

Q&A for Discover the New HP Service Manager 9.20

August 3, 2010

| Questions Asked by Attendee | Answers by Ben Vargas |
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| Q: What HP tool integrations exist for configuration management? | In addition to the new Service Manager Integration Suite (SMIS) capabilities to integrate with other HP products such as Release Control, existing ServiceCenter and Service Manager 7.x integrations remain available such as UCMDB via web services connector, Connect-It scenarios, and text imports. |
| Q: Is it possible to work in SM 9.2 only by using the mouse? We need the keyboard. | The Service Manager 9.20 help server contains two articles that may be related to this question, the first lists web client keyboard shortcuts and is entitled "List: Web client keyboard shortcuts". The other of possible interest covers editing web client keyboard shortcuts and entitled "Editing Web client keyboard shortcuts". Beyond those articles, I would defer to HP for an official statement on the extent of keyboard based navigation possible in the web client. |
| Q: Is there any upgrade from 7.11 to 9.20? | Yes, there is an upgrade utility for moving from SM7.11 to SM9.20, the utility was posted on the HP support site on July 16 th and it may be found within the Patches Search/Download section. |
| Q: I've heard this cannot be a binary upgrade to 7.11, is that right? If so, what would the general process be to upgrade? | Correct, migrating from SM7.11 to SM9.20 is not only a binary upgrade, though that is part of the process. I would recommend downloading the upgrade utility referenced in the prior question and then walking through that document as it advises of much of the planning, prerequisites, and steps. In short, a new binary installation pointing to your existing database is configured, the upgrade utility is run and conflict resolution is performed, testing/QA is performed and tweaks made until the system functions as desired, and then an upgrade unload is created for application into a production environment after the binary upgrade is completed. The level of complexity and time will vary by deployment depending on the level of conflict between customizations made to the existing SM7.11 system and HP changes made in SM9.20. |
| Q: Any improvements made to the Service Catalog? | The Service Catalog renders within the new web client, but no significant enhancements have been made specifically to the catalog itself. However, I have heard HP Product Managers state that Service Catalog enhancements are on the roadmap, however I defer to HP regarding any specifics or timelines. |

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| <p>Q: We've heard that Request Management might go away and we didn't hear it mentioned. Will it be in 9.20 and are there major differences?</p> | <p>Request Management exists within SM9.20 as it does in SM7.11; HP has not made major architecture or underlying workflow changes. SM9.20 can be considered a minor release to SM7.11 and I am not aware of any changes specific to Request Management.</p> |
| <p>Q: How SM handles OVO trouble tickets for example multiple OVO servers opened incidents in one SM instance</p> | <p>Integrations with OVO and other solutions within the HP portfolio and external to HP may be integrated with. Interactions or incidents can certainly be created (among other record types) within SM9.20 depending on the business requirements and workflow desired for integrations configured.</p> |
| <p>Q: Do we have any tools to migrate data and business logic, from Service desk 4.5 to SM 9.20?</p> | <p>I am not personally familiar with the migration tools that may or may not be available to assist in migrating the business logic from Service Desk 4.5 to Service Manager 9.20. I defer to HP and recommend asking them directly.</p> |
| <p>Q: Can we use e-mail as a source to update various tickets type in SM?</p> | <p>Inbound email integrations are certainly a common integration implemented within ServiceCenter and Service Manager deployments. Inbound emails can be configured to update nearly any record type within the SM system.</p> |
| <p>Q: Does SM have archive data configuration?</p> | <p>Service Manager 9.20 does carry forward data archiving configuration options previously available in earlier ServiceCenter and Service Manager versions.</p> |
| <p>Q: We have users overseas in Asia and EMEA how SM performance over the wan using the web client</p> | <p>I do not personally have specifics beyond what is available through HP slides and the help server documentation, however HP slides state a 10 - 30% improvement in the web client within the Performance and Quality category along with other server resiliency enhancements.</p> |
| <p>Q: Can approval be done via e-mail or blackberry for changes?</p> | <p>Blackberry approval via e-mail, and any mail client for that matter, is an integration that Techport Thirteen, Inc. has implemented for many clients, but it is not inherent or out-of-box functionality in SM9.20 obtained without some integration work performed by development or consulting staff.</p> |
| <p>Q: Does the form migration utility also migrate tabs "visible condition"s? and fields "visible conditions"?</p> | <p>Yes, DVD conditions remain unmodified when using the Convert Form Layout tool.</p> |
| <p>Q: Do we have now a real Relational Database?</p> | <p>No, the underlying architecture and workflow remain unchanged. SM9.20 can be viewed as a "minor" upgrade to SM7.11 and subsequently that type of significant change has not occurred within this release.</p> |
| <p>Q: It looks like you changed the Data Model.</p> | <p>This is an out-of-box SM9.20 deployment with an integration to a standalone (no UCMDB integration) deployment of Release</p> |

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| | Control 9.10. I have made no changes to the SM9.20 data model in configuring the example integration for the webinar. |
| Q: I've heard that you can relate multiple tickets to one ticket using the check boxes in the record lists. Is this true and how can you do that? | I am not aware of the SM9.20 record list checkboxes providing the ability to relate more than one record to another via multiple selections, but I have only scratched the surface in researching this functionality and it may be possible if that comes from a trusted source. If the functionality does not exist out-of-box, I believe it is certainly functionality that experienced developers or consulting resources such as Techport Thirteen could create. We have implemented similar functionality in the past such as multi-select when populating more than one Affected CI on a change. |
| Q: Ben, Has ess.do changed significantly? Can we see ess.do? | The ess.do system navigator and form buttons do have a new look and feel as far as rendering is concerned, similar to the index.do client. During the webinar Q&A we brought up the ess.do client in response to this question, the ess.do screen can be seen by revisiting the webinar. |
| Q: Hi Ben, If our client is maturing a 7.11 implementation, do you recommend us to switch to HPSM 9.2 right away or wait for a major release? | As with every new software release regardless of solution or vendor, appropriate levels of QA testing should be performed prior to rolling into production. However, with SM9.20 being represented by HP as a "minor" release to SM7.11 I would not hesitate to upgrade to SM9.20 where there are some significant added benefits such as the Service Manager Integration Suite, updated web client renderings, and added resiliency within the binary layer such as scheduled restarts of servlets. |
| Q: Have you tried to work on format control in SM920? | I have made formatctrl modifications within SM9.20, nothing has changed significantly from earlier product versions and no issues were encountered when manipulating HP lines or adding custom entries. |
| Q: What is the BTO data model for Incidents? | I am not aware of any inherent data model changes from SM7.11 to SM9.20 for Incidents. |