Operations Manager i

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Frequently Asked Questions

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Contents

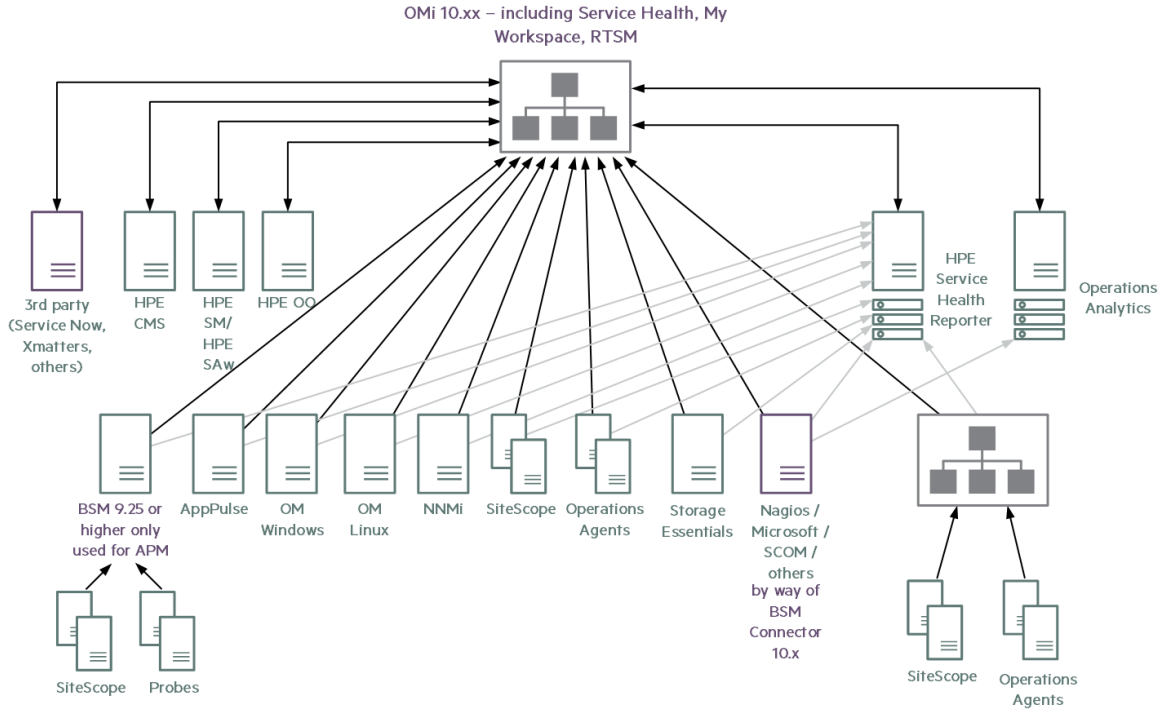
Architecture Changes from BSM 9.25 to OMi 10.xx

Target audience

This document is intended for users of the HPE Business Service Management (BSM) 9.25 or higher Software. In particular, it is targeted at those who are using (OMi) as well as any of the Application Performance Management APM) products together in a single deployment of BSM 9.25 or higher. The document provides answers to questions related to the new deployment architecture that was introduced with OMi 10.00 and to some additional questions related to the recently released OMi 10.xx product.

People who were not using BSM 9.25 or higher but are rather interested in understanding details of the evolution from (HP Operations Manager for UNIX, Linux, or Windows) to OMi 10.xx can find valuable information in the **Evolution Guide** that can be downloaded from the Self-Solve Knowledge Search web portal. To download the Evolution Guide, go to: https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01539348.

This new deployment architecture provides increased consistency and allows much better scalability. It requires a dedicated installation for OMi 10.xx. Consequently, the BSM 9.25 or higher product in this deployment serves as a pure APM installation. The following figure shows BSM deployment architecture with OMi 10.0x, where Operations Bridge and APM are tightly integrated but deployed on different systems.



Note: Hosting OMi 10.xx and any of the APM products on the same deployment is not supported.

If we deploy APM and OMi on different servers, does this change the BSM story of a single pane of glass across applications and infrastructure?

