

Questions and Answers

Advanced Configuration Management with HP UCMDB Configuration Manager & UCMDB Browser

Q: We're in the process of implementing SM9 we understand that SM has a configuration management module - is this the same or different?

A: The best practice is that you manage the configuration management and model your services through the UCMDB and all the configuration data will be synced to Service Manager. The configuration data will be accessible also through the configuration management module in SM.

Q: In a large enterprise, who really owns the HPSM CMDB, and the uCMDB, and the CMS as a whole?

A: HPSM CMDB is owned usually in the ops section, by the ITSM group where the UCMDB and the CMS can be owned by either an independent group or the ITSM group or the operations group. In organizations where the CMDB is serving multiple groups, like availability management and change management, ownership by a dedicated 'configuration management' group is usually preferred.

Q: Without the ucldb, can we implement the OMi console and rtsm

A: yes - bsm has an embedded ucldb and rtsm. UCMDB however can set additional context for the organization when more processes are involved, and for deeper discovery.

Q: For a large enterprise just commencing the journey - is there a site/customer that we can visit/discuss and learn from to best derive value in the project..

A: --Please email Brian Miller directly to discuss more details.

Q: How complicated is the update from uCMDB to version 10?

A: UCMDB has automated tools to do the upgrade. There are test tools but if there are customizations then they may affect the upgrade. Many customers have had good experience with this upgrade.

Q: How many people should typically support maintaining the CMDB current

A: at least 1 as a champion, to maintain access credentials. Above this it depends on the workload and requirements.

Q: We have UCMDB AND NNMi in our environment. Does HP Suggest doing discovery with both Products or are you recommending doing discover with one or the other? Are there any drawbacks to using one product or the other to handle discovery?

A: --For network discovery, nnm-I is the preferred choice, when integrated to the UCMDB. If you don't have nnm-I use the standard I2 discovery of UD.

Q: We are using HP uCMDB for a while now (with DDMA). We will migrate to uCMDB10 soon. Based on your experience, how difficult it is to build business application in uCMDB? We want to go there, but internal resistance and lack of documentation make this task bigger than what we thought it should be.

A: The biggest challenge usually is to get the application owner onboard. In addition, getting credentials for the systems. This consumes most of the time. To give the topology a business context – there are several ways of doing so. One is using the light weight modeling of the UCMDB Browser. The other, is using a more robust and sophisticated functionality in the modeling studio which is called pattern based model. Once the discovery jobs are done including the proper dependency links, it should be a half an hour work according to customers, and the more you model the less time it takes...

Q: Is there any difference between BSM uCMDB and a stand alone uCMDB server?

A: no real difference. Ucmdb standalone is a more advanced version. bsm has ucldb v9.05

Q: What is a best practice for UCMBD data governance in an enterprise?

A: using the UCMBD Configuration Manager tools. This will help drive data quality, IT standardizations and policies. Ability to work with authorized data.

Q: I own UD and UCMBD... Which of these features can I use without having to purchase Configuration Manager licenses?

A: data quality policies. Some of the standardization policies. Most business continuity policies are based on topological patterns which is licensed by the advanced license. Also, authorization process and ad-hoc base line (gold master) analysis are free when you are eligible to UCMBD foundation license.

Q: Do you have SCOM - UCMBD integration in your roadmap?

A: We always look to extend our discovery and integration capabilities. As we cannot describe specifics of the roadmap in this forum, please contact us directly to get more details..

Q: Is there any licensing model in UCMBD / UCMBD Browser (as in SM - license per module/user) or all entire company can use UCMBD Browser and no-limit CMDB Admins can use the UCMBD ?

A: ucldb browser is not licensed by the number of users, and currently any customer that is entitled to UCMBD license, can use the UCMBD Browser.

Q: Would Dev, Stage, Prod environments link as separate services to Business CIs?

A: yes.

Q: i.e. are they considered separate environments in the topology map?

A: basically, it is according to how you model them. The topological map can be anything you want. So you can have all in the same map or you can have each of them separately.

Q: Is Health Assessment info from another app or just uCMDB?

