

HP Service Center 6.x to uCMDB 6.x

Integration Overview

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Integration Overview	2
Prerequisites	3
CI Types Transferred from uCMDB to Service Center	4
Integration Contents and Resources.....	5

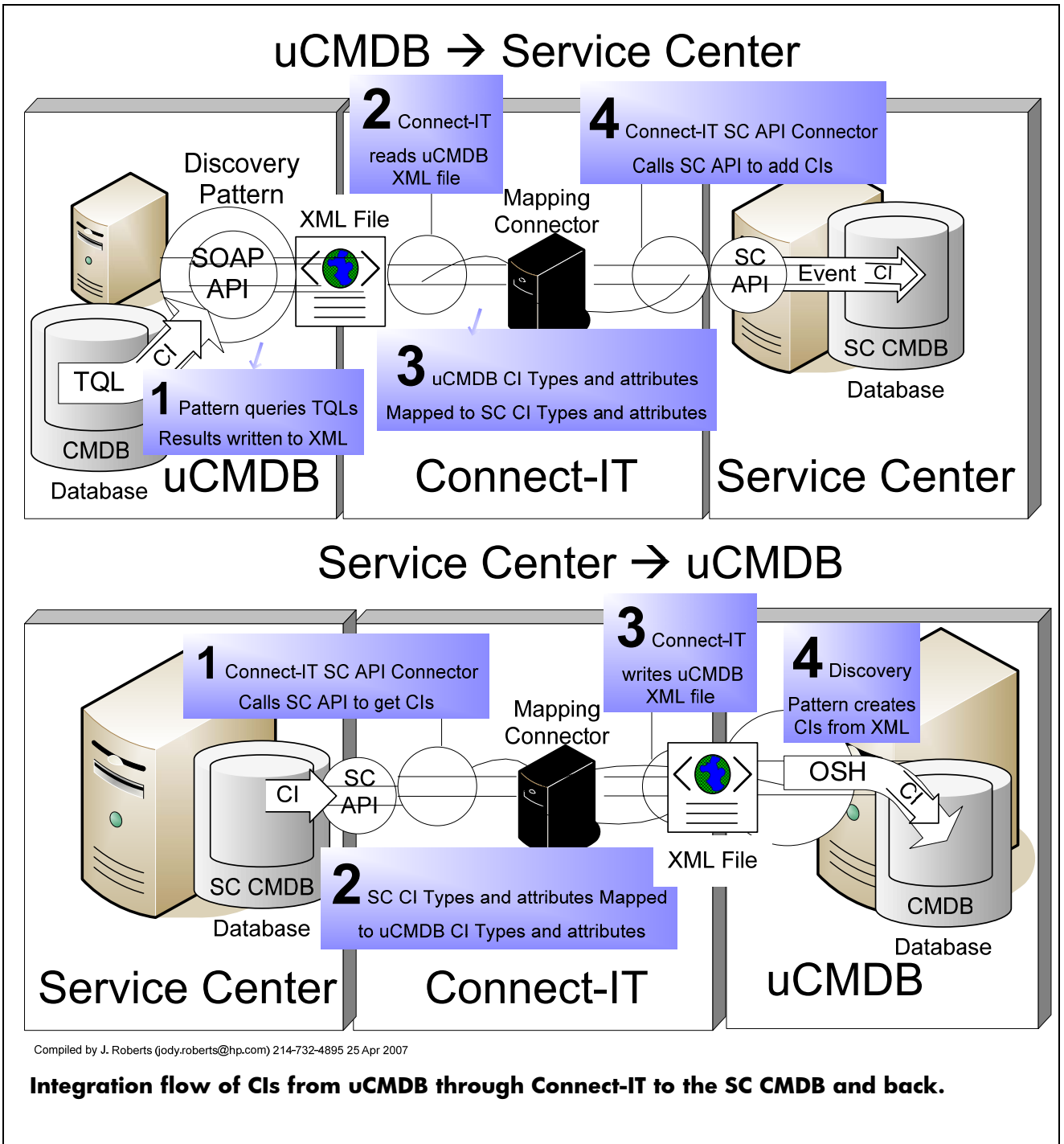
Integration Overview

This document describes the overall capabilities and components of the integration between HP Universal CMDB 6.x (uCMDB or MAM) and HP Service Center (SC) 6.2.