No, it does not. OMi continues to serve as the single pane of glass for applications and infrastructure. OMi continues to integrate the various monitoring tools used for monitoring end-user experience, applications, systems, middleware, network, and storage. It brings together the top-down monitoring data provided by APM with the bottom-up data collected by various infrastructure focused tools. It shows the consolidated health of services and serves as the Operations Bridge for consolidating and correlating events to reduce the number of incidents that need to be created.

Will my current investment into service modeling be protected?

Yes, your investment is protected. The new deployment architecture leverages all the modeling that has been done so far. If you use an external CMDB for maintaining the service model, you will continue to do so. The created services are synchronized into the OMi Run-time Service Model (RTSM) and, as needed, into the RTSM of APM. In addition, out-of-the-box synchronization between OMi and APM ensures that essential application CIs created in APM are populated to OMi.

In case no external CMDB is used, the OMi RTSM serves as the central topology repository.

I am using MyBSM dashboards that leverage apps and infrastructure today. Will this continue to work?

OMi remains the single pane of glass across business services, applications and infrastructure. It shows business impact, based on its RTSM, as well as status for the various domains based on data collected from the connected monitoring tools and third party connectors. For some specific, detailed views, like those used by specific subject matter experts, OMi provides in-context drill-down launches into the corresponding monitoring product (for example NNMi, APM, OM, or SiteScope).

In addition, you can integrate UI components from separately deployed APM and SiteScope systems directly into OMi UI workspaces. For example, to show information about APM Application Summary directly within the OMi UI, even though this data is determined on the APM system. This direct UI integration is available if APM is deployed on BSM 9.25 or higher.

What does it mean for my north-bound integration to ticketing systems, notification systems or run book automation tools?

OMi, in the role of the Operations Bridge remains the recommended point for integration with ticket systems such as HPE Service Manager, HPE Service Anywhere, BMC Remedy, and ServiceNow. OMi continues to integrate with notification systems such as xMatters and run book automation with

HPE Operations Orchestration. RTSM topology as collected by Operations Analytics or Operations Bridge Reporter continues to be collected from the OMi system. For application-centric use cases, APM continues to provide direct integrations to notification systems and run book automation. However, with a connected OMi server, HPE recommends that you forward the events through OMi to the corresponding notification, ticketing or run book automation system.

What does it mean for my south-bound integrations?

In general, the Operations Bridge is the place to integrate data such as events, topology and metrics from HPE products (for example, HPE Network Node Manager i, HPE Storage Essentials, HP Operations Manager) as well as third party monitoring products. Operations Connector is the recommended tool for enabling such integrations. The new Operations Connector 10.x makes the collected data available for other HPE products as well. For example, OMi accesses collected metrics through its real time performance graphing component. The same metric collection done by Operations Connector 10.x can also be consumed by HPE Operations Bridge Reporter for providing corresponding reports, and it can be consumed by the HPE Operations Analytics product for providing simple IT search and guided data analytics. For APM-specific integrations, the existing BSM Connector 9.2x can be used to integrate metric data directly into the APM system, for example, to be used within the SLM or SHA module of BSM 9.25 or higher.

> **Note:** The new Operations Connector 10.x that comes with OMi 10.xx was simplified to provide modern REST-based web service integration APIs as well as to provide a consistent and easy method to integrate events, metrics and topology. It comes with its own embedded store for collected metrics allowing a distributed metric collection scaling higher than BSM Connector 9.xx. As a consequence, you need to adjust any custom metric integrations built for BSM Connector 9.xx to make them run with Operations Connector 10.x. Details about what changes are required are described in the manuals that are provided together with Operations Connector 10.x.

Will the new deployment architecture increase my total cost of ownership and maintenance efforts?

First of all, the new deployment architecture will be easier to scale to the needs of large enterprises. In addition, it will enable OMi and APM products to be upgraded and patched independently. For instance, it is no longer necessary to align project schedules for patching the monitoring software between the

central monitoring team running the Operations Bridge with OMi and application-focused teams working on applications diagnostics and end-user experience monitoring using the APM products.

