



i n v e n t





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**M O F :**

**A Valid Acronym**

**or**

**a Politically Incorrect**

**Expression?**

**Session #:5036**

# Provision of Service through Standard Processes

MOF and service management

## Service Management Defined...

Service Management is the management of IT services and the business processes that are dependent on these services.

Service management is also a term to describe the higher levels of services that are demanded. SLAs will incorporate business performance metrics, rather than the traditional metrics of the past.

Service management is not : monitoring IT components or individual applications, it's not reporting the up- or downtime of end-point devices.

**Gartner Group**

# Managing to a Service Level Agreement

Lots of companies boast SLAs with their customers, few however can truly manage the level of service.

To accomplish this level of management companies need to have a Service Management discipline, one that focuses on the monitoring and management of the complete environment and facilitates.

This discipline needs to focus on several major phases of service delivery, from a M O F perspective change, operation, support, and optimization.

How is it possible to deliver high levels of service?

## A Standard Approach ...ITIL

### Service Support

- ✓ Help Desk
- ✓ Problem Management
- ✓ Change Management
- ✓ Configuration Management
- ✓ Software Control and Distribution

### Service Delivery

- ✓ Service Level Management
- ✓ Capacity Management
- ✓ Contingency Planning (BCM)
- ✓ Availability Management
- ✓ Cost Management

# What is ITIL

- World wide recognition.
- Documented set of best practices.
- Process focused.
- Guidelines for success.
- Platform independent.

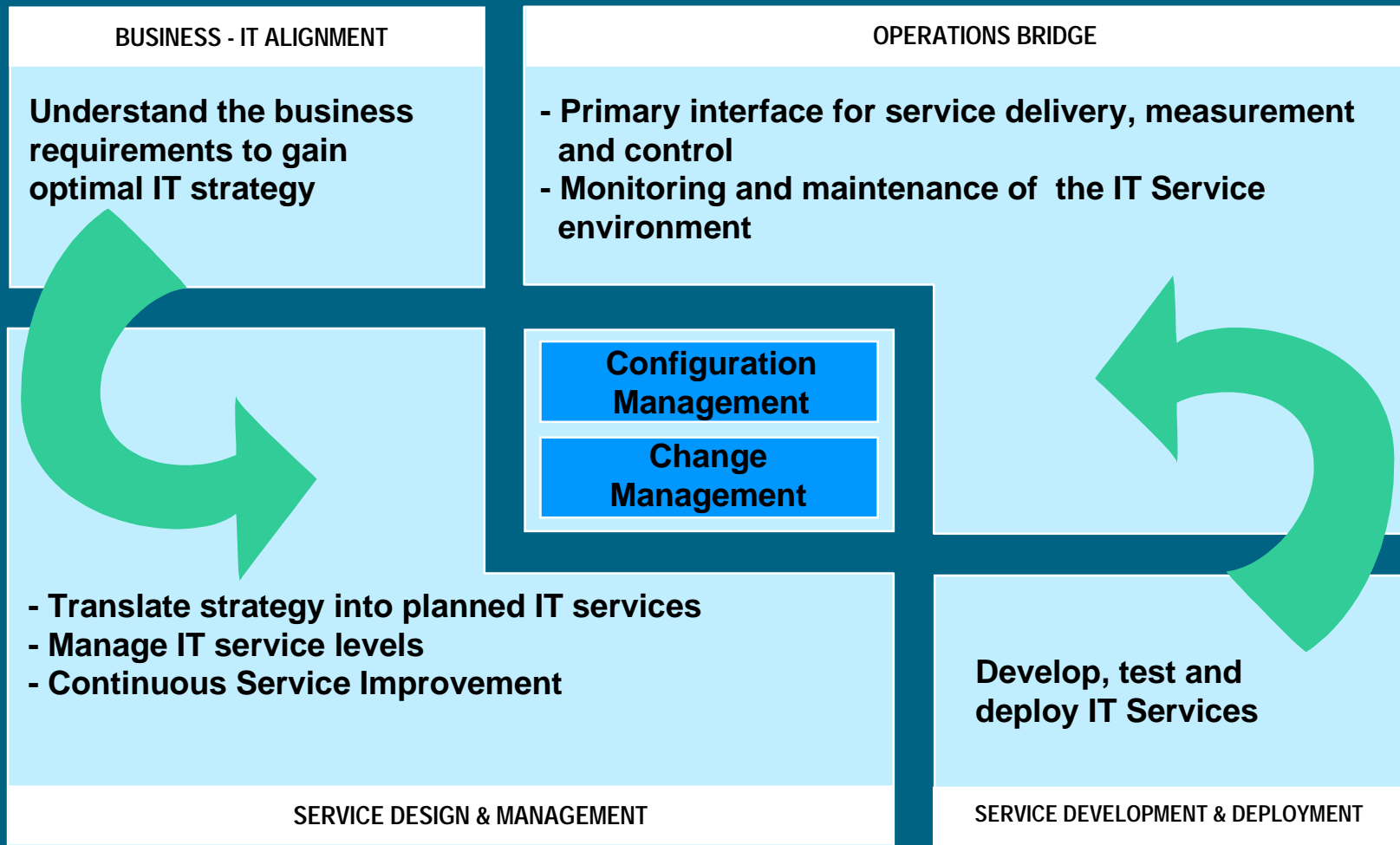
# HP's interpretation of ITIL as it pertains to the Open Systems arena: The ITSM Reference Model

