

# HP Business Service Management

For the Windows, Linux operating systems

Software Version: 9.22

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## BSM - Release Control Integration Guide

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# BSM - Release Control Integration Overview

The integration between Business Service Management (BSM) and HP Release Control provides the following capabilities:

## HP Release Control Data Sent to Service Health

Change requests are managed by HP Release Control. After you set up this integration, you can view details on change requests and actual changes for Configuration Items (CIs), using the Service Health 360° page and Changes and Incidents component.

- BSM receives data from HP Release Control about the number of planned changes, number of actual changes, and number of latent changes using the RCKpiActualChangeAdapter, RCKpiLatentChangeAdapter, and RCKpiPlannedChangeAdapter. These are displayed in the Service Health 360° page using KPIs, which show the number of planned, actual, and latent changes for a CI, during the last 24 hours.
- BSM receives detailed data about change requests and actual changes from HP Release Control using the RcChangeAdapter. By default, this information data is displayed in Service Health for the previous week. You can modify this setting to previous week, day, or hour (up to the current time) using the Service Health component filter.

For details, see 360° View and Changes and Incidents Component in the *BSM User Guide*.

This integration is item 244 in the Integrations Catalog (<http://support.openview.hp.com/sc/solutions/integrations.jsp?intid=244>).

## Service Health Data Sent to HP Release Control

You can view any of the Key Performance Indicators (KPIs) assigned to the selected CI in Release Control in the Director module by clicking the KPI button. For details, see HP Release Control documentation.

HP Release Control receives information about federated KPIs (for example System Availability or System Performance) using the BACKPIsAdapter provided by BSM.

# How to Integrate BSM With Release Control - Workflow

Run-time Service Model (RTSM) is the BSM operational storage and stores only CIs that are relevant to BSM operational use cases. It does not support a direct integration with HP Release Control.

To integrate BSM with HP Release Control:

1. Install an external CMDB. For details, see *Integrating Multiple CMDBs in the Data Flow Management Guide*.
2. Configure the topology synchronization between the CMDB and RTSM. This combination will serve as a CMS. For details, see *Topology Synchronization in the BSM Application Administration Guide*.
3. Configure the integration between the CMDB and HP Release Control. For details, see "Configuring HP Universal CMDB" in the *HP Release Control Deployment Guide*.
4. To display HP Release Control information in BSM Service Health and BSM information in HP Release Control, you must configure the relevant Adapters (RCKpiActualChangeAdapter, RCKpiLatentChangeAdapter, RCKpiPlannedChangeAdapter, and RcChangeAdapter). For details on configuring the Adapters, see "How to Configure KPIs as Federated in HP Business Availability Center 8.x or Business Service Management 9.x" in the *HP Release Control User Guide*.
5. To correctly integrate RC Change Requests into the Changes and Incidents tab in Service Health, perform the following:
  - a. Navigate to the Adapter Management page. In the Resources pane, select **RcChangeAdapter > Configuration Files > convertFields.properties**.
  - b. Append the following line to the end of the file: **urgency=urgency**
  - c. Create a new properties file called **RcChangeAdapter/urgency.properties** and add the following lines:

```
# File format:

# RC urgency value=uCMDB urgency value

Critical=1_critical

High=2_high

Normal=3_average

Low=4_low

#UNKNOWN= there is no available value in uCMDB: 'it_process_
```

```
urgency_enum'
```

- d. Save the file.

**Note:** If BSM and RC are in different domains, and you are using Internet Explorer as your browser, you may need to add the domains to the list of allowed domains in the Privacy tab (**Internet Options > Privacy > Sites**).