With regards to deployment of physical or virtual servers:

In small enterprises using both APM and OMi products, the number of required servers will increase because there will be a new, dedicated server for OMi in addition to the existing data processing and gateway servers for APM. Additional infrastructure elements like web proxies, load balancers and database management systems such as Oracle can be reused and shared between OMi and APM. This will require dedicated configurations, such as dedicated database schema or dedicated load balancer configuration. In large enterprises the number of servers will stay approximately flat. In fact, having dedicated systems for OMi and APM will help to avoid potential performance bottlenecks and to scale higher. For example OMi supports a much higher maximum number of configuration items with associated status. Dedicated systems ensure that performance-critical functions such as metric processing on the APM server or event processing on the OMi server run faster than competing for resources on the same system.

In large multi-machine deployments using virtualization, you can optimize the required memory and compute resources according to the need of the corresponding dedicated systems. This allows more dedicated systems with a similar amount of compute or memory resources as used before.

Enterprises just using OMi but no APM products benefit from an even smaller TCO because of the smaller footprint of OMi 10.xx and the option to use a no cost PostgreSQL database. Also, patching and maintenance is then easier.

How does reporting work in the new scale-out architecture?

On the BSM - APM system, reporting has not changed. OMi related reports are still provided through Service health Reporter (SHR) 9.4x or Operations Bridge Reporter (OBR) 10.x and the corresponding OMi content pack for OBR. If needed, a connected SHR 9.4x or OBR 10.x system can also be configured to collect data from OMi and all the connected APM systems. In such scenarios, OBR collects RTSM topology from the OMi system.

For customers connecting their SiteScope servers directly to OMi 10.xx the following data reporting is available:

Graphing performance data collected through SiteScope monitors, can be directly done through the OMi performance graphing component. In fact, with OMi 10.xx, you can now get real-time updates for SiteScope collected data. This data is streamed directly from the native performance store of SiteScope. Data streaming requires SiteScope version 11.22 or higher.

Reports of SiteScope data in such a scenario is addressed with Service Health Reporter 9.4x or Operations Bridge Reporter 10.x which directly gathers performance data collected from all connected SiteScope servers at regular intervals.

In addition, OMi Monitoring Automation allows creating configuration reports providing an overview about how different systems are monitored by SiteScope.

If SiteScope is connected to BSM - APM 9.25, graphing and data reporting works the same as described in the scenario above. The reporting of SiteScope configuration data is available through System Availability Management (SAM) BSM - APM 9.25.

I have a high availability (HA) setup today. How will that change with the new architecture?

OMi10.xx and BSM - APM 9.25 are installed as two dedicated deployments in the new architecture. Consequently, both deployments have to be prepared for high availability. Please follow the instructions in the OMi10.xx Administration Guide for understanding the details about how each deployment needs to be configured to support high availability.

Different than in previous versions, OMi 10.10 or higher supports a warm stand-by of the backup Data Processing Server. This actually enables to execute an HA failover within seconds.

I use metric-driven service health today. How will this be done in the new deployment architecture?

Under metric-driven service health, metrics are sent to the BSM 9.25 (or higher) server and then, based on specific rules, status is calculated from these metrics which are stored in the BSM 9.25 (or higher) profile database. Examples are metrics that are collected through SiteScope or BPM.

For APM-specific use-cases, this metric driven service health continues to be calculated on the BSM - APM 9.25 system. Status is synchronized to the consolidating OMi system serving as a manager-of-manager. This is done using the provided out-of-the-box capabilities or by creating corresponding EUMand/or CI status alerts that are sent to OMi.

For event-driven monitoring as for example done by the Operations Agent or an event-driven SiteScope instance, CI or service status is derived from the severity of the event created in OMi. In addition, events can also carry health indicators to set a specific, periodically measured health status.

Detailed performance data in context of such events can then be shown through the OMi performance graphing capability. OMi fetches the corresponding data from the profile database of the remote APM system (sourced from BPM, Real User Monitor, SiteScope, Diagnostics or BSM Connector 9.xx) on demand.

In addition, starting with OMi 10.11, OMi supports to stream system performance data as well as custom performance data from applications through connected Operations Agents to the central OpsBridge Vertica store. These metrics can be visualized in real-time as data points arrive to the OMi server.

The out-of-the-box status synchronization between APM and OMi 10.xx is available starting with BSM - APM 9.25.

