

Mobile Alerting & Anywhere Incident Response for OMi, NNMi and BSM

Questions and Answers
April 14, 2016

Q: Do we need HP OO for Derdack Enterprise Alert to Function?

A: OO is no prerequisite to most of the functions. And if you wish to use anywhere remedial, you can also execute web calls or trigger batch jobs, e.g. through shell commands. OO can be connected to Enterprise Alert as one IT automation tool.

Q: Does this tool have native connectors into BMC Remedy?

A: Yes. There connectors to BMC Remedy, e.g. via webservices or command line, and we are also working on a plug&play connector which is scheduled for May.

Q: Is there an added cost or premium for connectors?

A: No. The "Datacenter Edition" already contains all connectors.

Q: Are there ala carte prices for connectors if I need a smaller instance?

A: There is a smaller edition which provides more basic connectors (http/soap, SMTP, command line).

Q: Does Derdack actually open the incident directly into Remedy, Service Now, and HP Service Manager or do you need to pass the event to APM/OMi and have a connector on that tool to your ticketing interface.

A: We can connect directly to the SM/helpdesk syste and open tickets there, either open an incident alert from a monitoring tool or from our mobile app manually.

Q: Can this tool open incidents in a ticketing system directly from OMi. Example as a replacement to OML remedy spi?

A: Yes.

A: Regional Scalability of Derdack. (Clustering/ HA)

Both local redundancy (clustering & HA) and geo-redundance are supported.

Q: Do you charge per integrated products or it is only "per user"? We have OMi, SM, NNMi, and MS SCOM..

A: The licensing is purely based on a server license with a set of features ("edition") and the # of users. We don't charge for the number of connected systems, nodes, etc.

Q: Can we mix vendors easily by using Derdack. Our "automation" tool is CA Process Automation and we are also deploying MS Orchestrator? Can Derdack reads from OMi/SCOM/NNMi and acts as the integration product for automating remediation actions (Node down from NNMi -> Ping Node from NNMi server, HPOM agent down -> run start command from the Linux box, disk space alert on a Windows server -> run a cleanup script on the Windows server)?

A: Yes. The product is multi-vendor enabled as most environments are heterogeneous. You can have multiple-monitoring tools feeding into our product acting as a central alerting hub. You can also connect other automation tools.

Q: Recommended action... Can the system reads instructions attached with a message in OMi, access the knowledge base (or whatever they call it now) in MS SCOM?

A: The actions need to be define in our system or you need to populate actions from an automation system or batch job list. Alert messages can be enriched through scripting and can contain instruction retrieved from a 3rd party system like a CMDB. This is no out-of-the-box functionality and requires some configuration, re. integration.

Q: Or the actions must be define in Derdack?

A: Actions need to be defined in Derdack.

Q: Is there any integration with MS Outlook GAL/distro lists as a way to create/synch users and groups vs. managing them directly?

A: We integrate with Active Directory to retrieve user information and keep them in sync. This is also the best option for security reasons (SSO, AFDS, etc.),.This also enables role-assignment in our tool.

Q: What about scalability? Any key numbers that you can share?

A: The system can digest a couple of 10,000 alerts per day and has peek elasticity like queues, etc. built-in.

Q: Who provides support and by what method?

A: Direct or through local Derdack partners. 9x5 or 24/7 is available.

Q: Does Derdack supply any common OO flows with the product?

A: We can access and populate all OO flows to the mobile app. We don't provide our own OO flows as we just connect to OO to app-enable the execution of your custom flows.

Q: What mobile platforms are supported?

A: All platforms: iOS, Android, Windows Phone including wearable support like Apple Watch.

Q: You answered this from an event source perspective, but can the ITSM tool KB articles be presented (or links to them)?

A: Yes, alert messages can be enriched with links to KB articles.

Q: Does the feedback to NNMi overwrite the notes of an alarm if someone already has put some information about the alert?

A: Notes in NNMi are appended.

Q: Would Derdack be able to handle a trap storm that is observed especially with NNMi...if yes what is the rate it can handle it to avoid sending unnecessary events to operators on call?

A: Yes. We have built in various measures to handle alarm storms. There is a de-duplication as well as an alarm flood protection.

Q: On-Call, would plugins be available for Sitescope and BSM

A: You can connect the product to Sitescope/BSM and then use the on-call alerting functionality of Enterprise Alert.

Q: Is there training available for this product?

Yes. We offer different options including certification.