On-Premises Operations Bridge—Starter Pack for SaaS

Get your on-premises Operations Bridge environment ready for a seamless transition to SaaS.

Service Highlights

The Starter Pack enables you to onboard Operations Bridge to a SaaS environment. High-level activities include:

- Assessing the current environment.
- Discussing service prerequisites.
- Upgrading the on-premises management platform to the minimum supported version.
- Upgrading operation agents.
- Deploying Monitoring Edge for metric data collection.
- Configuring on-premises event, topology, and metric integration with SaaS.
- Enabling additional monitoring with the Integration Hub.

Key Benefits

Automatic Event Correlation

Detailed event diagnostics and automated event correlation minimize costs by reducing the effort of prioritizing, analyzing, and rectifying events. AI-based event correlation requires no administrative effort and is combined with other event management tools, such as downtime management event storm suppression, and time-based event automation.

Result: Reduce mean time to resolve by as much as 58%.

Cross-Domain Dashboards & Reporting

Take advantage of all collected management data. A robust data lake supports operator consoles, performance dashboarding, operational reports, and business-focused service dashboards. Leverage data from common third-party business intelligence systems for customizable, integrated management reporting.

Result: Save hundreds of hours in report creation and maintenance with 100% transparency of vital online systems.

Integration Hub

Centralized, automated event processing and deduplication minimize costs. This capability makes it easier to resolve multiple tickets with the same root cause. Data collected from different monitoring tools is centralized in a single Manager-of-Managers, with almost no additional capital cost. The management platform is familiar to administrators and operators, requiring no additional training.

Result: Reduce critical events by a factor of up to 20x.

Moving to Operations Bridge – SaaS

- Make sure the onsite components are at SaaS supported versions
- Open the network ports to connect onsite components to Micro Focus SaaS
- Install Monitoring Service Edge
- Connect onsite OBM to OpsB-SaaS and shift configurations

Data Lake

Event & Performance Management

Configuration

Reporting & Dashboard

Monitoring Service Edge
Operations Bridge Manager 2020.10
SiteScope 2020.10
Operations Agent 12.06
Business Process Monitor 9.53
Application Performance Management 9.51
Operations Bridge Integration Hub 2021.08

Onsite Components*

*Software versions specified for the onsite components represent the minimum versions supported by OpsB -SaaS

Service Planning and Deployment

Planning

Our spe¬cialists work with your staff to find the best time within your schedule and OpenText operating hours. Any services provided outside of standard business hours will be subject to additional charges.

Delivery Model

Offshore specialists conduct the service remotely with a VPN connection.

Duration

Delivery of this service will not exceed eight weeks.

Governance

We assign a project manager for the service to keep delivery on track.

Service Implementation

Assessment

We work with you to get the on-premises environment ready for the shift to SaaS.

- Validate the version of on-premises components.
- Identify integration requirements with the Integration Hub.
- Set up and validate firewall connection ports.

Upgrade

Depending on your product version, we may need to update the following on-site components:

- **SiteScope**—one production and one development instance.
- **Operations Bridge Manager**—one production and one development instance.
- **Operations Agent**—up to 100 agents.

We validate all integrations after upgrades.

Onboarding

Next, we configure the on-premises and SaaS integration:

- Install, set up, and verify the Data Flow Probe on SaaS.
- Integrate Operations Bridge Manager and SiteScope with SaaS Operations Bridge.
- Install, configure, and connect the monitoring Edge server to the OPTIC DL environment.

Integration Hub and Management Pack

Now it's time to install and configure the Integration Hub—one server. Select one out-of-the-box Operation Connector with a single instance of the integrated application. Connectors include:

- CA APM
- CA Spectrum
- Icinga
- CA MSCOM
- OEM
- Dynatrace
- Solar Winds
- Ap Dynamics
- Dynatrace
- SAP Solution Manager
- Systems Insight Manager
- VMware vCenter Operations Manager
- VMware vRealize Operations Manager
- Zabbix
- Zenoss, etc.

We also install and configure the management pack. Select one OpenText Management on up to five nodes:

- Microsoft Exchange
- Active Directory
- SQL Server
- Oracle WebLogic
- IBM WebSphere

Customer Mentoring

To conclude the service, an Operations Bridge specialist provides mentoring and knowledge transfer of the architecture, integration options, and procedures.

Customer Responsibility

To ensure successful implementa¬tion, you must:

- Contact us within 90 days of the date of purchase to schedule the service delivery.
- Assign someone from your staff to grant all approvals, provide information, attend meetings, and assist with delivery.
- Provide access to key stakeholders for discussions, including users, administrators, operations analysts, architects, and process owners.
- Attend conference calls in OpenText Virtual Rooms or provide an alternative online meeting service.
- Meet all service prerequisites.
- Ensure the availability and access to all hardware, firmware, and software required to deliver this service.
- Retain and provide upon request all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service.

System Requirements

For delivery, you must provide:

- Remote VPN connection to the network and systems.
- Operations Bridge Manager 2020.10 or higher.
- SiteScope 2020.10 with Operations Agent 12.14.
- Operation Agents 12.06 or higher.
- Application Performance Management (APM) 9.51 with latest patch.
- Business Process Monitor (BPM) 9.53 with latest patch.

- Operations Agent 12.14 if you have APM.
- Integration Hub 2021.08 (optional component).
- Network Node Manager i 2020.11 (optional component).

You also must open the following ports between on premises and SaaS:

- HTTPS/443
- HTTPS/383
- HTTPS/9090

If a proxy is required to connect to Operations Bridge SaaS, we will need the proxy hostname, port, username, and password. The on-premises event integration with SaaS must be possible without specifying a credential.

- Red Hat Enterprise Linux
- CentOS
- Oracle Enterprise Linux 7.x (x>=8) or 8.x (x>=3).

The service requires root or sudo access to the server where Monitoring Service Edge must be installed. And to run Operations Bridge Manager commands, we need super-admin credentials to the on-premises and OS credentials.

Service Limitations

This service is limited to upgrading one production instance and one development instance of Operations Business Manager and SiteScope. Add-on packages are available for purchase as extensions if you need more upgrades, management packs, or integration hubs.

The following components are excluded and must be purchased as extensions if required:

- Upgrading more than two instances and two versions below your currently supported version.
- Upgrading other OpenText APM, BPM, and Network Operations Management components.
- Upgrading more than 100 Operations Agents.
- Configuring the management pack.
- Configuring more than one integration using Integration Hub.

We deliver the service as a single, continuous event. We can accommodate multiple engagements or phases at an additional cost through a statement of work. Activities exclude:

- Purchasing certificates or licenses needed for installation.
- Delivering standard Education offerings.
- Conducting performance tests or modeling services due to unauthorized attempts to install, repair, maintain, or modify hardware, firmware, or software.
- Upgrading OS or database.
- Customizing dashboards and reports.

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