I am using Service Health Analyzer. Is there any change in the new architecture?

Service Health Analyzer (SHA) remains a component hosted on the BSM - APM system. That means, you continue to use SHA as you are using it today. However, the following changes will occur:

Anomaly events that are created by SHA are forwarded to the connected OMi system using the standard event forwarding mechanisms available in BSM - APM 9.25. This can be executed from the OMi console by drilling down into the SHA user interface in the context of the logged-in user. For this, single sign-on needs to be configured.

SHA considers events that are available on the BSM - APM system only, for example events from products such as Diagnostics, Real User Monitor, BPM or SiteScope. Events from other tools that are directly sent to OMi (that is, not routed through the APM system) are not considered by SHA. In case this is needed, specific event routing needs to be established first.

Besides Service Health Analyzer, the HPE Operations Analytics product also provides predictive analytics. For this, Operations Analytics can collect data from OMi, as well as from all connected BSM - APM systems and other domain-specific tools.

Does the new architecture affect my usage of Service Level Management?

Service Level Management (SLM) remains a component hosted on BSM 9.25 or higher. OMi 10.xx does not have a directly embedded SLM component. That means, any customer using SLM continues to use the BSM - APM system for doing SLM. In particular, formal Service Level Agreements (SLA)

that are defined based on end-user related metrics are still defined here. This means, all data from which SLAs are calculated needs to be fed into the BSM - APM 9.25 instance hosting the SLM component. The SLM UI can be launched from the OMi system through single sign-on.

In addition, customers that only need KPI over time information are able to use the new KPI over time dashboard that is provided with OMi 10.xx. Furthermore, HPE Operations Bridge Reporter provides corresponding KPI over time reports. Service Health Reporter 9.4x or Operations Bridge Reporter 10.x is required for collecting KPI data from OMi 10.xx.

I am using SiteScope and System Availability Management within BSM. Is there any change?

In case SiteScope is mainly used with BSM - APM, specific monitors that collect application metrics to directly drive BSM service health status, HPE recommends keeping SiteScope connected directly to the BSM - APM 9.25 system. With multiple SiteScope servers, it is still possible to use System Availability Management (SAM) for copying SiteScope configurations between those servers. Also, SAM can be used for looking at SiteScope-specific performance data reports. To forward relevant information from the BSM - APM 9.25 system to the consolidating OMi system on top, HPE recommends to create SiteScope events for any problems detected by SiteScope that need to be handled in OMi or that need to be forwarded to a ticket system through OMi.

In case SiteScope is mainly used for availability monitoring and configured to create events, HPE recommends connecting SiteScope directly to OMi. In such a setup, if multiple SiteScope servers are used, OMi Monitoring Automation can be used to configure multiple SiteScope servers through policy templates.

Independent of SiteScope being directly connected to OMi or indirectly through a BSM - APM server, the OMi-embedded graphing enables you to visualize performance data collected by SiteScope in near real-time. Reporting on SiteScope-collected data is available through HPE Operations Bridge Reporter, which gathers the data directly from the SiteScope servers. The SiteScope Multi-View component is available in the OMi workspace.

Do I need to change licenses when moving to the new deployment architecture? Do I require additional database licenses?

There are no new licenses required to move to the new deployment architecture. The existing licenses for OMi as well as for the BSM - APM products can be used. The OMi license is not bound to a specific server IP address. Therefore it is no problem to move an existing OMi license from a BSM - APM system to a freshly installed OMi 10.xx server.

With regards to the license required for the database used by APM and OMi: The BSM - APM system continues to use an existing enterprise license for Oracle or Microsoft SQL Server. OMi 10.xx continues to support Oracle and Microsoft SQL enterprise versions. If the same database version can be used, it is possible to share the database system. However, a dedicated schema needs to be created for OMi.

Another possibility is to configure PostgreSQL to be used with OMi. PostgreSQL is an open source database and the software is available free of charge. PostgreSQL can be used as an external database or as an embedded version that ships with OMi.

Please see the support matrix for exact versions that are supported.

How does scaling improve by using the new deployment architecture?