- Fundamentally based upon ITIL concepts
- Based on the needs of the business user
- Focus on providing a predefined level of service
- Become results oriented (processes)
- Be competitive (outsourcing thread)
- Be accountable
- Blend of:  
People, Process, and Technology Components

*“Running IT as a business within a business”*



# IT Service Management Reference Model



What has Microsoft  
done with ITIL?

ITIL is very generic, as HP did with  
the ITIL in their definition of the  
ITSM Reference Model, Microsoft  
has done to ITIL with MOF.

## Microsoft Operations Framework (MOF):

A collection of best practices, principles, and models. It provides comprehensive technical guidance for achieving mission-critical production system reliability, availability, supportability, and manageability on Microsoft's products and technologies. MOF is one of three frameworks that form Enterprise Services Framework (ESF).



# M O F addresses People, Processes, and Technology (sound familiar? )

- Operations Guides
- White papers
- Assessment tools
- Operations kits
- Best practices
- Support tools

# M O F concepts :

## Service Solutions

- LO B apps
- Capabilities, or business functions, that IT provides to its customers.
- Messaging
- Data Storage
- Archiving
- Network Support
- Etc.

## IT Service Management

- Functions customers need to maintain a given service solution.
- Help Desk
- Problem Management
- Contingency Planning
- Configuration Management
- Change Management
- System Administration

## MOF based upon a set of principles

- Structured Architecture
- Rapid Life Cycle, Iterative Improvement
- Review-driven Management
- Embedded Risk Management

An architecture that facilitates management at both the operational level as well as the service level.

Rate of change is rapid. MOF incorporates the ability to continually re-evaluate the effectiveness of IT and change as the needs demand.

MOF recommends & describes many methods & techniques to enable management to evaluate the effectiveness of the IT environment.

MOF recognizes that contingency and availability management need to be included in the operations plan. It is therefore included as a fundamental component of the MOF architecture.

## OpenView is based upon a similar set of principles

- Structured Architecture
- Rapid Life Cycle, Iterative Improvement
- Review-driven Management
- Embedded Risk Management

Not only does the OpenView Solution set provide an operational view but it also provides the business/customer perspective.

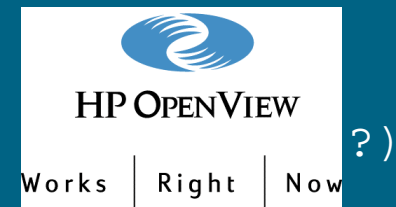
The OpenView suite of tools provides the information in a timely manner, in a format that addresses business requirements, hence allows for rapid life cycle management, and iterative improvement.

