HP NGOSS Software

Incident & Problem Management Extension Release Notes

Edition: 1.0

for the Winodws Operating Systems

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Preface

These Release Notes describe critical information related to Incident & Problem Management Extension V1.0-1.1. Please read this document before installing or using the NGOSS Software.

Software Versions

The software versions referred to in this document are as follows:

IPM	Operation system
1.0-1.1	Server: Windows 2003/2008 (32 and 64bit), HP UX11.31 Itanium, Linux(Redhat/Novell Linux Enterprise EditionV5.0)
	Client: Windows XP, Vista, Windows 7

Typographical Conventions

`Courier` Font:

- Source code and examples of file contents.
- Commands that you enter on the screen.
- Pathnames
- Keyboard key names

Italic Text:

- Filenames, programs and parameters.
- The names of other documents referenced in this manual.

Bold Text:

- To introduce new terms and to emphasize important words.

Terms and Acronyms

Table 1: List of Terms and Acronyms

Term	Description
SM	HP Service Manager 7.11/9.20
uCMDB	HP universal Configuration Management Data base product.
UTM	Unified Topology Manager
IPM	HP NGOSS SM Incident & Problem Management Extension Value Package

Associated Documents

- HP NGOSS Incident and Problem Management Extension Version 1.0.0 - Telco CI Types Definition User Guide

- HP NGOSS Incident and Problem Management Extension Version 1.0.0 - VIP Customer Self Service User Guide

- HP NGOSS Incident and Problem Management Extension Version 1.0.0 - Data Loading User Guide

- HP NGOSS Incident and Problem Management Extension Version 1.0.0 - Incident Management Enhancement User Guide

- HP NGOSS Incident and Problem Management Extension Version 1.0.0 - Intervention Management User Guide

- HP NGOSS Incident and Problem Management Extension Version 1.0.0 - Merge Customization function User Guide

- HP NGOSS Incident and Problem Management Extension Version 1.0.0 - Merge Customization function Localization User Guide

- HP NGOSS Incident and Problem Management Extension Version 1.0.0 - Installation Guide

- HP NGOSS Incident and Problem Management Extension Version 1.0.0 - Installation Guide for Service Manager9.20

- HP NGOSS Incident and Problem Management Extension Version 1.0.0 - SOA Integration Installation and Configuration Guide

Support

Please visit our HP Software Web site at:
http://www.hp.com/go/hpsoftwaresupport for contact information, and
details about HP Software products, services and support.

- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

Chapter 1
Introduction

1.1 Products Goals

HP NGOSS SM Incident & Problem Management Extension includes some enhancements compare to Service Manager7.11/9.20:

- Predefine category, domain and sub-domain used in Telecom ITSM domain.

- Develop an priority algorithm to seek the highest possible priority (based on the service hierarchy and location).

- Enables the simultaneous support of several interventions for the same incident and therefore the configuration element in connection with the incident, to expedite its resolution

- Service Manager Service Desk template definition (ESS) for the important business customers.

- Uses SOA PE Manager and OSS/J (JSR 91 Trouble Ticket) adapter to manage the customer sessions which spread in different spaces and give the customer better Economies of Scale

- Provide Out-of-the-box Telecom CI type, attributes and relationship information based on information within the TM Forum SID, the HP Telco Universe as well as project knowledge. Definition of how the solution ties in with the Telco Universe and uCMDB.

- Integration and federation of data from a sources such as inventory management systems (Telcordia Granite) as well as free-form sources such as CSV files into Service Manager via a common interface such as uCMDB and UTM. Features include data ETL (preparation, parsing, analysis, mapping, comparison, committing).Incident Management enhancement

1.2 User Documentation

This is the user documents

Document	Status
Telco CI Types Definition User Guide	**Updated**
Generic Data Loading User Guide	**Updated**
Incident Management Enhancement User Guide	**Updated**
Installation and Configuration Guide of SOA Integration	**Updated**
Incident & Problem Management Extension Value Package Installation Guide	**Updated**
Intervention Management User Guide	**Updated**
Merge Customization function User Guide	**Updated**
VIP Customer Self Service User Guide	**Updated**
Datasheet	**Updated**

1.3 Software Capabilities

1.3.1 VIP Customer Self Service

From the self service component, VIP customer could do the following actions:

- Search Knowledgebase

- View the VIP customer's relevant requests.