The BSM - APM 9.25 system supports the scale described in the documentation. Having the OMi related processes running on a different data processing server that is dedicated to OMi, frees the BSM - APM 9.25 system to be used up to its limits. For example, it is possible to connect as many BPM, SiteScope and Real User Monitor probes until a rate of max. 1200 metrics per seconds are processed by the message bus of the BSM - APM 9.25 data processing server. In addition, it is possible to connect multiple BSM - APM deployments to a single OMi to scale out further.

For geographical, organizational, or distributed scalability reasons, OMi supports hierarchical deployments consisting of multiple OMi servers.

With OMi 10.xx, the underlying Run-time Service Model (RTSM) was updated to CMDB 10.1x technology. This increases performance and scale of the OMi RTSM. This, combined with the fact that APM-related processing is executed on a separate BSM - APM server, increases the maximum

number of CIs to 10 million. OMi is able to calculate status for 2 million out of these 10 million CIs. This is about three times larger than BSM 9.2x is able to support. Besides that OMi 10.xx supports up to five gateway servers. This increases the number of possible concurrent users to about 500 - 800 (dependent on how the product is used). The maximum event rate that can be processed can be maximized in the new deployment since the message bus of OMi is purely dedicated to OMi processing needs.

In addition, the new Operations Connector 10.x architecture with distributed metric storage as well as the central OpsBridge Vertica store that is used by OBR 10 and OMi 10.11 or higher, scale out better compared to the central profile database as available within BSM 9.2x.

> **Note:** At the time of writing this document, the final performance tests for OMi 10.11 were not finished. Therefore, the numbers mentioned in this FAQ may change based on those results.

OMi 10.xx does no longer have a central metric repository. Does this mean that there are no metric-related functionalities?

No, this is not correct. Even though OMi no longer has a profile database, all the metric-related functions available in earlier versions of OMi are retained:

Real-time performance graphing remains a key component of OMi. Performance data from connected element manager sources such as SiteScope or BSM - APM (holding data collected from, for example, BPM, Real User Monitor, Diagnostics, and stored in BSM - APM's central profile database), third party element managers connected through Operations Connector 10.x (for example, Microsoft SCOM or Nagios) as well as performance data from connected Operation Agents can be visualized in near real-time.

Reporting across performance data is handled through Operations Bridge Reporter. Selected metrics such as KPI over time data or event processing statistics of OMi 10.xx are stored directly in the OMi database and are visualized through the corresponding new dashboards.

Starting with OMi 10.11, OMi enables to stream performance data in short intervals through the Operations Agent to the central OpsBridge Vertica store that is also used by OBR 10. This enables to visualize such performance data in real-time by using OMi’s embedded performance graphing as soon as it arrives to the OMi server. Also, in addition to fetching data on demand from any of the connected BSM Connector 10 or Operations Agent systems, historic performance data can be shown directly from the OpsBridge Vertica store.

In addition, OMi 10.xx tightly integrates with the Operations Analytics product for metric-, event-, and log-driven analysis.

Why does HPE focus on refactoring the product architecture instead of enhancing important enterprise requirements such as scale or user interface improvements?

HPE changed towards the new deployment architecture exactly to better support enterprise needs:

The new architecture enables a solution that scales from small (OMi 10.xx supports a true single server deployment with an embedded PostgreSQL database) to a very large, distributed, high-scale environment. Besides the increased scale, the new architecture results in easier upgrade scenarios, because it is no longer required to update all BSM - APM products and OMi at the same time. In addition, it is possible to simplify the BSM - APM as well as the OMi products by focusing on specific user workflows.

In general, the new architecture increases HPE's agility to introduce innovation. For example, the new architecture enabled the introduction of many user interface simplifications such as a new UI navigation and new role-based user management with OMi 10.xx.

Will there be a change in the BSM messaging as a result of the new deployment architecture?

The BSM messaging will not be affected by the way BSM products are deployed. The BSM portfolio consists of many products for which we already provide dedicated deployments such as Storage Essentials, Operations Manager, Network Node Manager i and Network Automation. In the new deployment architecture, BSM - APM is separately deployed as it is already standard for other domain managers of the BSM portfolio. APM covering the domains of end user monitoring, deep application diagnostic, transaction tracing, application mapping and analytics, is integrated into OMi in a consistent manner.