OpenView is designed to deliver the answers that facilitates these decisions.

OpenView, along with other HP complimentary products, provides a total solution, encompassing the high availability management functions identified in MOF.

# M O F 's operations guidance models fall into three main categories:

People, Process and Technology (Sound familiar... .. .)



People and Process are explicitly defined in the models, Technology on the other hand doesn't stand alone, rather it permeates throughout all of M O F.

M O F 's technology focus is on both enabling technologies and best practices for achieving high system 's availability, reliability, supportability, and manageability on the M icrosoft platform .



# M O F Process model consists of 4 INTEGRATED quadrants.

- Changing
- Operating
- Supporting
- Optimizing

These four quadrants form a spiral of life. Applicable to anything from the application to the entire operations center, even encompassing outsourced applications and services.

# The M O F P r o c e s s M o d e l

- Spiral life cycle
- Dependant upon continuous feedback (cbased loop) mechanism
- Dependant upon continuous communications with the customers to their needs
- Dependant upon timely data collection mechanisms (near real time, historical, projections, simulation)
- Dependant upon history of events and C I r e l i a b i l i t y / a v a i l a b i l i t y / m a n a g e a b i l i t y

Where does Hewlett  
Packard stand in this  
regard?

Always believed in People,  
Processes, and Technology.

## Where does OpenView fit in?

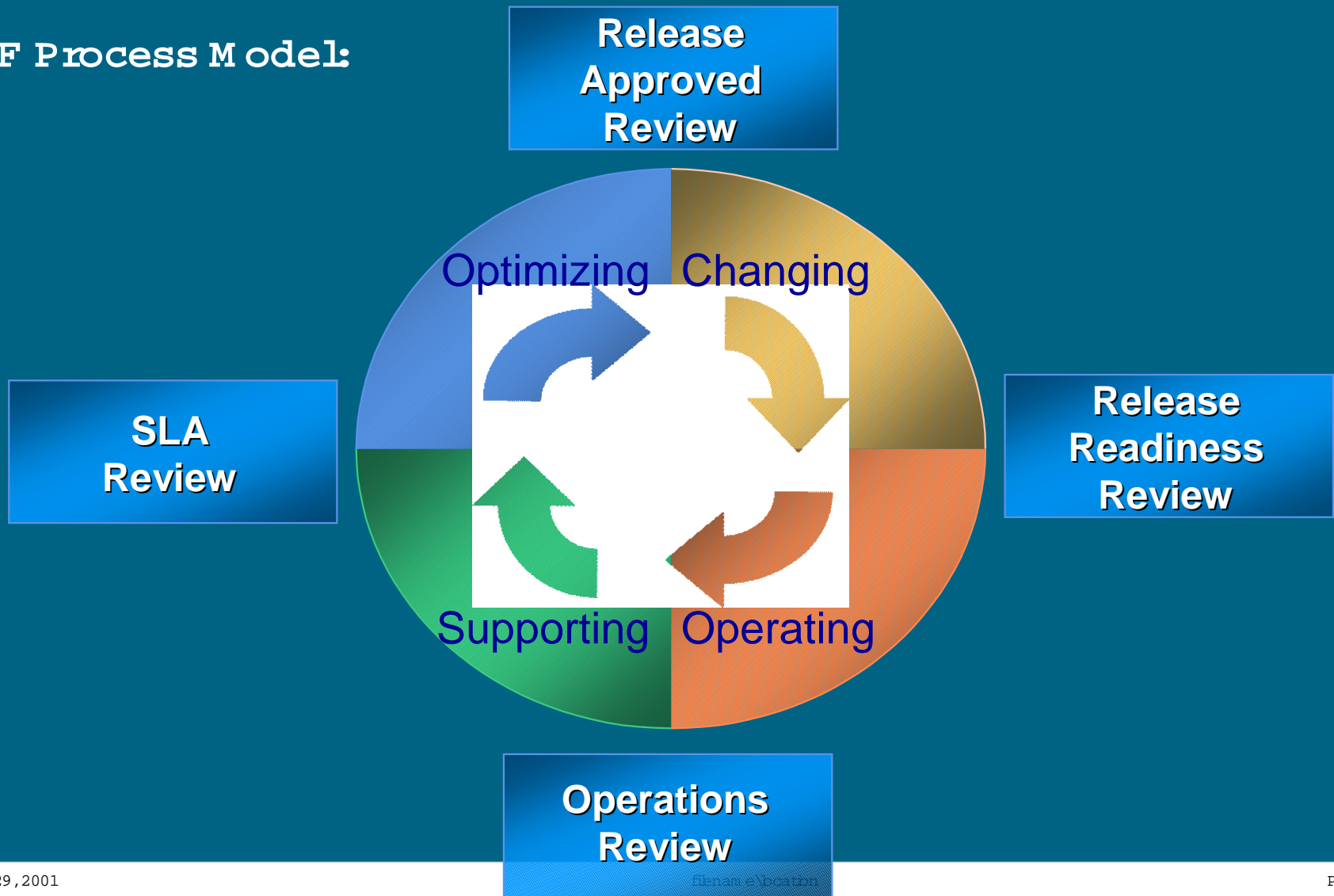
HP OpenView provides the technology to facilitate these processes.

