HP OpenView Self-Healing Services: Reducing Maintenance Time and Cost for Enterprise Management Applications

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Abstract

Rapid detection and resolution of enterprise management application issues is a crucial success factor for IT centers. As an integral component of Management for the Adaptive Enterprise, HP OpenView Self-Healing Services can automatically detect management software faults and promptly recommend courses of action for fault resolution. In this presentation, the HP OpenView Self-Healing technology set is discussed in detail, including key benefits and features, how it can be used effectively in customer environments, how it works, and future directions.

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Overview

- HP has delivered a unique set of technologies and services for detecting, analyzing, and proactively responding to management software faults in the customer environment

- These services are free for standard support customers

- HP OpenView Self-Healing technologies consist of a collection of software run both at HP and the customer site to detect, collect, analyze, and report on HP OpenView management software faults

- HP OpenView Self-Healing services engage customers with automatic notification when faults occur, facilitate customer access to fault analysis information, and allow customers to request additional support assistance for a fault if desired
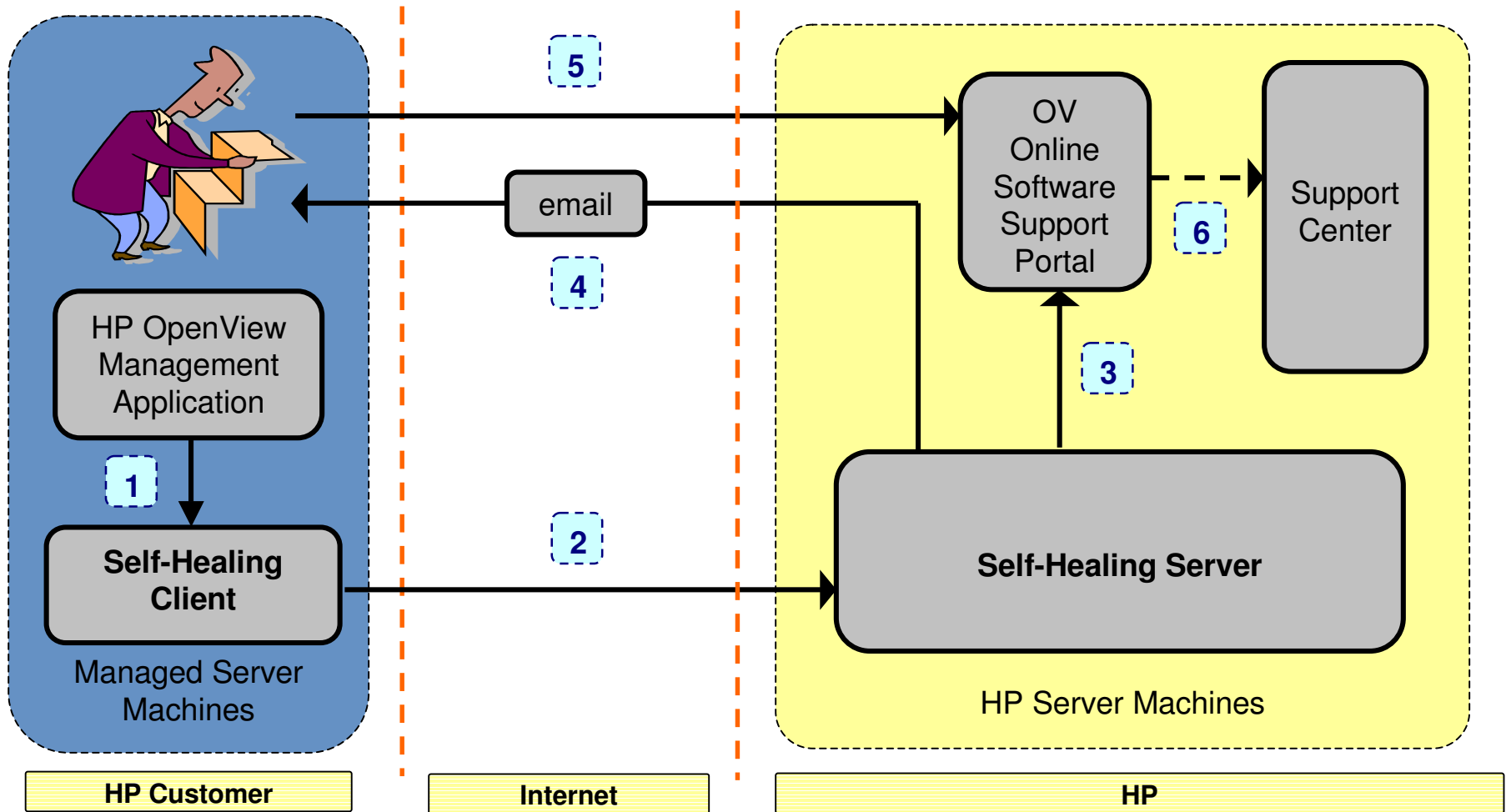
HP OpenView Self-Healing
Services & Technologies

