Overview

Models

HP IMC Service Operation Management Software Module E-LTU	JG139AAE

Key features

- Real-time and accurate configuration management database
- Complete service operation flow management
- Integration with alarming
- Integration with configuration center
- Centralized knowledge base

Product overview

HP Intelligent Management Center (IMC) Software is a modular, comprehensive resource management platform. With its extensive device support, IMC software provides true end-to-end management for the entire network, as well as the open operation cycle.

HP IMC Service Operation Management (SOM) Software is a module for the IMC platform which focuses on operations and management flow to provide full IT lifecycle management. It allows IT organizations to adhere to ITIL v3.0, including IT services such as policy design, operation, and improvement.

Through flow management, IMC SOM software provides controls, measures, and audit capabilities for configuration changes, fault identification, and recovery. Based on a unified configuration management database (CMDB), it provides configurable flows and options for self-service, as well as management of asset configuration, change, fault events, problem recognition, and auto-generation of a knowledge base. This capability reduces IT involvement by allowing end users to recognize known network issues as well as to create and track service requests. SOM integrates with the HP IMC platform to correlate information about network performance, traffic flows, and user controls.

Features and benefits

Management

- **Complete service operation flow management**
  HP IMC Service Operation Management (SOM) Software provides lifetime management of IT network operations, from ticket creation, status checks, and execution to resolution, close, and after-audit operations
- **Integration with configuration management**
  allows you to set control mechanisms and audit configuration changes; along with IMC, SOM supports the automation of process-driven change management capabilities; by completing the review stage of the SOM process, in keeping with the trigger operation of IMC configuration settings, the process can be based on IMC configuration abilities, and automated or scheduled to fulfill the change after audit
- **Integration with alarming**
  reduces maintenance by enabling problem recognition, analysis, and resolution; this integration provides a closed-loop management of alarms, including alarm fixes, scheme design, scheme checks, implementation, and confirmation; with the reference of a knowledge base and historical schemes, IMC SOM software can provide resolution suggestions to reduce break time, and improve network efficiency, stability, and quality
- **Real-time and accurate CMDB**
  provides problem identification, analysis, and resolution by organizing IT assets into logical data types for IT service management; SOM software uses CMDB and allows custom extensions of the configuration item (CI) types, as well as the

Overview

creation of new CI types, such as network assets, desktop assets, software assets, documents, and service operators

- **Flexible and customizable flow management**
  allows you to tailor your operations management; based on predefined templates, users can quickly define flows that are appropriate for their organizations, including the allocation of priorities, and assign operators to each flow; customization can also incorporate script languages to create or customize the flow template

- **Centralized knowledge base**
  is created as resolutions to previous issues are recorded, providing quicker problem identification and resolution for future issues; efficient knowledge sharing improves productivity and reduces IT involvement

- **Service desk enablement**
  provides a unique interface between end users and operators to further reduce IT time in operations and management; each user can have unique content to both recognize known issues and to generate, assign, and track service tasks and flows; all IMC SOM software functions can be integrated with the service desk

- **NEW IMC SOM software process designer**
  allows for customization of the ITIL process template, which can be then uploaded to the IMC SOM software; also includes a process design and task design view

Warranty and support

- **Electronic and telephone support**
  limited electronic and business-hours telephone support is available from HP for the entire warranty period; to reach our support centers, refer to www.hp.com/networking/contact-support; for details on the duration of support provided with your product purchase, refer to www.hp.com/networking/warrantysummary

- **Software releases**
  to find software for your product, refer to www.hp.com/networking/support; for details on the software releases available with your product purchase, refer to www.hp.com/networking/warrantysummary

Technical Specifications

HP IMC Service Operation Management Software Module E-LTU (JG139AAE)

Minimum system hardware	Intel® Pentium® 4 3.0 GHz processor 4 GB RAM memory 50 GB storage 10/100 MB NIC Different sized networks require different disk space
Recommended system hardware	3.0 GHz Intel® Xeon® or Intel® Core™2 Duo processor or equivalent processor 4 GB RAM memory 100 GB storage 10/100 MB NIC
Recommended software	Windows® Server 2003 with Service Pack 2 Windows® Server 2003 X64 with Service Pack 2 and KB942288 Windows® Server 2003 R2 with Service Pack 2 Windows® Server 2003 R2 X64 with Service Pack 2 with KB942288 Windows® Server 2008 with Service Pack 2 Windows® Server 2008 X64 with Service Pack 2 Windows® Server 2008 R2 with Service Pack 1 Windows® Server 2008 R2 X64 with Service Pack 1 Red Hat Enterprise Linux 5 Red Hat Enterprise Linux 5 X64 Red Hat Enterprise Linux 5.5 Red Hat Enterprise Linux 5.5 X64 Red Hat Enterprise Linux 6.1 X64 Client requirement
Minimum system hardware	Intel® Pentium® 4 2.0 GHz processor 2 GB RAM memory 50 GB storage 10/100 MB NIC 48X CD-ROM drive, video card supporting 1024 x 768 resolution, and sound card
Recommended system hardware	2.0 GHz Intel® Pentium® III or equivalent processor 2 GB RAM memory 50 GB storage 10/100 MB NIC 48X CD-ROM drive, video card supporting 1024 x 768 resolution, and sound card
Browsers	Firefox 3.6 or later is recommended Internet Explorer 8.0 or later is recommended
Additional requirements	Database: Microsoft® SQL Server 2005 Service Pack 3 (Windows only) Microsoft SQL Server 2008 Service Pack 3 (Windows only) Microsoft SQL Server 2008 Service Pack 3 (64-bit) (Windows 64-bit only) Microsoft SQL Server 2008 R2 Service Pack 1 (Windows only) Microsoft SQL Server 2008 R2 Service Pack 1 (64-bit) (Windows 64-bit only) Oracle 11g Release 1 (Linux only) Oracle 11g Release 2 (Linux only) Oracle 11g Release 2 (64-bit) (Linux only) MySQL Enterprise Server 5.1 (Linux and Windows)(Up to 1000 devices are supported) MySQL Enterprise Server 5.5 (Linux and Windows)(Up to 1000 devices are supported0
Notes	For fewer than 500 nodes, 1 CPU is enough; from 500 to 2,000 nodes, there should be 2 CPUs or 1 dual-core CPU; for more than 2,000 nodes, there should be 4 CPUs or 2 dual-core CPUs; for more than 5,000 nodes, a hierarchy architecture should be used.

Technical Specifications

Services Refer to the HP website at www.hp.com/networking/services for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.

To learn more, visit: www.hp.com/networking