



HP Operations Dashboard Obsolescence Announcement Frequently Asked Questions

On March 1, 2009, HP announced the end of sale date and end of support dates for HP Operations Dashboard. This includes the following product lines - HP Dashboard Ops View Server, HP Dashboard Server, and HP Ops Dashboard RHV Server Software. This document provides you with answers to frequently asked questions regarding this announcement.

Support for customers of the HP Operations Dashboard Software product will continue through July 31, 2011.

Product related questions

Question When is HP discontinuing HP Operations Dashboard product?

Answer Effective March 1, 2009, HP is discontinuing HP Operations Dashboard Software. Current customers may continue to purchase additional copies of the HP Operations Dashboard Software product through April 30, 2009. As of this date, the product will be removed from HP's Corporate Price List and will no longer be orderable.

Question Why is HP discontinuing HP Operations Dashboard Software product?

Answer As HP continues to deliver on its strategy to maximize the value and integrations across the Business Service Management portfolio (HP Business Availability Center, HP Operations Center, and HP Network Management Center), it is clear there are some ongoing overlaps in the HP dashboard offerings. Today, this means that no dashboard can give a complete view across the breadth of the HP Business Service Management portfolio.

HP has already invested in extending the HP Business Availability Center Dashboard, and will continue to evolve this into a Business Service Management Dashboard, to provide better coverage and views across our Business Service Management product offerings.

As such HP has decided to discontinue the HP Operations Dashboard.

Support for HP Operations Dashboard Software product will continue through July 31, 2011.

Question What product numbers are affected by this discontinuance?

Answer Please refer to Appendix B of the customer letter for the complete list of products affected by this discontinuance.

Question When is the last date I can order HP Operations Dashboard Software?

Answer The HP Operations Dashboard Software product will continue to be available for purchase until April 30, 2009. After that date you will no longer be able to purchase additional copies of the product.

Question Can I still purchase additional licenses for versions of HP Operations Dashboard Software that are no longer covered by full support or maintenance support? If yes, how?

Answer No additional licenses can be purchased after April 30, 2009.

Question What version of HP Operations Dashboard Software is currently available and what upgrade plans do you have for the product, if any?

Answer The latest version of HP Operations Dashboard Software is v2.1 and was released on Nov 1, 2005..

Question Whom can I contact if I have more questions with regards to this product discontinuance?

Answer You have several options available to you:

- Contact your local HP sales representative or your local HP software business partner:
h20229.www2.hp.com/buy/index.html
- Web Self Solve:
www.hp.com/go/hpssoftwaresupport/
- HP Technical Support:
www.hp.com/go/hpssoftwaresupport/casemanager/submitcase

Question Is HP offering a migration program? What can I do for my dashboard needs?

Answer There is no product migration or entitlement as a part of the HP Operations Dashboard discontinuance.

HP's ongoing Dashboard strategy is focused around building a best in class Business Service Management Dashboard (both operational and executive level). This Business Service Management Dashboard is essentially a free component when customers purchase HP Business Availability Center or HP Operations Manager i.

To help in the technical migration, HP will provide a support pack release for Operations Dashboard. This support pack will allow you to use some of the portlets from Operations Dashboard, within the Business Service Management Dashboard. Please note that the support life of these portlets is same as the Operations Dashboard support life, the support pack is being provided to help customers in their technical migrations.

Question Why is a migration or entitlement not offered to the new Business Service Management Dashboard?

Answer The new Business Service Management Dashboard is not a separate product license; it is a capability that is provided for free when you deploy any HP Business Availability Center or HP Operations Manager i product. So there is no like-for-like product replacement. HP is essentially moving away from a strategy of charging for a separate Dashboard, to including a more tightly integrated dashboard with other products.

Question What are the options available to me at this point?

- Answer
- Support customers can continue to use the existing HP Operations Dashboard – no immediate moves are necessary
 - If you already use HP Business Availability Center, you could re-use the existing Operations Dashboard Portlets with MyBSM (see question below). Over time they will get access to native HP Operations Manager i and HP Network Node Manager i portlets and data in this dashboard.
 - If you are making HP Operations Manager i investments, you will get CMDB and event based health models, new HP Operations Manager i specific portlets, plus the ability to re-use these Portlets inside of MyBSM.
 - HP will make ongoing investments in the Business Service Management Dashboard adding in additional content from across the Business Service Management Portfolio.

Question What is MyBSM?

Answer MyBSM is a portal based dashboard environment that is provided with the Business Availability Center or Operations Manager i applications. The MyBSM Portal is used to provide a collection of portal pages and portlets that display information relevant to a users specific business task. This involves bringing together views from various underlying products and related information in order to get an overall picture of the relevant information

Question Can I reuse the existing Operations Dashboard portlets in MyBSM?

Answer Yes, a patch for HP Operations Dashboard will be released that will support the Operations Dashboard portlets in MyBSM. However, this patch will only be supported until the end of support date of the HP Operations Dashboard product.

Question Can I see data from other (non Business Service Management) HP Products in the Business Service Management Dashboard?

Answer The HP Business Availability Center Dashboard already includes data from recent changes (via CMDB), planned changes (from HP Release Control) and incident details (from HP Service Manager). In addition, the HP Operations Manager i release and next HP Network Node Manager i release will provide even more portlets/data to the Business Service Management Dashboard. HP will continue to work across the portfolio to extend dashboard visibility.

Support contract related questions

Question What is the end of support date?

Answer The End of Support date is July 31, 2011. As of this date all customer support activities will cease, this includes:

- Telephone support
- Security Rule updates
- Product upgrades

Question Are there any other key dates I need to be aware of?

Answer Please see Customer Letter page 1 for key dates.

Question What are my discontinuance options?

Answer Customers have the option to continue using HP Operations Dashboard Software. HP will stop providing Support for this product on July 31, 2011. Customers are encouraged to begin reviewing their business requirements for HP Operations Dashboard. Customers are also encouraged to contact their local HP sales

representative or HP software business partner for help in determining options that meet your business needs.

Question	How does this affect my HP Operations Dashboard support contract?
Answer	Upon the End of Support date of HP Operations Dashboard, your support contract will automatically be terminated. Support will no longer be available after this date.
Question	Can I get a support contract for technical support only, without having to pay for upgrades?
Answer	No, support contracts include both technical support and software updates.
Question	Should there be a defect with a version of HP Operations Dashboard product for which no defect fixing is done anymore, can I pay for a fix to be implemented on my request?
Answer	HP may choose at its discretion to offer support fixes depending on the business case and available resources.
Question	If I am using the Operations Dashboard support pack to make Portlets available within the Business Service Management Dashboard, can I continue my existing support contracts until they expire?
Answer	Yes, the Operations Dashboard support pack can be used and will be supported by HP until July 31, 2011.
Question	When I start to use the Business Service Management Dashboard product, can I expect the same support pricing compared to HP Operations Dashboard version 2.1?
Answer	The Business Service Management Dashboard product does not have a separate LTU. The support for the dashboard functionality is a part of the underlying product you are using.

Please refer to Appendix B in the Customer Letter for a complete list of the products that will be obsoleted as a part of this announcement.

For more information

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www.hp.com/go/hpssoftwaresupport/support-lifecycle

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