user session is still needed to work the fulfillment record.

Q: How do I best describe the different between the Self Service Interface and Service Catalogue Interface because ESS also used to provide Subscription feature for Service Catalogue?
A: ESS is being replaced by SRC.

Q: In SRC Knowledge module we will be only to see all articles that were published externally, right?
A: Correct

Q: any more conditions that need to be fulfilled?
A: No

Q: can the integrated search search knowledge documents plus old/tickets with similar issues from other users and is it possible for a user to open an incident from the kb document they've reviewed with the document associated to the ticket?
A: No since this interface is intended for end users. The similar issues would need to be knowledge articles that are submitted.

Q: Can SRC be installed on the SM webtier or it's recommended to have a separate server?
A: Currently, SRC is only supported on Apache Tomcat. So if your current SM Webtier runs on any other platform (e.g. Websphere, Weblogic, JBoss) then you cannot install SRC on the same server.

Q: Is SRC compatible with technologies to aid visually impaired users, like JAWS?
A: SRC web components are built using Adobe ActionScript/Flash and currently are not 508 compliant.

Q: If updates are made to an Incident and not interaction, can the user check the updates using SRC?
A: If the Incident User flags the update as Customer Visible, this should result in a post to the interaction that would be visible to the SRC contact.

Q: Can SRC be installed on SM 930?
A: Question is kind of vague. SM9.30 is compatible with SRC however. SRC 1.30 is available with SM930 Applications Release.

Q: Self service Portal ¿is for all modules : incidents...changes...requests...etc?
A: SRC is intended for end users so primarily to interaction, catalog and knowledge.

Q: Can you talk more about or demo the 'uCMDB browser'
A: Will do this in a future session

Q: Quick overview for the licensing model for the SRC ?
A: per end user or use the enterprise suite which bundles 1000/named & 2000/floating

Q: define "periodic" for need to clear cache
Q: weekly? bi-weekly?
A: To clarify, it should be on an as needed basis. SRC comes with a sync feature that periodically polls for updated catalog entries. However if you are making a significant change such as an Applications Patch, or a DB Restore (PROD to DEV) or after a significant catalog restructuring.

Q: Clearing SRC Catch, can't copy from window. Will you send it?
A:
Stop Tomcat
Delete $SRC_HOME \secure\attachments\version.* files
Delete $SRC_HOME \secure\luceneIndexedData* (subdirectory)
Delete $TOMCAT_HOME \logs (optional)
Delete $TOMCAT_HOME \src4csaDB
Delete $TOMCAT_HOME work\Catalina\localhost\ (SRC DIR)
Start Tomcat

Q: Is there a hot news feature in SRC?
A: working to make it more dynamic, but currently you would create a launcher link for it.

Q: Would customers be able to submit feedbacks to KM documents via SRC?
A: Not at this time, SRC basically read-only the eligible KM articles.

Q: Could the catalog link to KM documents in SRC?
A: Technically yes, not sure of the use case here, but each article has its own unique URL

Q: Can I remove Assistance, Subscription from dashboard?
A: yes, through configuration.　　It's basically about editing the xml file.　 Detailed steps are documented in the Customization guide.

Q: Which license type I need to use new service portal?
A: Either the service Catalog ESS license or the Enterprise license which grant 1000 users for named and 2000 for floating.

Q: What release date of localized appl upgrade utility?
A: Will get this answered later since key resource is out.

Q: Are there plans to eventually connect SM with other chat applications besides MS Lync/Communicator? I.E. AIM, MSN, etc
A: Yes

Q: How does the SRC handle multiple requests for catalog items? Does it create multiple SD and or quotes
A: A single SD per request from the Catalog. However it can create 1 or more fulfillment records depending on the catalog items in the request. Bundles come to mind.

Q: A question about languages in SRC please:
A: SRC in SM 9.31 is localized in all 14 languages that SM is localized.

