

# Service Manager Software Integration with HP Operations Orchestration

Software Version: SM 9.3x, OO 10.01

## Release Notes

Document Release Date: August 2013

Software Release Date: August 2013



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## Overview

HP Operations Orchestration (OO) software automates simple tasks, such as auto archiving, and complex tasks, such as disaster recovery planning. It provides the means to automate processes that include managing and provisioning a virtual infrastructure. The OO flows communicate and document procedures, decreasing dependencies on individuals or groups.

When integrated with Service Manager, OO shares information between monitoring and automation systems and the help desk. Web client users have access to OO flows from Knowledge Management, where they can view, add, update, or delete OO flows. Incident Management processes are enhanced by linking Knowledge documents with OO flows, and automated deployment of changes can be implemented by linking OO flows to change records.

## What's New

OO-SM Content Installer supports OO 10.01 and Service Manager 9.3x

- Remove subcategory field mandatory from Create Change Operation for Service Manager 9.32 allow the empty value

## Installing Service Manager 9.3x Integration with OO

Refer to the HP Service Manager Integration documentation for more information.

## Integration Updates

The Service Manager integration with HP OO now supports Service Manager 9.3x.