OpenView's suite of tools have always been designed to provide multiple views of the managed environment from many different perspectives. The integrated solution from OpenView provides the means to monitor from the component level right up to the service level. At each of these different strata's the OpenView suite of solutions is designed to deliver the most effective view into the environment.

# Key Activities included in MOF

- Changing
  - Introduce new service solutions, technologies, systems, applications, hardware, and processes.
- Operating
  - Execute day-to-day tasks effectively.
- Supporting
  - Resolve incidents, problems, and inquiries quickly.
- Optimizing
  - Optimize cost, performance, capacity, and availability.

# TOF Process Model:



# CHANGING

hp OpenView Service Desk

Problem Management

Change Management

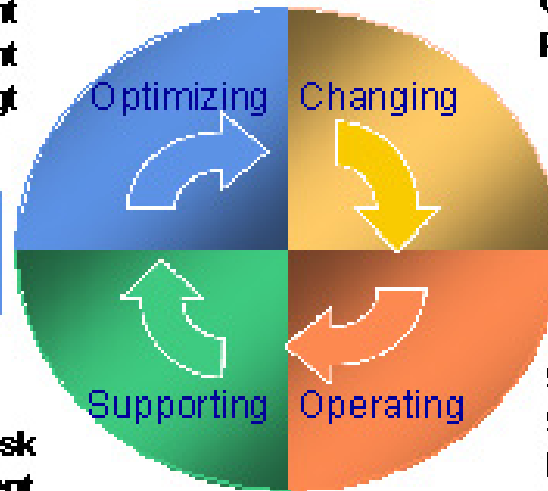
Configuration Management

Service Management

Service Level Management  
Capacity Management  
Availability Management  
Financial Management  
Workforce Management  
Service Continuity Mgt

SLA  
Review

Service Desk  
Incident Management  
Problem Management



Release  
Approved  
Review

Change Management  
Configuration Management  
Release Management

Release  
Readiness  
Review

Security Administration  
System Administration  
Network Administration  
Service Monitoring & Control  
Directory Services  
Administration  
Storage Management  
Job Scheduling  
Print/Output Management