- View the VIP customer's ordered services.

- Submit a request

- Search request

1.3.2 Intervention Management

The Intervention Management process is used to manage simultaneously tasks performed by different support team which can reduce the resolution time for the incident.

The functions of the intervention management process are:

- Create Interventions from an incident

- Assign interventions to the correct work group(s) either manually or automatically for execution

- Track and Manage progress of the intervention

- Track the historic activities of the intervention

- Manage the intervention queue

1.3.3 Incident Management Enhancement

1.3.3.1 Workflow with TeMIP Integration

If an incident comes from TeMIP alarms, when the incident creates, the following steps should be done by automatically.

1) Look up the related resource CI with MO name.

2) Look up the related services CIs with the resource CIs.

3) Look up the related incidents with the services CIs and resources CIs.

4) Put all these information together and related to the incident as a reference.

When the four steps done, all the relevant information will stored in the incident information. When the Service Desk opens this incident, he can see the relevant services, resources, related incidents.

1.3.3.2 Telecom Category Definition

It is a Telecom-based hierarchy meant to easily classify the ticket in telecom domains. The three-level hierarchy (category, Domain, and Sub-Domain) creates a "sentence" that clearly and uniquely defines the issue without ambiguity.

1.3.3.3 Priority Calculation

The priority Calculation can be configured. A parameter "$G.PriorityCalculationWay" is provided on the Format Control "login.DEFAULT" of HP Service Manager7.11 products. And user can define the calculation related to this parameter. Here is the value of the parameter.

Value	Description
1	**Standard priority calculation** Priority = (impact + urgency)/2
2	Priority related to the hierarchy of affected CIs of incident.
3	Remain for user to define.
4	Remain for user to define.
5	Remain for user to define.
…	Remain for user to define.

1.3.4 Configuration Management Enhancement

The package provides a set of configuration model of the services, assets and infrastructure and the relationships between service assets and configuration items in Telco fields. These CI types are defined based on M.3100.

Modeling the customer, service and resource configuration items and building their relationships.

Defines MO and CI relationship in SM to support the integration between SM and TeMIP. When an incident in created from TeMIP, MO information is sent. Through looking up the relationship table, affected CI will be found.

1.3.5 SOA Policy Enforcer V3.10 Integration

The package integrates HP Service Manager7.11 with HP SOA Policy Enforcer V3.10 enables the policy enhancement on the web services which HP Service Manager7.11 opens to external system.

SOA Policy Enforcer V3.10 will act as a web service manager in this integration. The web service consumer (third-party software, e.g. HP TeMIP product) can communicate with SM by calling web services managed on SOA Policy Enforcer to finish following SM incidents operations:

- Create Trouble Ticket

- Update Trouble Ticket

- Re-open Trouble Ticket

- Get Trouble Ticket Information

- Close Trouble Ticket

1.3.6 Generic Data Loading tool

Generic Data Loading tool mainly implement loading data from external inventory system into Service Manager. There will be two ways to load the data from Granite into Service Manager.

1) Using uCMDB as a transit station.
   a) Need to configure federation between uCMDB and Granite
   b) Loading data from uCMDB into Service Manager via Connect IT.
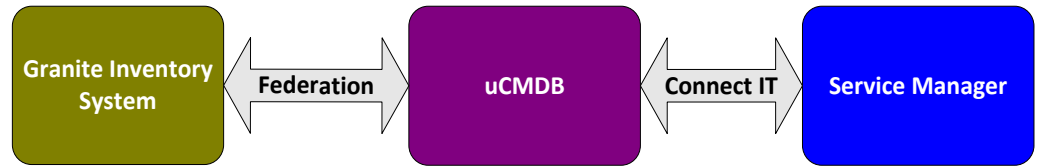
2) Loading data from CSV file into Service Manager

The data models should be according to the Telecom CI types.

1.4 International support

IPM product only provides English and French version for Service Manager7.11 and only English version for Service Manager9.20 until now.

For the character encoding, the character encoding of all the configuration files is UTF-8.

1.5 Platform support

IPM product can be installed to the following operating system which already installed HP Service Manager7.11/9.20 on it).

❑ HP UX 11.31 Itanium.

❑ Linux(Redhat/Novell Linux Enterprise EditionV5).

