MANAGEMENT CONNECTOR FOR HP SERVICECENTER

ORACLE ENTERPRISE MANAGER 11g

- Automatic and manual ticket generation based on Enterprise Manager alerts
- Fully customizable ticket generation via ticket templates
- Automatic alert-to-ticket synchronization
- In context launch of ServiceCenter console from Enterprise Manager and vice versa
- Out-of-box ticket templates

As part of an integrated solution for quality IT service management, the Oracle Management Connector for HP ServiceCenter enables IT organizations to proactively detect and respond to incidents to ensure high quality of service levels are maintained. The Oracle Management Connector for HP ServiceCenter integrates Oracle Enterprise Manager Grid Control's proactive alert detection and resolution features with HP ServiceCenter's help desk capabilities to provide a seamless workflow for incident management and resolution – from the creation of tickets based on alerts to bi-directional console links for incident resolution to automatic ticket closure based on the clearing of alerts.

Automatic and manual ticket generation

The Oracle Management Connector for HP ServiceCenter (ServiceCenter Connector) enables the automatic or manual generation of ServiceCenter tickets in response to alerts detected by Oracle Enterprise Manager Grid Control. After the ServiceCenter Connector is installed and configured, it is available for use for all alerts detected by Enterprise Manager. In the Enterprise Manager console, administrators use Notification Rules to specify the set of metric alerts for which ServiceCenter tickets should be opened and associate a ServiceCenter ticketing action with these metric alerts. If any of the metrics specified in the notification rule is detected to have crossed its thresholds, an alert is triggered and the ServiceCenter Connector will automatically generate a ServiceCenter ticket with the appropriate fields filled in with details of the alert. For example, if IT organizations require that a ServiceCenter ticket be opened for filesystem related alerts, administrators can simply use Enterprise Manager to create notification rules for these filesystem metrics and associate a ServiceCenter ticketing action with these metrics. If a filesystem is detected to have crossed its threshold, an alert is triggered and a ServiceCenter ticket is automatically generated with details of the alert such as name of the host, filesystem space used, mount point, time the alert triggered, etc.

Once the ticket has been created, the ServiceCenter Connector will continue to keep the ticket in synch by updating the ServiceCenter system each time the alert severity changes. For example, if a warning alert on the filesystem metric initially created a ticket at 'Medium' severity, then if the alert subsequently changed to critical severity, this change will be communicated from the ServiceCenter Connector to ServiceCenter which could, in turn, cause the corresponding ticket to be upgraded to "Urgent" severity.

For IT organizations that require a manual triage of an alert before a ticket is opened for it, the ServiceCenter Connector also supports the ability to manually generate a ticket directly from the Enterprise Manager console. This means a first level operator can use the Enterprise Manager

Console to initially investigate the alert, then, if necessary, open a ticket right within the Console. Relevant information about the alert is automatically carried into the generated ticket.

In both scenarios (automatic or manual generation of tickets), the ticket ID for the generated ticket is tracked and displayed as part of the details of the alert in the Enterprise Manager console. This enables Enterprise Manager administrators to have a complete view of all the actions taken in response to the alert.