Process Steps

- The process starts when an HP OpenView management software fault is automatically detected on a customer system

- Next, the fault information is securely sent to HP for analysis

- When the analysis is complete, an analysis report is posted to the HP OV Software Support Online portal in a private, protected area

- The customer is then notified that the analysis report is ready for viewing

- A web link on the analysis report allows the customer to request additional support assistance if desired

Process Flow

HP OpenView Self-Healing Services Processing At The Customer Site

- The Self-Healing client automatically detects faults by monitoring the error logs of the management software

- The Self-Healing client triggers signed data collection software to gather troubleshooting data from the system

- The Self-Healing gateway client sends the collected data to HP in encrypted HTTP format via the ISEE data transport infrastructure

- Data that is gathered and sent to HP is controlled by configurable customer policy settings

- A set of Self-Healing clients can be automatically installed and configured across a customer's infrastructure
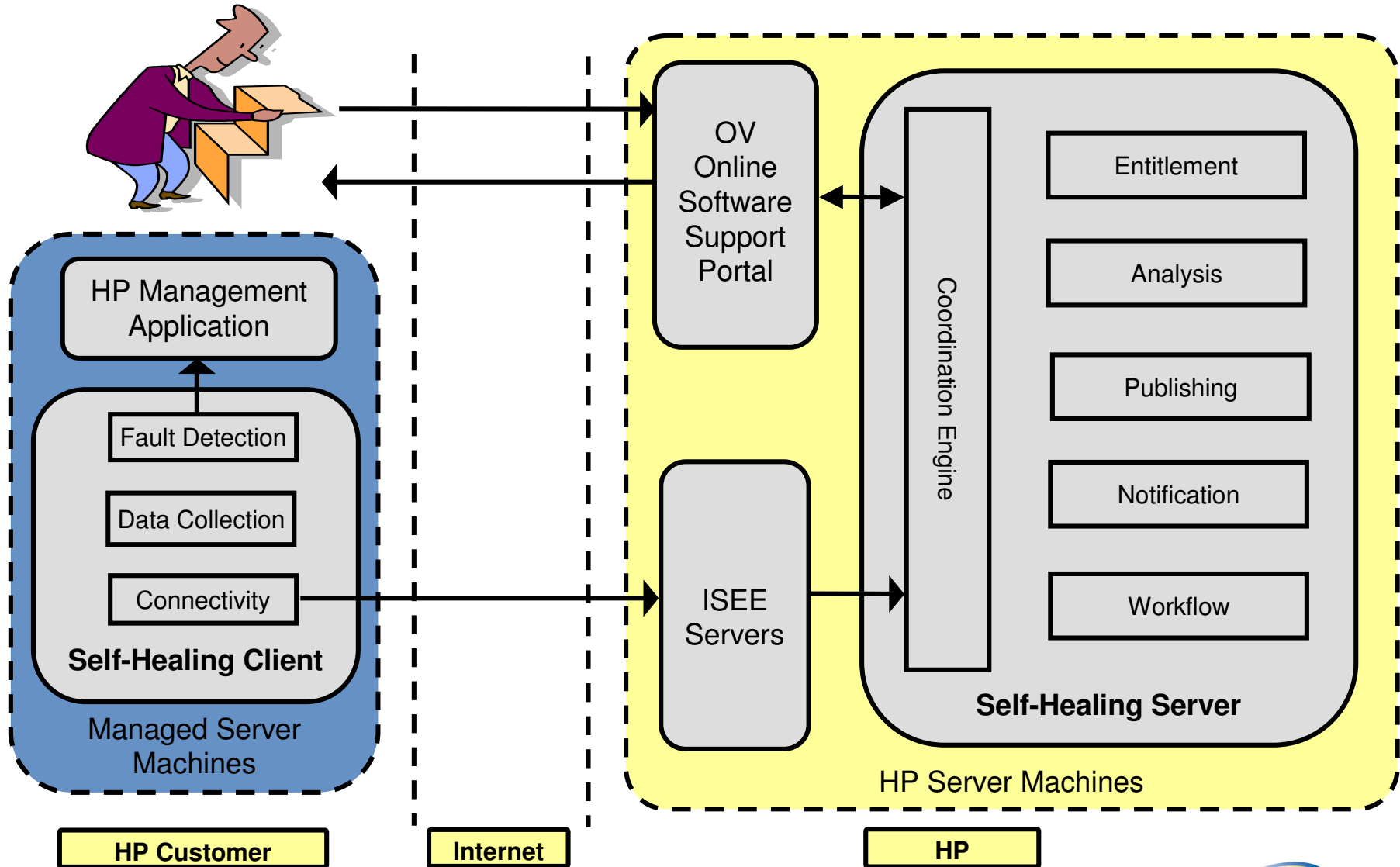
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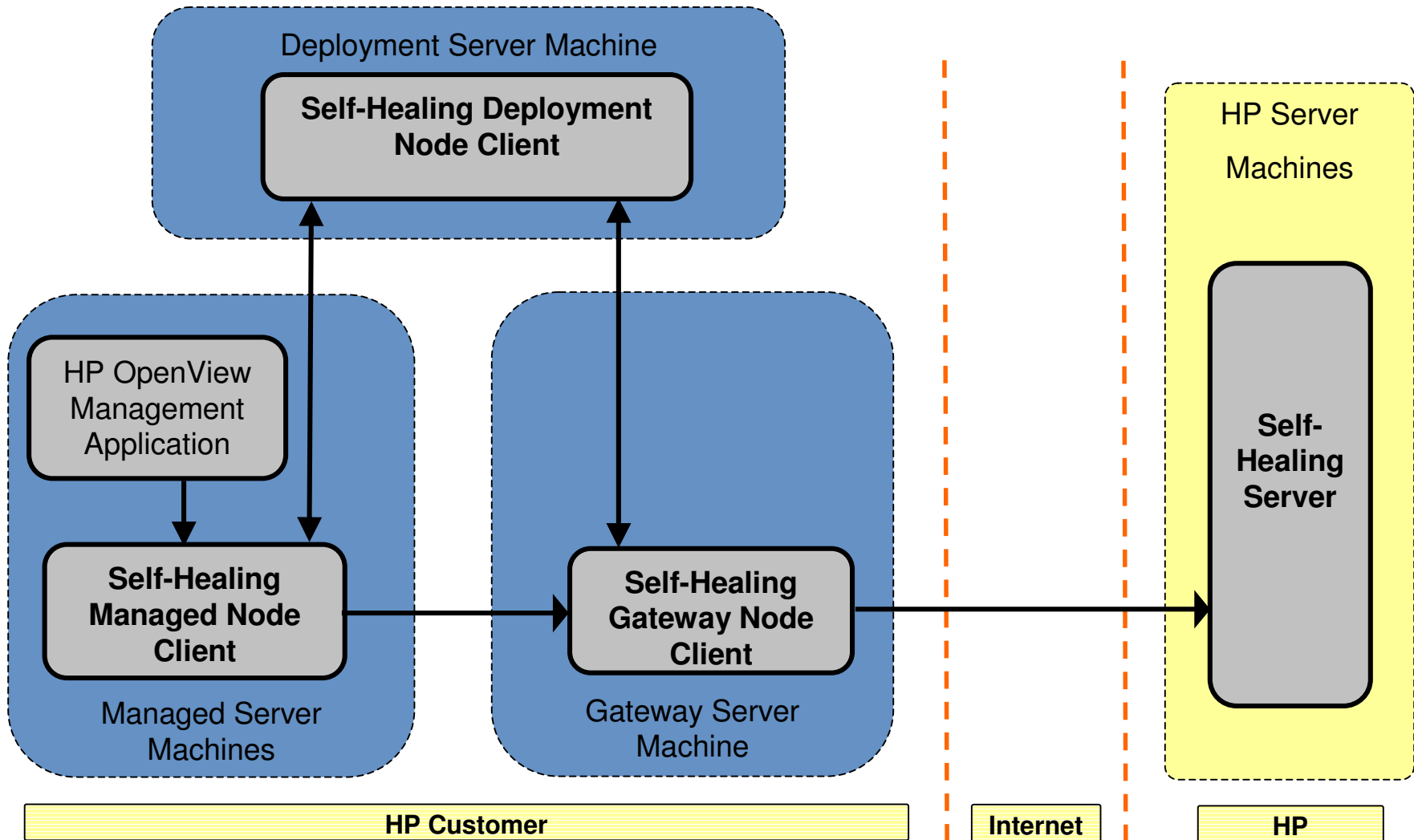
HP OpenView Self-Healing Services Processing At HP

