

HP Operations Orchestration Software

Software Version: 7.60

Use Cases for Integrations with HP Applications

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Trademark Notices

For information on open-source and third-party software acknowledgements, see in the documentation set for this release, Open-Source and Third-Party Software Acknowledgements (3rdPartyOpenNotices.pdf).

On the Web: Finding OO support and documentation

There are two Web sites where you can find support and documentation, including updates to OO Help systems, guides, and tutorials:

- The OO Support site
- BSA Essentials Network

Support

Documentation enhancements are a continual project at Hewlett-Packard Software. You can obtain or update the HP OO documentation set and tutorials at any time from the HP Software Product Manuals Web site. You will need an HP Passport to log in to the Web site.

To obtain HP OO documentation and tutorials

1. Go to the HP Software Product Manuals Web site (<http://support.openview.hp.com/selfsolve/manuals>).
2. Log in with your HP Passport user name and password.

OR

If you do not have an HP Passport, click **New users – please register** to create an HP Passport, then return to this page and log in.

If you need help getting an HP Passport, see your HP OO contact.

3. In the **Product** list box, scroll down to and select **Operations Orchestration**.
4. In the **Product Version** list, click the version of the manuals that you're interested in.
5. In the **Operating System** list, click the relevant operating system.
6. Click the **Search** button.
7. In the **Results** list, click the link for the file that you want.

BSA Essentials Network

For support information, including patches, troubleshooting aids, support contract management, product manuals and more, visit the following site: <http://www.hp.com/go/bsaessentialsnetwork>

This is the **BSA Essentials Network** Web page. To sign in:

1. Click **Login Now**.
2. On the **HP Passport sign-in** page, enter your HP Passport user ID and password and then click **Sign-in**.
3. If you do not already have an HP Passport account, do the following:
 - a. On the **HP Passport sign-in** page, click **New user registration**.
 - b. On the **HP Passport new user registration** page, enter the required information and then click **Continue**.
 - c. On the confirmation page that opens, check your information and then click **Register**.
 - d. On the **Terms of Service** page, read the Terms of use and legal restrictions, select the **Agree** button, and then click **Submit**.

4. On the **BSA Essentials Network** page, click **Operations Orchestration Community**.
The Operations Orchestration Community page contains links to announcements, discussions, downloads, documentation, help, and support.

Note: Contact your OO contact if you have any difficulties with this process.

In OO: How to find Help, PDFs, and tutorials

The HP Operations Orchestration software (HP OO) documentation set is made up of the following:

- Help for Central
Central Help provides information to the following:
 - Finding and running flows
 - For HP OO administrators, configuring the functioning of HP OO
 - Generating and viewing the information available from the outcomes of flow runsThe Central Help system is also available as a PDF document in the HP OO home directory, in the \Central\docs subdirectory.
- Help for Studio
Studio Help instructs flow authors at varying levels of programming ability.
The Studio Help system is also available as a PDF document in the HP OO home directory, in the \Studio\docs subdirectory.
- Animated tutorials for Central and Studio
HP OO tutorials can each be completed in less than half an hour and provide basic instruction on the following:
 - In Central, finding, running, and viewing information from flows
 - In Studio, modifying flowsThe tutorials are available in the Central and Studio subdirectories of the HP OO home directory.
- Self-documentation for operations and flows in the Accelerator Packs and ITIL folders
Self-documentation is available in the descriptions of the operations and steps that are included in the flows.

Table of Contents

Warranty	ii
Restricted Rights Legend	ii
Trademark Notices	ii
On the Web: Finding OO support and documentation.....	iii
Support	iii
BSA Essentials Network	iii
In OO: How to find Help, PDFs, and tutorials.....	iv
Use Cases for OO 7.60 HP Integrations.....	1
Network Node Manager 8.0 (NNM)	1
Operations Manager 8 (OMU/OMW).....	1
Service Manager 7 (SM).....	1
Universal CMDB (UCMDB)	1
Storage Essentials (SE)	1
Mixed Use Cases	2
Incident Management	2
Change Management/Business Service Provisioning.....	2
Service Aware Orchestration/Patch Service.....	2

Use Cases for OO 7.60 HP Integrations

Network Node Manager 8.0 (NNM)

1. To enhance the NNM problem resolution capabilities. A specific alert/event gets found by OM and reported to an operations person on the console. The operator then has the option of running a flow to resolve that problem.
2. Basically number 1, however the resolution being accomplished automatically.
3. Use node information from NNM to populate OO with information about these nodes and also node lists. This allows flows to dynamically change based on devices and statuses.

Operations Manager 8 (OMU/OMW)

1. To enhance the OM problem resolution capabilities. A specific alert/event gets found by OM and reported to an operations person on the console. The operator then has the option of running a flow to resolve that problem.
2. Basically number 1, however the resolution being accomplished automatically.
3. Provide atomic configuration and status operations to PAS for Operations Manager configuration and administration. This allows administrators to use flows to automatically change or deploy monitoring to new and existing systems. Also devices can be put into "maintenance" mode.
4. Use node information from OM to populate OO with information about these nodes and also node lists. This allows flows to dynamically change based on devices and statuses.

Service Manager 7 (SM)

1. Create/Update/Close tickets (incident/change/problem) from within a workflow. This allows a workflow to create, update, and close or escalate tickets based on the flow. With this everything that the flow does or finds can be populated into the tickets.
2. Verify that a change ticket is approved before allowing a change to be made.

Universal CMDB (UCMDB)

1. Given the name of an Application, perform some action on specific CIs in the application. This gives administrators workflows that can act based on how an application is deployed. For example, the Service Aware Orchestration/Patch Service in Mixed Use Cases.
2. Given the name/id of a CI, find out what Applications it is a part of. This allows administrators the ability to create smart flows that know about applications. For example, if a given server is set to have a change made to this server, the flow can validate what applications that server is a part of and make sure that there are other servers available to service the application while this one is down.

Storage Essentials (SE)

1. Storage Change process automation
 - a. Create change ticket and wait for approval.

- b. Once approved add/remove server HBA to the access control list of the volume.
 - c. Update change ticket.
 - d. Refresh the SE materialized views.
 - e. Prompt UCMDB to refresh its SRM state Information.
 - f. Close change ticket.
2. Storage Provisioning
 - a. Prompt for Server and HBA storage client and capacity.
 - b. Display all the storage arrays accessible to client.
 - c. Prompt user for array.
 - d. Seek and wait for storage admin approval.
 - e. Provision new storage volumes.
 - f. Create new HSG if necessary.
 - g. Create a san zone and activate.

Mixed Use Cases

Incident Management

1. Unauthorized change detected by NA and reported to NNM.
2. Context-Sensitive run book launched to remediate network fault from NNM console.
3. OO automatically acknowledges event and runs runbook
4. OO automatically opens trouble ticket and updates NNM.
5. OO calls NA to perform a remediation to rollback change.
6. OO validates success, closes ticket and incident.

Change Management/Business Service Provisioning

1. Ticket opened in Service Manager.
2. SM launches OO flow to perform change once approved.
3. OO coordinates change across devices/teams:
 - a. Client
 - b. Server
 - c. Network
 - d. Storage
 - e. Monitoring
4. Update SM ticket with all pertinent data from the provisioning and closes ticket.

Service Aware Orchestration/Patch Service

1. Ticket opened in Service Manager.
2. SM launches OO flow to perform change once approved.
3. OO validates change is approved.

4. Queries UCMDB for list of devices for a given service.
5. Coordinates patch of devices while maintaining the application's status via:
 - a. Client
 - b. Server
 - c. Network
6. Updates and closes change ticket.