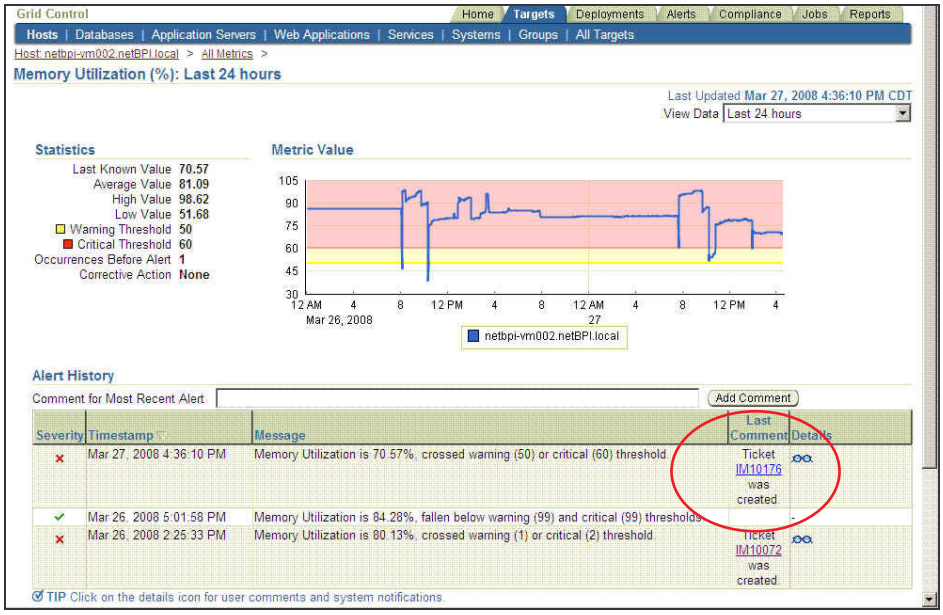


Figure 1: Alert details in the Enterprise Manager console include a link to the ServiceCenter ticket that was automatically created. Alternatively, the ticket could be manually created directly from the console.

Fully customized ticket generation via ticket templates

Many IT organizations customize their ServiceCenter installations to support the way they manage tickets. Part of this customization includes defining the valid and required set of fields that make up a ServiceCenter ticket. For example, some IT organizations may require a ticket to contain the Incident Title, Category, Product Type and Severity fields while others may require the Incident Title, Category, Subcategory, Product Type, Problem Type, Severity and Site Category fields. The ServiceCenter Connector can generate tickets that are compatible with any ServiceCenter implementation by providing the same level of customization via ticket templates.

Ticket templates are customer-defined files that specify how ticket fields should be filled based on attributes of Enterprise Manager alerts. In a ticket template, administrators specify the fields of the ticket that should be pre-filled and the values assigned to those fields. The values for the ticket fields can either be:

- **Derived values based on the alert**. This means the values for the ticket fields are based on the values of the Enterprise Manager alert. For example, administrators can assign the alert message to the 'Incident Title' field of the ticket, and the metric name, target name and metric alert severity fields to the Incident Description field of the ticket. If the target type

of the target on which the alert occurred is 'Database', then the Category and Product Type fields of the ticket could be assigned the appropriate values.

- **Constant values for specific fields.** This means the values of the ticket fields are predefined constant values recognized in the ServiceCenter implementation. For example, administrators can set the 'Category' ticket field to a specific value like 'Shared infrastructure' if they have configured Enterprise Manager to only open tickets for targets that are part of the shared infrastructure. They can also add a Journal entry with a fixed annotation like "Incident ticket auto-created by Oracle Enterprise Manager Connector for HP ServiceCenter" to indicate how the ticket was created.

To facilitate the definition of ticket templates for a specific ServiceCenter implementation, the installation of the ServiceCenter Connector includes a couple of out-of-box ticket templates based on the default ServiceCenter configuration. Administrators can easily use these out-of-box templates as a basis for their own custom templates that fit their operational needs. Administrators can create as many ticket templates as required, for example, a Production Database template, a Test Database template, and a Development Database Template, and assign different alert-to-ticket mappings in each of these templates. Once these custom templates have been defined and registered in Enterprise Manager, they are available for any administrator to use.

