

# HP Business Service Management

For the Windows, Linux operating systems

Software Version: 9.23

## BSM - Release Control Integration Guide

Document Release Date: December 2013

Software Release Date: December 2013



## Legal Notices

### Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

### Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

### Copyright Notice

© Copyright 2005-2013 Hewlett-Packard Development Company, L.P.

### Trademark Notices

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.

AMD and the AMD Arrow symbol are trademarks of Advanced Micro Devices, Inc.

Google™ and Google Maps™ are trademarks of Google Inc.

Intel®, Itanium®, Pentium®, and Intel® Xeon® are trademarks of Intel Corporation in the U.S. and other countries.

iPod is a trademark of Apple Computer, Inc.

Java is a registered trademark of Oracle and/or its affiliates.

Microsoft®, Windows®, Windows NT®, Windows® XP, and Windows Vista® are U.S. registered trademarks of Microsoft Corporation.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates.

UNIX® is a registered trademark of The Open Group.

### Acknowledgements

This product includes software developed by the Apache Software Foundation ([www.apache.org](http://www.apache.org)).

This product includes software developed by the JDOM Project ([www.jdom.org](http://www.jdom.org)).

This product includes software developed by the MX4J project ([mx4j.sourceforge.net](http://mx4j.sourceforge.net)).

## Documentation Updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: <http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

## Support

Visit the HP Software Support Online web site at: <http://www.hp.com/go/hpsoftwaresupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

To find more information about access levels, go to:

[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

**HP Software Solutions Now** accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is <http://h20230.www2.hp.com/sc/solutions/index.jsp>

# Contents

Contents .....	4
BSM - Release Control Integration Overview .....	5
HP Release Control Data Sent to Service Health .....	5
Service Health Data Sent to HP Release Control .....	5
How to Integrate BSM With Release Control - Workflow .....	6
We appreciate your feedback! .....	8

# 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_en  
um'
```

- 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**).

## We appreciate your feedback!

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

**Feedback on BSM - Release Control Integration Guide (Business Service Management 9.23)**

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to [SW-doc@hp.com](mailto:SW-doc@hp.com).