A: it is a topology discovered by HP Universal Discovery.

Q: Is uCMDB CM a different application to uCMDB 10.x?

A: UCMBD CM is an add-on to UCMBD. It is not a standalone product. It does use its own server, however requires a connection to the UCMBD.

Q: Can you show the Server CI topology relationship to Business Services?

A: definitely. If you want to see the business services that are dependent on a server, best to use the impact simulation capability. This way, whether the server is contained in the business service or the server is contained within some infrastructure service that serves the business service, the affected business services will show up. If it is just about a certain topology, it can also be done using the topological dynamic widgets that can be created in any way you want to presented in the UCMBD Browser.

Q: Is there any restriction or special license for integrating with 3 party products?

A: yes. 3rd party integrations are licensed per integration point. HP to HP integrations are free of charge.

Q: Is the difference in the number of CIs stored in each version ?

A: yes v9 supported 40m cis and relationships. v10 supports 60m cis and relationships.

Q: What version are you demoing?

A: 10.10

Q: Is history available only if we baseline the configuration? eg can we detect what changes happened to ora.ini

A: no need to baseline to detect changes. it does need to be discovered before it can be used to detect changes. UCMDB can discover any file that is configured for.

Q: Do you guys currently integrate with ServiceNow?

A: yes - there is a push capability from ucldb to Service Now

Q: A uCMDB comes with Universal Discovery, is CM included as well?

A: yes. Though it is a separate installation. See answer regarding what is included in CM when you have Universal Discovery

Q: Hi Can you please explain about RC, how that will come into picture? Thanks

A: RC focuses on the change management agenda. Some of its functionality is based on UCMDB Impact Simulation engine. It also has the following:

Change Calendar- enables you to properly plan and schedule you changes.

Change Collision- detects various types of collisions, both direct and indirect (impact related) between the various Changes being planned.

Risk Assessment- determines the potential risk associated with each Change based on various criteria.

Q: How is possible discover automatically the relationship between Virtualization Infrastructure (ESX Servers) and Facilities (Power Distribution) ? How is possible maintain that information (relationship) in automatic way?

A: --The information about power distribution is usually part of integrations that we have with DCIM tools, together with the standard discovery for virtualization that derives from UD.

Q: How does this set of applications compare with the HP ITSM (Service Manager) tool set?

A: UCMDB and Service Manager are highly integrated products that complement one another. data from UCMDB can be pushed to service manager, and information of SM is federated via the UCMDB..

Q: How does the tool detect unauthorized changes?

A: The unauthorized changes would be changes that don't have a matching request for change in the service desk. Configuration Manager integrates with Service Manager and checks for relevant request for change tickets and raises a flag. There are additional rules that can be considered as unauthorized or not permitted or need review in the Configuration Manager Authorization process. Changes that breach a policy will be considered as need to be reviewed. The actions that can be taken in CM are either adjusting the policy or remediate the change. Also, you can configure that certain types of changes must be reviewed manually.

Q: Via the uCMDB Browser can I see changes that are planned in the change mgmt system? I think it was mentioned you could but I did not see how.

A: yes, using the 'Request for Change widget'

Q: When I use CM - I find that there is a limit to the number of composite CIs that can be managed in a view - I believe that number is around 5000 - our Windows servers view would exceed 5000....I can not use the view for a policy unless I break down the view into smaller categories like 32 bit Windows and 64 bit Windows - how do you adjust the UCMDB configuration

to handle over 5000 composite CIs?

A: at this point we are limiting it to 5000 composite CIs and it is not to be modified at this time.

Q: Can Configuration Manager automatically roll back unauthorized changes?

A: not automatically - cm is a policy manager rather than automation. You would open a request for change to get a rollback authorized. HP operations orchestration could be used to automate

Q: We seeing advanced analysis capability today, or was that standard functionality?

A: everything is GA product, browser is standard. The demo contained basic and advanced capabilities.

Q: Will you get good agentless discovery without root/local admin?

A: --it really depends. Some of the discovery can use sudo to enable it, and some can be configured. The UD always try to use the minimal permission needed to operate the command.