However, regardless of this change in deployment architecture, the messaging in HPE software will be changed for Automate, Orchestrate and Transform suites. As a result, the term BSM will be used less over time.

For planning the OMi 10.xx install/upgrade, do I need to upgrade BSM - APM, SiteScope, Operations Bridge Reporter or other components at the same time? Or can this be managed in phases?

The upgrade can be managed in phases. For example OMi 10.xx integrates with an older BSM - APM 9.2x system (earlier than BSM - APM 9.25) and can also be connected to older versions of SiteScope. However, the latest versions of these products provide additional features that are not available with previous versions. For example, BSM - APM 9.25 provides additional capabilities:

- Synchronization of status with OMi 10.xx.
- Out-of-the-box topology synchronization with OMi10.xx.
- Ability to synchronize downtime with OMi10.xx.
- Ability to integrate specific APM MyBSM components directly within the OMi10.0x UI workspace.
- Performance graphing of APM collected metrics (BPM, Real User Monitor, SiteScope, Diagnostics).

Service Health Reporter 9.4x or Operations Bridge Reporter 10.x add support for collecting data from OMi 10.xx and one or more APM systems using a single OBR instance. Previous versions of Operations Bridge Reporter do not have the OMi 10.xx specific extract, transform and load (ETL) configurations. Therefore, data collection from OMi10.xx is not possible. Also, it gathers performance data directly from SiteScope servers. Using SiteScope 11.22 or higher directly integrated with OMi enables streaming performance data to OMi, continuously updating performance charts within OMi.

I am using an external UCMDB for my modeling. What is the recommended topology synchronization in the new architecture with OMi and APM?

In such a scenario the UCMDB should serve as the central topology repository for service modeling. That means the service model defined within the UCMDB, for example business applications, business services, and so on, should be synchronized to OMi and to APM.

Infrastructure models such as provided by HPE Network Node Manager i and HPE Storage Essentials should first be synchronized to the central UCMDB and from there to OMi 10.xx (restricted to those elements that are needed for monitoring, for example, only synchronize managed interfaces instead of all interfaces discovered by NNMi).

New business applications that are exclusively created in APM should be synchronized to the UCMDB and from there to OMi, to ensure that corresponding events and status changes sent to OMi can be related to the appropriate business applications.

> **Note:** If no external CMDB is used, OMi 10.xx can take the role of serving as the central topology repository. In this case, OMi needs to be configured to act as global ID generator for CIs that get synchronized.

Using OMi 10.xx as the single pane of glass, can I access the same APM data that I would see if I were to use the APM user interface?

OMi serving as the central Operations Bridge, allows you to see events and status on the corresponding business applications monitored by APM. The OMi-embedded graphing component displays performance data stored within the profile database of the remote BSM - APM system. For detailed information around business transactions, business transaction flows, or specific information about location-based monitoring within APM, drill-down into the APM user interface. For this purpose, OMi 10.xx provides drilldown operations to launch the APM user interface in the context of a specific CI or event. In addition, there are selected APM UI components (for example, APM impact or APM TopView) that can directly be embedded into any mashup page within the OMi UI workspace. Also, the

HTML based Application Owner Zone UIs provided by APM can be integrated in the OMi UI. This requires to run APM on BSM 9.25 or higher.

Local Impact Views are not available within OMi 10.xx. If you were using Local Impact Views in BSM 9.2x to show statuses other than the globally calculated status for specific KPIs, you will now need to use other methods to achieve this functionality. You can either introduce additional, dedicated KPIs to represent the different KPI statuses, or you can use KPIs in Views, which enable you to define which KPIs are considered in the calculation of the overall status of a CI shown in a view.

I am using the BSM downtime feature to configure downtimes for OMi and APM. Do I have to configure downtime in two places in future?

You continue to define downtime in a single place. If using an external change management system to configure downtime, the configured downtime configuration is synchronized to OMi and APM through an external UCMDB. If you are not using an external change management system, configure downtime in OMi 10.xx and synchronize this downtime configuration to the BSM - APM system. This requires to run APM on BSM 9.25 or higher.

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