



Be a Thriving Survivor with HP OpenView



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Abstract: Be a Thriving Survivor with HP OpenView



Today's ever changing market requires everyone to create adaptive survival skills to overcome market turbulence. If you've chosen HP OpenView as your management software provider, what needs to happen now to ensure the software meets your business needs today, next year and five years from now? What resources do you have in your survival kit? What HP OpenView resources are available to ensure that you thrive?

Where are you in the software lifecycle?

upgrade

plan



maintain

deploy

HP ITSM Reference Model



Challenge: Successfully manage HP OpenView messages



- Operators are overwhelmed with the number of messages coming into the system.
- Messages in console often refer to problems that have been resolved.
- System events often generate multiple messages.

Solution: Incident Management

- ✓ During Business Planning phase, clearly define the beginning and end of an Incident.
- ✓ Ensure all generated events are events that require action.
- ✓ Use automatic actions to confirm Incident before displaying messages.
- ✓ Set up suppression of duplicate alarms.
- ✓ Clear messages automatically when Incident ends.
- ✓ Develop a process for ownership and acknowledgement of messages by system and network administrators
- ✓ Review messages which were generated but not displayed, to ensure these were correct.

Challenge: Ensure HP OpenView is current with other systems



- Not receiving notifications or reports about new applications.
- Administrators are getting paged during maintenance windows.
- Pages are going out for thresholds that are way too low.

Solution: Change Management

- ✓ Inform HP OpenView Administrators of new applications, changes to existing applications, and standard maintenance as part of standard Change Management process. (Maintenance phase)
- ✓ Create Service Request templates to allow system or application to change monitored thresholds. Automate these changes where possible. (Deployment and Integration phase)

Note:

- Do not make HP OpenView an impediment to change or processes will break down.
- HP OpenView administrators should not be delaying or rejecting changes.
- In some cases, it may be appropriate for HP OpenView administrators to indicate additional work or costs that will be required for a change.



Challenge: Stay current with releases

- Hard to keep up with new HP OpenView releases, patches, and in some cases hotfixes.
- Afraid to apply patches for fear of breaking working systems.

Solution: Release Management

- ✓ Develop a patch strategy based on business needs.
- ✓ Perform acceptance testing, on a test machine, before installing new releases or patches.
- ✓ Create a back-out plan, before upgrades or patches are applied.

Challenge: Keep HP OpenView up and running



- Availability Management
 - Understand the relationship between HP OpenView and its underlying systems and applications.
 - Develop plans to work around routine outages.
- IT Service Continuity Management
 - Let business needs drive the plan for Service Continuity in the event of a major outage.
 - Include testing of plan on a regular basis.

Apply these processes to the Software Lifecycle



- Business Planning:
 - Determining business needs.
 - Plan Incident, Release, Availability, Service Continuity Management strategies.
- Deployment and Integration
 - Build systems based on strategies.
 - Integrate into Change Management.
- Maintenance
 - Refine Incident Management implementation.
 - Apply patches according to Release Management strategy.
 - Regularly test Availability and IT Service Continuity plans.
- Upgrade
 - Refine Release Management strategy.
 - Meet additional business needs with new features.



The **power** of understanding

Resources for your Survival Kit

- Install self-healing software
 - Detects, analyzes, and proactively responds to management software faults in your HP OpenView management environment.
 - Free for software support customers
- Purchase an HP software service offering to supplement your in-house HP OpenView expertise.
 - HP OpenView technical experts provide enhanced reactive, proactive and technical services, transferring HP OpenView knowledge to your in-house personnel.
 - HP OpenView business experts assist you with business planning and providing your input into HP OpenView product planning ensuring products continue to have value in your environment.



“We have juniors on our team but with your engineer's support they have been able to step up and hold this organization together. It has just made the difference and has allowed us to provide the best service to our customers and clientele.”

Financial Services Firm



More resources for your Survival Kit

- Visit Online Software Support
www.openview.hp.com/services
 - Problem-specific knowledge database with advanced search options
 - Electronic case creation
 - Auto-discovery of installed software
 - License history reporting
 - Download software updates, download self-healing software
 - Information on available software services
- Join Customer Connection
www.hp.com/go/swcustomerconnection
 - Free membership program providing technical software training, tools, and direct communication from HP Software staff.
- Join the OpenView Forum Users Group
<http://www.ovforum.org>
 - User community with discussion forms; local chapter meetings; free

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