Q: 2nd question. Is it possible to connect SRC web application to SM-sided load balancer? So that SRC uses the load balancer as well.
A: All Web Services-based integrations with SM (SRC qualifies) are unable to use the SM software load balancer.

Q: Any guidance please regarding how to actually reconfigure this within SRC?
A: N/A

Q: You are using Chrome for SRC when will Chrome be supported for IT to work incidents?
A: Yes, likely in the next release officially. Currently is used by many internal folks.

Q: How do we apply the recommended application patch when we have modified many of the patched objects?
A: The process is very similar to the upgrade. Anything you have modified will flagged as a conflict which you will need to resolve.

Q: If we are using a lot of format control in Change Mgt now, how much re-work is required to use Process Designer?
A: Format control is still included in the workflow. Though if you want to replace your format control record, it will require creating multiple RuleSet records called within the Workflow Phase to replace items such as calculations, validations etc.

Q: I joined late, just wondering if there is a release date for SM 9.31
A: Mid October

Q: Are there any new workflows being introduced with version 9.31?
A: No

Q: Is there any scripting required with process designer to tie into the backend?
A: No. The workflows/rulesets etc created within Process Designer are executed by the document engine RAD routines.

Q: My question about new workflows in 9.31 is with respect to the Problem, Request, Incident and other modules.
A: Incident, Interaction and problem are slated for next release. Release and Request shortly after.

Q: Are the SM to CMS calls still handled by Web Services?
A: Yes

Q: Is the upgrade process from SM 9.2 to 9.3 fairly straight forward and how can I find information on getting this effort started in my environment?
A: Yes. Upgrade utility is documented in the help server

Q: Is it possible to remove the support tab in SRC, if we just want to use the service part to begin with?
A: yes, the support tab can be removed through configuration.

Q: What is the recommended user-to-web server ratio that you would recommend for SM? for example, if an organization has 20,000 users... how many web servers and back end servers would be recommended?
A: Sizing is typically based on **concurrent** users expected on the system. We have a sizing guide for SM available via SPARKS KM search or contact Support for the sizing guide.

Q: Can you please demo some out pf the box reporting that is available within SM?
A: Will look to do so at a later opportunity with the SIG.

Q: What is a typical setup when DMZ is involved? Can you use a reverse proxy? Is there an RCP setup? Can the webserver sit in the DMZ and the backend internal?
A: While we haven't tested SRC specifically in a DMZ environment, we would not expect issues to arise as a result. Mostly because most of the processing of transactions is Web Services-based and the client GUI is all Flash. Communication between the SRC/SM Web tiers to the SM servers (backend) occur on defined/configurable TCP ports, so it is feasible for this to work as long as your DMZ/proxy/firewall allows traffic on these ports.

Q: Is there any intelligence beneath the process designer? For example if a client wants to bring a new user into the email system, can the process designer manage the actual creation of the users account or is it meant to just display the process that has to be followed?
A: Yes this level of "intelligence" can be configured into the Process Designer. More Qizards to make these types of tasks will be added. Worse case, Javascript can be called.

Q: What webhosting platform can SRC run on?
A: SRC is supported on Apache Tomcat 6 and 7. There are plans to include other platforms such as Websphere and Weblogic, but we cannot yet say when exactly this will happen. See QCCR1E73915 & QCCR1E76688.

Q: Is there Process Designer training available?
A: Yes, check with HP Education SM curriculum.

Q: Can SRC run on weblogic or is it limited to Tomcat?
A: SRC is supported on Apache Tomcat 6 and 7. There are plans to include other platforms such as Websphere and Weblogic, but we cannot yet say when exactly this will happen. See QCCR1E76688

Q: Will SM Collaboration or MS Lync allow end-users/customers to contact the Service Desk to "chat" and details are captured in an Interaction?
A: Not in this release. It is on the roadmap to provide this functionality in a future release when we enable Interaction with the chat feature

Q: How do we know what fields are utilized by the SRC global or module specific search?
A: - For Service and Support module, the item title and short description is searched, as coded in SRC.
- For SRC KM module, the title and document body can be searched, coded in SM side as I heard.
- For SRC global search, the coverage combines above.