Operations  
Review

# Change Management

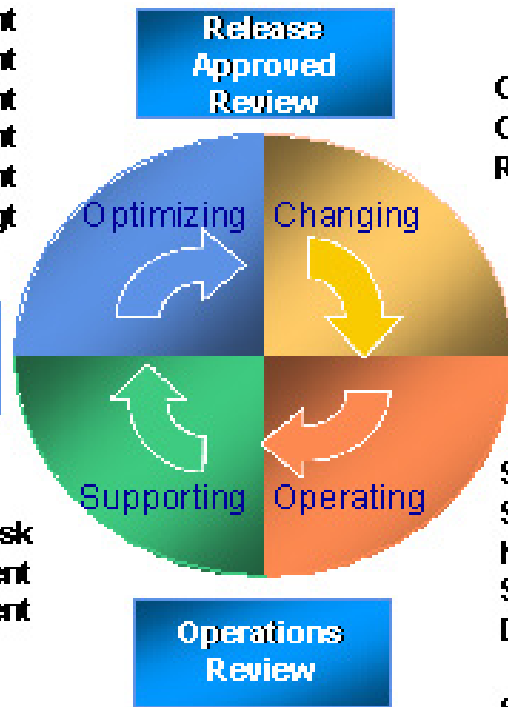
- **What is it?**
  - Standard approach that facilitates efficient & immediate handling of all changes, resulting in the prevention of change related problems.
- **How do you accomplish it through OpenView?**
  - Change Management links the processes of initiating, scheduling, assessing, implementing and evaluating changes to the IT infrastructure.
  - Although Change Management is highly process dependant, OVSDF facilitates these processes.
    - Tracks the change through project plans
    - Generates work orders for the change
    - Ensures that control is maintained over the change (ie. approval)
    - Tracks costs
    - Tracks changes by C.I., by incident, by problem



# Configuration Management

- **What is it?**
  - Identification and recording of all of the components in the infrastructure that need to be managed. These configuration items (C.I.s) are then tracked (incidents, problems, ownership, relationships, etc)
- **How do you accomplish it through OpenView?**
  - HP OpenView Service Desk tracks and controls configuration items (e.g. assets) throughout their lifecycle. In addition to providing information to other processes such as problem and change management, configuration management also includes easy access to information such as service contracts, relationships/dependencies between configuration items and organization-related information.
  - Key to a successful CMDB is an automated method for adding C.I.s to the CMDB. This automated facility is included in OV Service Desk.

Service Level Management  
Capacity Management  
Availability Management  
Financial Management  
Workforce Management  
Service Continuity Mgt



Change Management  
Configuration Management  
Release Management

Security Administration  
System Administration  
Network Administration  
Service Monitoring & Control  
Directory Services  
Administration  
Storage Management  
Job Scheduling  
Print/Output Management

Service Desk  
Incident Management  
Problem Management

# OPERATING

hp OpenView operations/performance (Ops & Perf. monitoring and management from a Service Prospective)

OpenView Smart Plug-Ins

Network Node Mgr

hp OpenView service navigator for hp-ux

hp OpenView internet services

hp OpenView web transaction observer

OmniBack

# System Administration

- **What is it?**
  - The process related to maintaining the business availability and continuity, ensuring data integrity, process automation, and system availability.
- **How do you accomplish it through OpenView?**
  - OpenView provides tools that perform the above functions in both homogeneous (NT) as well as heterogeneous (NT, Unix, etc) environments. These tools allow for the automated discovery of components and services, the automated deployment of templates and policies, the auditing of the environment, monitoring & reporting on the environment, as well as the automated/audited backup and recovery of the environment.