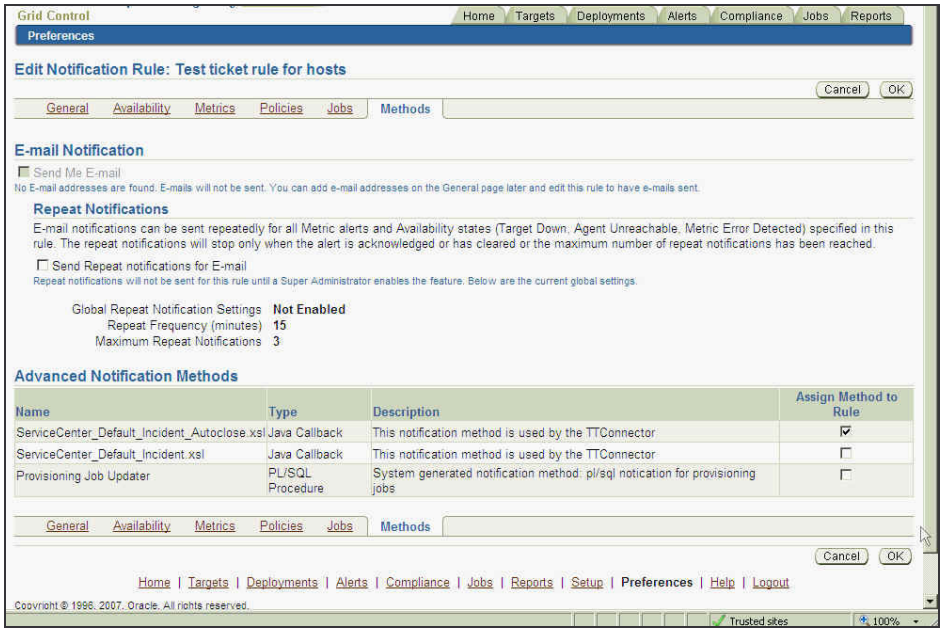


Figure 2: In a notification rule, each ticket template is available for use.

Bi-directional console launch for incident resolution

After a ticket is created, the ticket ID and a link to the ServiceCenter web console UI is available as part of the alert details in the Enterprise Manager console. This provides an easy way for administrators to logon to the ServiceCenter console to perform actions such as further annotate the ticket with suggestions for a fix or determine the progress that has been made thus far. Likewise, in the ServiceCenter console, a link to the alert details page in the Enterprise Manager console is provided, allowing help desk analysts to quickly access Enterprise Manager's features to resolve the alert. For example, if a ticket was opened for a database down alert, the help desk analyst can quickly link back from the ServiceCenter console to the Enterprise Manager console to restart the database. This minimizes the need to have help desk analysts install specific toolsets for repair actions. Once the repair action has been performed, Enterprise Manger will detect that the alert condition has been cleared and the ServiceCenter Connector can be configured to automatically close the ticket associated with the alert. This bi-directional workflow thus streamlines the incident resolution process to promote quick time to resolution.

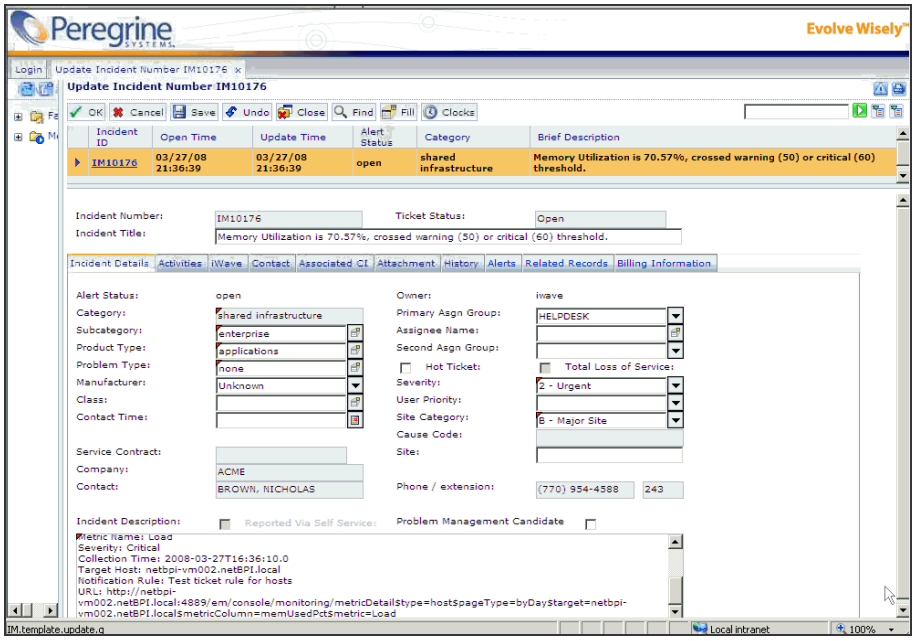


Figure 3: Information about the alert is passed to the ServiceCenter ticket. A link back to the Enterprise Manager console is also provided.

Learn More

For more information about this and other Oracle Management Connectors, visit http://www.oracle.com/technology/products/oem/extensions/index.html

To learn more about Oracle Enterprise Manager Grid Control, visit

www.oracle.com/enterprise_manager

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