Darwinian Evolution of Operations Manager
Questions and Answers
February 4, 2015

1. Q: How does Fidelity use OMi to deploy agents, is it via OO or Server Automation or other?
    A: Agents as needed are installed from the server build or manually since there are so little of them.

2. Q: Does OMi 10 support PostgreSQL for enterprise customers with 1500 - 2500 managed nodes
    A: Yes, OMi 10 supports PostgreSQL for an environment of 1500-2500 nodes. For enterprise customers and enterprise requirements like high availability we recommend using an external PostgreSQL DB (not the embedded one).

3. Q: If Will could go back and start over, what 3 pearls wisdom for lessons learned would he share with us that are already started on this journey
    A:
    -   Start small – BSM is complex and has a lot of components. Start with one or two and work your way up.
    -   Determine how success will be measure before deployment.
    -   Get as many people as possible interested and get buy-in from them so they understand what you will deliver and how it will be valuable to them

4. Q: Is Ops Bridge the OMi-10 name?
A: No HP Operations bridge is a new solution of bundled products. The Operations Bridge Ultimate edition is a solution on sale now and includes HP OMI v10.00, HP Service Health Reporter advanced edition version 9.40, HP Operations Log Intelligence for log file management, HP Service Health Analyzer for predictive analytics, HP Operations Orchestration for run book automation and Topology Based event correlation TBEC.
A premium version is also available and includes HP OMi 10.00, HP Service Health Reporter. Option exists to add TBEC and upgrade SHR to the SHR advanced edition, as well as upgrade from OpsBridge premium to OpsBridge Ultimate.
The data collectors, Operations Agents, or Sitescope Premium are purchased separately. HP OMi Management Packs are also purchased separately, and require an agent to operate.

5. Q: Does MA stand for?
A: Monitoring Automation. Note that this is integrated in all HP OMi v10.00 products thus is both of the above HP Operations bridge solution bundles, and has been since HP OMi v9.22. It does NOT require any prior purchase of HP Operations Orchestration and does require that product to operate.
Note that Monitoring Automation deploys your best practice based and tested monitoring definitions using either Operations Agents or Sitescope. Also HP OMi Management Packs, which support over 100+ technologies, exploit directly the capabilities of Monitoring Automation.

6. Q: How in-sync with the UCMDB is your RTSM? Do you receive your models from UCMDB or create your own in RTSM?
    A: Create our own in RTSM and synchronize with UCMDB. Many customer implementation in production to day use UCMDB as their reference and do selective synchronization of objects in the UCMD with their RtSM, as not all objects in the UCMDB are useful in the RtSM which is tuned to perform best for real time monitoring.

7. Q: How much work/effort was there in getting all the TQLs synched up when you did the UCMDB integration - and how much upkeep is there to that?
   A: It's a daily sync job that is out of the box to sync uCMDB to RTSM, took 10 minutes to setup and 0 upkeep since it's automated.

8. Q: How are you integrating all those tools out of the box from slide 39. Example BMC Remedy and SolarWinds
   A: HP and its partners provide various forms of integrations including run books, BSM Connectors to integrate management information from these platforms. You can find more information about these connectors at HP Live Network here
   Details for the Integration tor Remedy are here
   Details for the BSM Connector for Solarwinds are here

9. Q: One of your slides mentioned "Automated discovery" and "Automated monitoring". Can you elaborate on how the automated monitoring is accomplished?
   A: Yes please see the answer to the earlier question concerning Monitoring Automation. M.A has been an integral part of HP OMi since version 9.22. This capability is based on discovery on new C.I.s for IT resources for which you have defined "aspects" or groups of monitoring templates and policies. As soon as they are detected, M.A. deploys the aspects to the target IT resource via its agent, and activates the monitoring.
   The advantages of this approach are multiple.
   First management of resources can be fully automated, so no IT resources need ever be forgotten. Incidentally, the inverse is true as well, i.e. when resources are decommissioned, monitoring is deactivated.
   Second, it allow subject matter experts such as DBAs or operating system and application experts, to access M.A. and change parameters such as polling frequency and thresholds to suit, without them needing to know anything about the monitoring tool in question (agent based or not).
   Thirdly, M.A. keeps track of what is monitored, so performing an audit of your monitored environment is greatly simplified.
   Fourth when complex composite applications, combinations of web servers, load balancers, Dbs etc. are combined into a new IT or business service, then any deployment of that "package" can be detected by M.A. and the collection of monitoring artefacts needed can be automatically deployed, saving time.
   Fifth use of automation using previously defined and tested best practices, can greatly reduce the number of human errors during monitoring activation, and accelerates production compliancy.