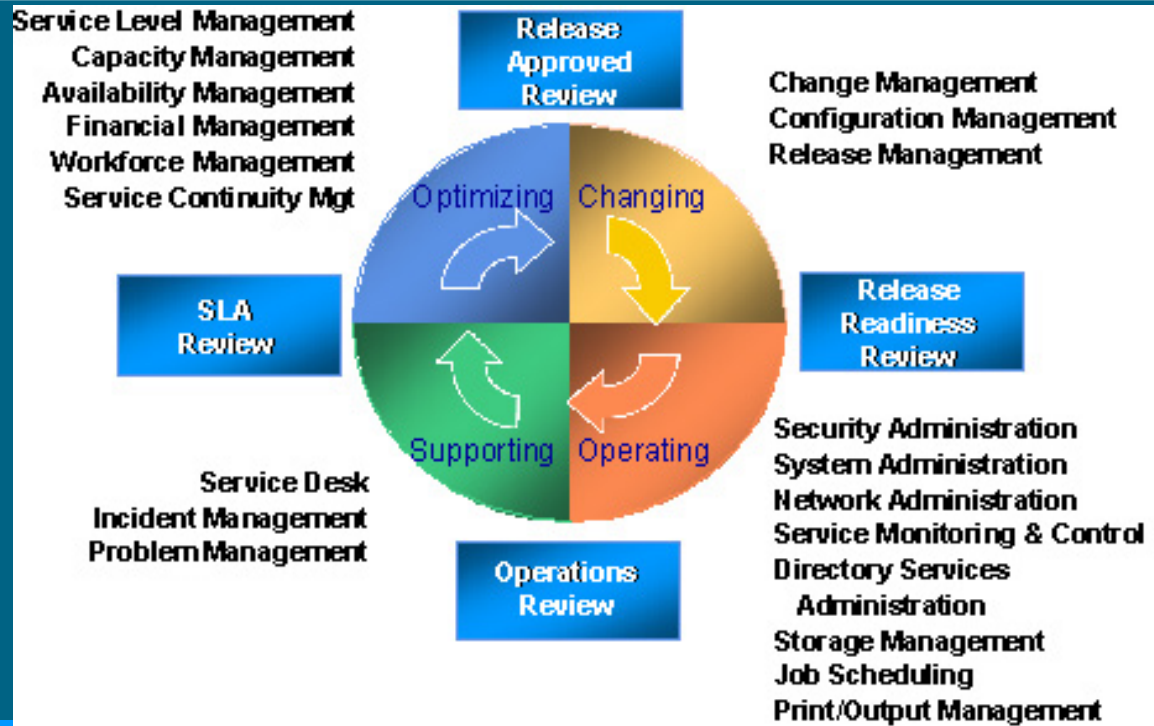
# Monitoring & Measurement

- **What is it?**
  - Gathering and analysis of (near) real time information on the infrastructure, and the associated actions taken to ensure that the levels of service being provided to the customer base is maintained or improved.
- **How do you accomplish it through OpenView?**
  - The OpenView suite of tools provides out of the box' functionality to accomplish this process. The infrastructure can be monitored from the operations, business manager's, and/or support manager's perspective.
  - The tools are fully integrated into the support management environment (Help Desk, Problem Mgt, etc).
  - The tools also provide detailed reports, critical to the success in a service management environment.
  - Additional features in the tools allow for resource provisioning to be

# Network Administration

- **What is it?**
  - Focuses on high availability and reliability of the network to ensure optimum levels of service for current and future customer demands
- **How do you accomplish it through OpenView?**
  - The OV solution provides several solutions that allow for the network to be identified and monitored.
  - These tools feed the Configuration Management database for improved levels of service management.
  - The tools allow for extensive performance testing, monitoring, and management of the network.
  - Services that use the network can be monitored against service level agreements.

# SUPPORTING



hp OpenView Service Desk  
Service Mgt  
Incident Mgt  
Problem Mgt  
Change Mgt  
Configuration Mgt  
Service Mgt

hp OpenView operations/performance  
hp OpenView reporter  
hp OpenView smart plug-ins

# Key Values of hp OpenView Service Desk

- Productivity increases achieved through greater stability of the IT infrastructure.
- Facilitates the alignment of IT Services with the business objectives of the organization.
- Allows IT to move from the service provisioning role to become a valued business entity, identifying and implementing technologies deliver competitive advantage to the organization.
- IT speed and agility in the modification and introduction of new and revised solutions to gain competitive advantage.

# Help Desk

- **What is it?**
  - The single point of contact between the customer base and IT, responsible for restoring the service as quickly as possible.
- **How do you accomplish it through OpenView?**
  - Service Desk provides an environment that, through action templates, rule manager, and smart server actions, facilitates speedy resolution of incidents and service calls.
  - Service management is integrated into the Service Desk solution, therefore call resolution, and restoration of service can be monitored and tracked against the service contract.
  - Escalation of incidents and service calls will happen automatically based upon service management rules.
  - Integration into the management environment allows for automatic logging of incidents, thus speeding up the time to resolution, and minimizing the impact on the customer base.