Q: Can comments be added to a service request after it's approved?
A: Users should be able to continue to add comments/updates until the request is closed.

Q: Can you elaborate on the Global Search functionality within SRC...will requestors be able to search on key words for their service and support tickets?
A: Yes works on Catalog, support and knowledge items

Q: Can you show us the details of a service request in the SRC?
A: I did in the Q&A section

Q: Will the Hardware Load Balancer Guide also address High Availability?
A: Deployments that require HA for HWLB devices can implement a redundant HWLB device that can be utilized when the primary HWLB device fails. Akin to an active/passive failover implementation. This will not be covered in the upcoming guide as the focus is on getting the technical info for setting up HWLB devices for use with SM/SRC.

Q: when we can download sm9.31 in partners site?
A: When it is generally available in mid-october.

Q: We are considering SRC implementation - can that portion of this presentation be rescheduled if its not happening today?
A: We are re-recording the session.

Q: How easy will it be to port our current ESS configuration into SRC?
A: Very easy since it utilizes the same SM backend configuration.

Q: Is system bulletin available in SRC for all notifications for users?
A: Can use the quick link to provide this functionality

Q: Can we get road map? What will HP do, to become more compatitive in Gartner magic quadrant.
A: Yes available on request of your sales rep or support sales. SM 9.31, new SaaS offering and renewed marketing and sales in ITSM area will propel HP into or very close to leadership quadrant next year.

Q: Will forms designer get any update? How we will be able to modify SRC?
A: Yes, forms designer will be on the web and the windows client will be deprecated.

Q: If you only have one webserver, how much users can handle?
A: Rule of thumb is for each app server instance (tomcat/websphere, etc.etc...) you can service about 150-200 concurrent users.

Q: In all versions of HP SM I didn't see any monitoring options to check status/health, for HP monitoring software or any other vendor. Did HP think of this area to cover?
A: We are working with the BSM team to provide out of the box monitoring of SM since it is a critical system

Q: Will process designer be used for request and other modules like incident, problem?
A: Yes, on the roadmap for next release and content.

Q: Did you think of integration with outlook, using calendar and tasks for users to have in their outlook?
A: Yes, on the enhancement list.

Q: Is named user reserved only for user or you can have many named users and ther share same pool - if there is no named license available, they are redirected to floating users. Is this correct procedure or one named license to only one user?
A: Named is dedicated to one user. Floating is the shared pool.

Q: Will link to the ticket work like it works now on ESS portal?
A: Different, but it is a URL which can be linked externally like ESS works today.

Q: How is fulfillment of request marked/changed in CMDB, if you are changing environment? Should this be changed trough change process or request?
A: Change process

Q: Will there be any additional authentication available for approving - I think in RC is available?
A: Yes, RC, SRC, E-mail, and directly in SM

Q: Is approval for every request needed? If you have a lot of employees = a lot of approving, where you need to employ a new workers to handle this. Should approving be done by contact manager or service desk?
A:You configure what is approved and not approved and who approves

Q: should we move from RM to CM or will RM evolve to Process Designer
A: RM will evolve to use the Process Designer. Depends on your timing. Change if you need to do it now. Request later if you can wait.

Q: what does the knowledge module like in 9.31
A: Same as 9.30

Q: My understanding is that Process Designer will eventually be available for Request Mgmt. Since we are currently using RM for request fulfillment would it be better to wait for PD for RM vs. porting over the process to CM?
A: Depends if you can wait for Request to be process designerized. Is planned to happen within 12-18 months

Q: The new SRC 9.31 mentioned Generic Approvals. Can you expand on what the new approval functionalities will be?
A: Approvals of Interaction, Change and Request records, all from the new self service portal.