- When the fault data is received at HP, an entitlement system first verifies the data

- Next, an analysis engine uses the fault data along with HP support knowledgebases and patch information to determine potential causes, troubleshooting hints, and solutions

- A publishing system then uses the analysis results to build an analysis report on the HP OV Online Software Support portal

- Once the analysis report is available for viewing, a notification system sends an email notification to the registered customer contact

- A web link on the analysis report permits the customer to additionally submit a standard support case for the fault in order to quickly engage support engineers if needed

Conceptual Architecture

Managed Server Machines (Self-Healing Client):
- HP Management Application
- Fault Detection
- Data Collection
- Connectivity

HP Server Machines:
- OV Online Software Support Portal
- ISEE Servers
- Coordination Engine
- Self-Healing Server:
  - Entitlement
  - Analysis
  - Publishing
  - Notification
  - Workflow

HP Customer | Internet | HP

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HP OpenView Self-Healing
Services: Business Advantages

Improving Fault Resolution Speed Automatically

Potential Solutions Delivered Within Moments of Problem Detection

- Fault information is quickly and completely analyzed, so customers can spend less time manually searching for solutions

- Customers are quickly notified of potential solutions – typical processing between fault detection and email notification occurs within 5 minutes, and can occur in as little as 2 minutes

Improving Assisted Fault Resolution Speed

Simple & Fast Support Case Initiation

- Customers can submit support cases quickly and easily

- HP support engineers can begin working on the problem immediately

- The first interaction that the customer has with HP can be about a solution, and less details about the problem need to be discussed initially

Freeing Customers From Time-Consuming & Mundane Troubleshooting Tasks

Real-Time Fault Detection & Data Collection

- Problems are detected automatically, minimizing direct monitoring of the management software by the customer

- Data needed for troubleshooting is gathered automatically, so the customer does not need to manually gather the data or worry about getting it to HP

- Fault data is collected at the time the problem occurs, reducing issues caused by troubleshooting with stale data

Increasing Product Quality

- Self-Healing fault and resolution data can be used by HP R&D to continuously drive extra quality into the management applications

HP OpenView Self-Healing
Services: Future Plans

Moving Forward

- Integration with More Applications – Other HP management applications will be integrated with Self-Healing

- Integration with Support Partners – Bringing Self-Healing to support partner environments will help better serve the unique needs of indirect customers

- Advanced Intelligent Analysis – Artificial Intelligence techniques and technologies will be applied to yield precise analysis results

- Integration with Local Support Desks – The Self-Healing client will be able to analyze faults locally and supply fault and analysis data to a customer's support case management system

On The Horizon

- Taking Action in the Customer Environment – Customers will be able to create rules that allow Self-Healing clients to take customized action when management software faults occur

- Enabling Value-Added Services - The Self-Healing framework will establish a foundation for additional value added services, such as asset management services, proactive notification services, and personalized services

- Preventing Problems Before They Occur – Self-Healing predictive services will be able to monitor customer environments in order to make recommendations that could prevent potential problems

- Engagement with Next Generation Management Platforms – Self-Healing plays a key role in the management layer of the HP Adaptive Enterprise strategy

HP OpenView Self-Healing
Services In Action

Get HP OpenView Self-Healing Services at your Site

- For more information on HP OpenView Self-Healing Services, please contact your local HP reseller or HP sales office, or visit **http://support.openview.hp.com/self_healing.jsp** on the HP OV Online Software Support portal.

- The Self-Healing client runs as a background process and consumes minimal system resources; it also manages itself by monitoring its own fault status. Download it from OV Online, then perform the basic installation and configuration steps to get started.

- The Self-Healing client works out-of-the-box for current versions of OVO, NNM, and ServiceDesk - supported operating systems include later versioned HP-UX, Sun Solaris, and Windows systems. Limited support of additional management software products and SPIs is also available.

Thank You For Your Interest In HP OpenView Self-Healing Services!

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