# Problem Management

- **What is it?**
  - The identification and elimination of errors in the infrastructure to ensure maximum stability of IT services
- **How do you accomplish it through OpenView?**
  - Service Desk provides an environment that, through action templates, rule manager, and smart server actions, facilitates speedy resolution of problems.
  - The integration between the Help Desk function, the Change Management function and the Problem management function enable easy transitions between the different support processes.
  - Of key significance is the ability to relate the problem to configuration items, thus allowing for faulty components to be identified and maintained.
  - Problem management is further enhanced through the use of other OpenView tools that complete the service management offering.

# Storage Management

- **What is it?**
- This process deals with the management of stored data, both on and off site.
- **How do you accomplish it through OpenView?**
  - Although OpenView does not directly handle the management of the stored data, the solution suite does include the facility to create and manage the backup media.
  - OpenView's backup and recovery solutions provide the reliability and data integrity that is required to complete this transition process.

**hp OpenView operations/performance (Operations & Performance monitoring and management from a Service Prospective)**

**hp OpenView smart plug-ins**

**Network Node Mgr**

**hp OpenView internet services**

**hp OpenView web transaction observer**

**hp OpenView Service Desk/ reporter**

**OmniBack**

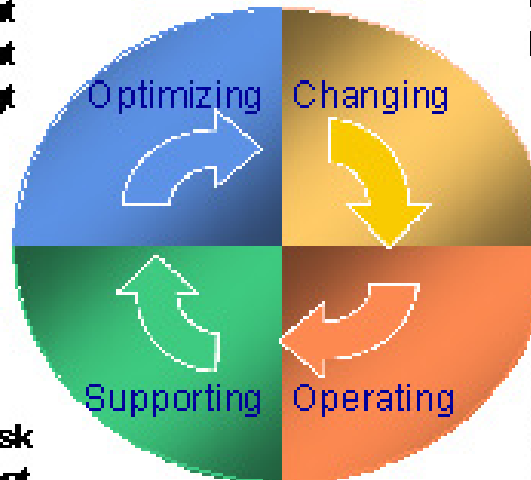
# OPTIMIZING

**Service Level Management  
Capacity Management  
Availability Management  
Financial Management  
Workforce Management  
Service Continuity Mgt**

**Release  
Approved  
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**Change Management  
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Job Scheduling  
Print/Output Management**