10. Q: Can you expand on that statement that BSM is no longer needed with Operations Bridge.
    A: For customers that are just interested in event management or that want to replace an existing HPOM server, they can now use OMi 10 for that and deploy OMi 10 only. They don't need to install (the software called) BSM for that. Of course OMI v10.00 as a standalone install fully integrates out of the box with any BSM installation, whether exists when you install OMi v10.00 or afterwards.
    The net effect to your operators is practically no change, the advantage to you is you gain choice of the type of installation you wish, and HP OMi becomes much faster time to value. Note that artefacts such as SLM, and myBSM that are specific to the BSM platform are thus NOT part of HP Omi v10.00.

11. Q: Have you investigated TBEC in addition to stream based correlation?
    A: We have yes, but have not used it yet.

12. Q: Are the numbers shown for the whole of Fidelity, or are they just for FMR (i.e. not Fidelity Worldwide)?
    A: Just for the Asset Management division

13. Q: Does this mean HPOM is going away and eventually we will be required to go to HP Bridge?
    A: Today and for several years no, we are committed to selling and supporting OM for several years to come. But we think that the entitlement to OMi with so much more capability to help you improve operational efficiency, reduce costs and accelerate MTTR, it's worth the journey to OMi. Hopefully from the experience shared by Will today, you can see the benefits are substantial.

14. Q: How does the OM2Opsbridge evolution program provide entitlement?
    A: You gain 1 LTU to OMi v10.00 for every OM server, 1 LTU for SHR for every PI server, every OVR server, and node equivalency for target connectors to OMi, TBEC and data collector's nodes. If you are using SPIs you will gain entitlement to OMi Management packs.
    If you are using Operations Agents, there is nothing to do apart from ensure the right version is installed. Moving from OM to OMi is non-disruptive to your systems already managed using agents.

15. Q: I have had 3 OM servers for ages so I am bit concerned about switching them off. Does the entitlement let me keep the old OM servers up whilst I use the new OMi servers?
    A: Yes, all OM, PI, OVR servers can be used for up to 1 year during your evolution.

16. Q:We already use SHA. Can I use that with OMi 10?
    A: Yes, you will need to have an instance of BSM 9.25 or better for that.

17. Q: We have tons of PI reports does the entitlement cover our requirements to convert them all to SHR?
    A: As described above, entitlement will provide you with licenses for each PI server to equivalent SHR server licenses. SHR advanced edition provides over 200 reports, many of which replace standard PI reports. If you have many customized reports, we have published guidelines on what to look for and how to convert, and we have HP professional services and partners who are skilled in assisting you to convert them.

18. Q: We want to begin planning but would want to use the log file and predictive stuff. Am I entitlement to them?
    A: The entitlement program provides licenses for existing products. Log and predictive analytics are new products, so the entitlement does not cover them. However your entitlement to HP Operations Bridge will allow you to purchase the upgrade from HP Operations Bridge premium edition to Operations bridge Ultimate edition and gain access to these products, more economically than purchasing them separately.

19. Q: I have several thousand agents and a bunch of SiteScope data collectors. What's my entitlement with OMi and do I need to buy new agents?
    A: HP OMi v10.00 support the same HP Operations agents as OM provided you have the right agent, so there is no change, no purchase required for the managed nodes you already have.

20. Q: I am running BSM 9.10 and SiteScope. Do I have any entitlement to use OMi 10?
    A: You should first migrate to BSM 9.25, then you will have the choice to either upgrade to OMi v10.00 with BSM, or install it as a separate system. Entitlement covers OM to OpsBridge, not BSM to OpsBridge.