The integration can be extended to include more CI attributes and/or types as required.

The integration's bi-directional flow of CIs between uCMDB and SC is shown below.

For more information, refer to the technical guides in the [Resources](#) section.



uCMDB to Service Center

1. A special type of discovery pattern called an integration pattern runs on the uCMDB. The pattern runs as frequently as required.
2. The integration pattern calls the uCMDB SOAP API.
3. The SOAP API queries a series of TQLs supplied with the integration kit.
4. The TQL results are saved in an XML file, in a format that is known to both SC and the uCMDB.
5. A Connect-IT integration scenario is scheduled to consume and produce data.
6. A Connect-IT File connector parses the XML file and presents the results to the Mapping Connector.
7. The Connect-IT Mapping Connector provides the logic to uCMDB-specific names to SC-specific names, and produces the results for the Connect-IT SC Connector.
8. The Connect-IT SC Connector calls the SC API to add the CIs and relationships to the SC CMDB.
9. The CIs are now available to Service Center and other users of the SC CMDB.

Service Center to uCMDB

1. The integration is the reverse of the integration from uCMDB to SC, so the data is produced by SC and consumed by uCMDB.
2. A Connect-IT scenario is used to pull the data from SC and write an XML file.
3. A uCMDB discovery pattern reads the XML file and creates CIs and relationships.

Prerequisites

- uCMDB 6.2 or 6.5, populated with CIs of the supported type populated
- Connect-IT 3.7 and the version-specific integration scenario files
- Java 2 v5 (java 1.5) JRE installed on the Connect-IT Server
- Service Center 6.2 and the version-specific integration Unload files
- The current version of this integration is incompatible with the current version of BP4SC (Best Practices for Service Center), a package of modifications to Service Center. An update is being developed and will be released when available that provides compability for BP4SC.

CI Types Transferred between uCMDB and Service Center

These are the uCMDB and SC CI Types which are transferred from the CMDB to the SC at the current level of integration.

uCMDB CI Class	uCMDB CI Type	SC CI Type (Subtype)	SC CI Subtype
Business Service Management	BusinessService	BizService	n/a
Host	Host	networkcomponents	n/a
Host	Nt (Windows)	computer	Server
Host	Unix	computer	Server
Network Devices	Network	networkcomponents	n/a
Network Devices	Printer	Officeelectronics (Printer)	Printer
Network Devices	Switch	networkcomponents (Switch)	Switch
Network Devices	Router	networkcomponents (Router)	Router
Network Devices	Concentrator	networkcomponents (Hub)	Hub
Host Resources	Memory	Computer components	Memory
Host Resources	Disk	Computer components	Disk
Host Resources	CPU	Computer components	CPU
Network Resource	IP	Networkcomponents	IPaddres
Network Resource	Interface	Networkcomponents	Interface
Relationships	Container	Logical	n/a
Relationships	Parent	Logical	n/a
Relationships	Dependency	Logical	n/a
Relationships	Application	Logical	n/a

Integration Contents and Resources

Folder	Resource	Description
Root	Integration-Overview v2.1-052007.pdf	This document – General Overview
Root	Integration Deployment Guide v2.1-072007.pdf	Technical Deployment Guide
Root	Integration Enhancement Guide v2.1-052007.pdf	Technical Guide on how to extend and enhance the integration
uCMDB	SC6-UCMDB6-Integration.zip	Discovery patterns, TQL files, and result directory structure
uCMDB	Data.zip (contains data.xml)	Sample uCMDB-to-SC XML file to aid in validation and testing the Connect-IT scenario
Service Center	ucmdbSC62.unl	SC 6.2 Unload file
Service Center	ucmdbSC61.unl	SC 6.1 Unload file
Connect-IT	ucmdb62SC61.zip	uCMDB 6.2 to SC 6.1 Scenario files
Connect-IT	ucmdb62SC62.zip	uCMDB 6.2 to SC 6.2 Scenario files
Connect-IT	ucmdb65SC61.zip	uCMDB 6.5 and 6.6 to SC 6.1 Scenario files
Connect-IT	ucmdb65SC62.zip	uCMDB 6.5 and 6.6 to SC 6.2 Scenario files

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