❑ Windows 2003/2008 (32 and 64bit)

Chapter 2
Installation, Uninstallation and Configuration

2.1 Prerequisites

System environment variable ORACLE_HOME is required before installation.

The "ORACLE_HOME" should be pointed to the directory where the Oracle client or Oracle Server installed.

For example:

If we installed Oracle client on the Server

ORACLE_HOME = D:\oracle\product\10.2.0\client_1.

If we install Oracle Server on the server

ORACLE_HOME = D:\oracle\product\10.2.0\db_1.

The following components also should be installed on the server before installing the IPM product.

Name	Version
Database	Oracle 10g Server/Client.
Java	JDK1.5
Tomcat	Apache Tomcat5.0
HP Service Manager	HP Service Manager7.11/9.20 OOB data loaded.

2.2 Install IPMV1.0

IPM V1.0 product provides individual Installation and configuration documents, please refer to the IPM Installation and Configuration Guide to know the prerequisites and to configure IPM V1.0 product.

Please note that the IPM V1.0 product can only be installed on your HP Service Manager7.11 product and cannot be uninstalled.

2.3 Install IPMV1.1

IPM V1.1 is developed based on HP Service Manager9.20. Please refer to

<< HP NGOSS Incident and Problem Management Extension Version

1.0.0 - Installation Guide for Service Manager9.20.doc>> for how to install IPMV1.1.

2.4 Install IPM within Linux or HP UX Operating System

Please refer to 《HP NGOSS Incident and Problem Management Extension Version 1.0.0 - Installation Guide for Unix and Linux OS》on how to install IPM within Linux or HP UX Operating System.

Chapter 3
New Features & Fixed Problems

3.1 New Features

The items listed in Table 1 covers the new added features in IPM v1.0-1.1.
Table 1 Features of Incident & Problem Management Extension V1.0-1.1

Configuration Management	CI type definitions	Provide Out-of-the-box Telecom CI type, attributes and relationship information based on information within the TMForum SID, the HP Telco Universe as well as project knowledge. Definition of how the solution ties in with the Telco Universe and uCMDB
	Data federation and integration	Integration and federation of data from a sources such as inventory management systems (Telcordia Granite) as well as free-form sources such as CSV files into Service Manager via a common interface such as uCMDB and UTM. Features include data ETL (preparation, parsing, analysis, mapping, comparison, commiting).
Incident Management	Telecom category definitions	Provide Out-of-the-box category, domain and sub-domain definition for ticket categorization based on information within the TMForum SID, the HP Telco Universe as well as project knowledge
	Priority calculation	This feature provides the ability to identify the priority of the ticket based on not only the assigned severity and impact but also on the state of the service hierarchy of the affected element as well as adjacent elements
	eTOM and ITIL process	Documentation of the eTOM and ITIL adaptations of the Incident and Problem management lifecycle
Service Desk	VIP Customer self service	Service Manager Service Desk template definition (ESS) for the important business customers
eBonding	B2B integration with Service Desk	Service Manager integration with business customer CRM and Ticketing systems via web services (OSS/J Adapter). Functions provided include create, update, close ticket as well as get ticket information
	Security configuration	Configuration of firewall configuration as well as optional SOA manager configuration for the security and load balancing setup of eBonding into Service Manager
Versions	Hardware/OS	HPUX (11.31 Itanium), Windows (2003, 2008 – 32/64 bit), Linux (Redhat/Novell Linux Enterprise Edition v5)
	Applications	Service Manager 7.11 and 9.20, UTM v1.0, uCMDB, TeMIP 5 and 6

3.2 Fixed Problems

The items listed in Table 2 covers the fixed problems in IPM V1.0-1.1.

Table 2

CR ID	Severity	Description	Work-around
5062	High	Problem Management Installation Kit launch failed.	Compile the install.jar by jdk 1.5.2
5097	Medium	After select the impact and urgency, Incident Priority Calculation was wrong.	Define the display option and then relate with the priority calculation in Service Manager.

Chapter 4
Known Problems & Restrictions

4.1 Known Problems

The items listed in Table covers the known problems of IPM V1.0-V1.1.
Please read this before reporting any new bug to HP.

Table 3

CR ID	Description	Work-around
5461	Cannot install solution directly on top of SM 9.20	Manual installation of the SM unload package is available and documented

4.2 Known Restrictions

N/A