# Service Level Management

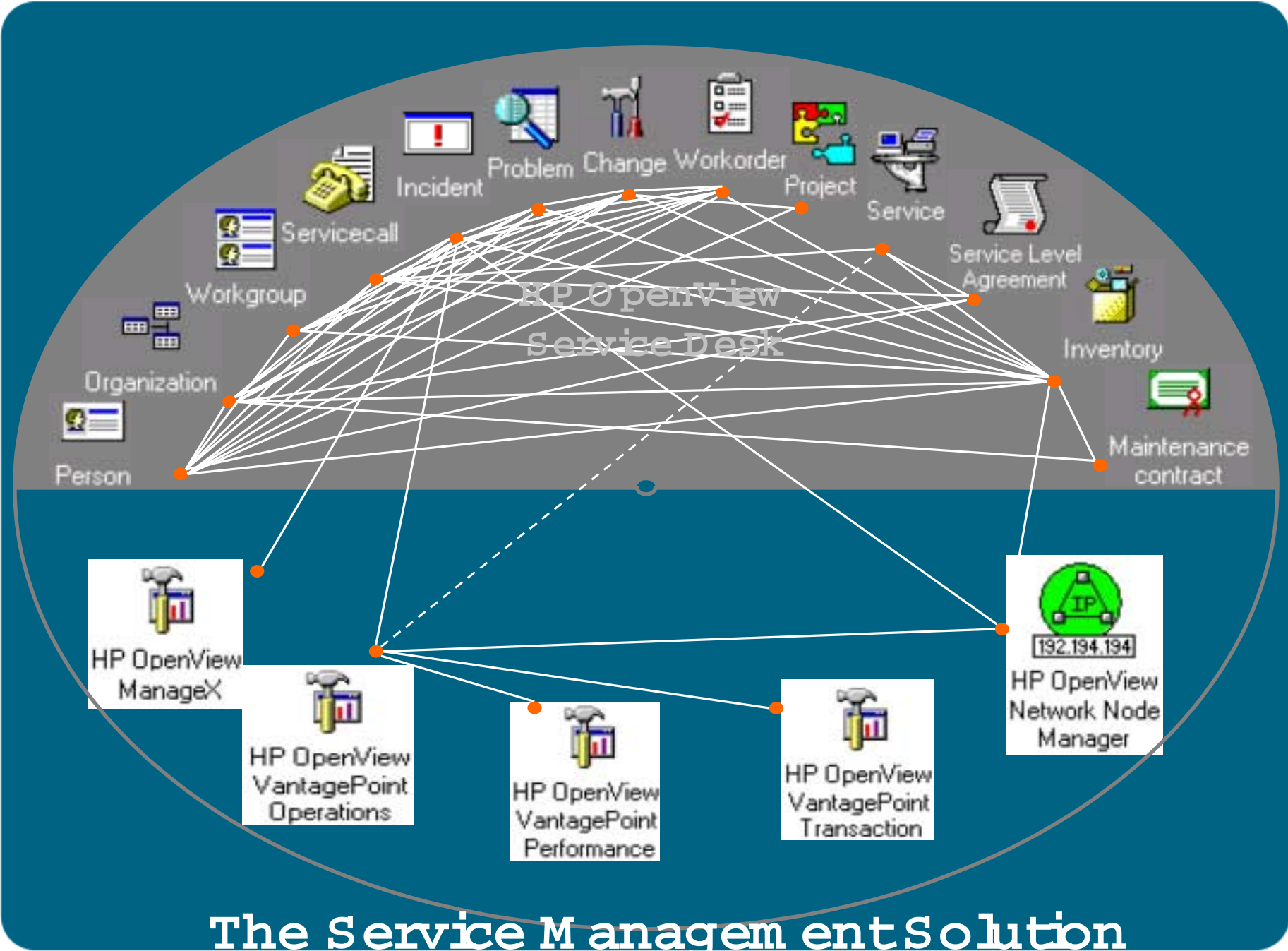
- **What is it?**
  - The ultimate goal of IT!
- **How do you accomplish it through OpenView?**
  - HP OpenView Service Desk offers comprehensive service management capabilities so support organizations can implement configuration, helpdesk, incident, problem and change management processes into a single, seamless workflow. Through this unique level of integration, the entire workflow process is implemented from the work management process, which enables the service desk to operate preventatively. With critical information at their fingertips, support personnel can respond to and resolve problems before they affect vital business services.

# Capacity Management

- **What is it?**
  - The processes of planning, sizing, and controlling service solution capacity such that user demand is satisfied within the performance levels stated in the service level agreement.
- **How do you accomplish it through OpenView?**
  - The OV suite of tools allows for performance data to be collected, threshold alarms generated, trend analysis and capacity modeling to be performed.
  - The threshold alarming feeds directly into the systems and service management solution suites, which in turn feed into the Service Support suite of tools.
  - The capacity management tools are designed around service management, thus provide a service view of the environment.

# Service Continuity Management

- **What is it?**
  - The singular goal of continuity management is to ensure that the customer can use a given service at any time
- **How do you accomplish it through OpenView?**
  - High availability is dependant upon reduction in the number of problems that occur. Trapping those that do prior to them affecting the level of service provided to the customer base. The OV suite of tools, through deployed agents, is able to detect, report, and in a high number of instances resolve incidents before they become a service inhibitor.
  - All incidents are logged into the help desk environment, and associations with the corresponding C.I.s are logged.
  - Incidents that do require manual intervention can usually be dealt with quickly by operations/support staff by accessing knowledge data repositories, and history data bases for guidance.



# The Service Management Solution

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QUESTIONS

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Thank you for your  
time.

