Simplify Your IT Transformation

IT Operations Management
But right now, your effectiveness is compromised. The IT landscape is a dynamic hybrid of traditional and cloud-based technologies and services. Diverse, unpredictable, and constantly changing, it introduces levels of complexity that are poorly controlled by conventional management methods.

IT leaders need a way to reduce this complexity while supporting services delivered from on-premises and multiple cloud resources. Otherwise, IT puts the business at risk of outages, cost overruns, security breaches, and compliance violations—and risks being marginalized for it.

Your mandate is clear—transform IT into a true business partner that moves with agility. Only then can your team contribute to digital business success.
The Reality of IT Transformation—4 Key Challenges

Today’s complex multicloud and hybrid environments present four key challenges that IT must overcome to effectively support business transformation:

1. A diversity of providers increases the friction of user and IT interactions.

2. A wide variety of service and resource requests must be fulfilled.

3. Each new service makes maintaining a positive experience more difficult.

4. Services must meet security, compliance, and cost controls—regardless of their delivery model.

Unfortunately, in their attempts to ease these pressures, many organizations end up making matters worse. They collect separate automation tools for each computing environment—public cloud, private cloud, on premises, and mainframe. Then they add new tools to care for each new technology as it is adopted.

The result is a mix of diverse and incompatible automation toolsets for each environment, domain, or process. To link the tools, teams often employ scripts or custom integrations. But scripts are fragile. They depend on stable endpoints, and only select experts know their attributes or how to maintain them. Assigning seasoned staff to manage tools and integrations results in overlapping staff supporting overlapping tools.

All this complexity distracts IT from supporting business transformation initiatives.
Micro Focus OPTIC
The IT automation platform designed to help you transform without drama, harness intelligence, and optimize cloud as a full partner

Enterprise IT can no longer afford the time delays and higher costs of herding redundant tools, maintaining brittle integrations, and consuming experienced staff time with the care of separate toolchains. You need a platform that helps you implement and automate an industry-proven, value stream approach for IT transformation.

Micro Focus OPTIC is based on IT4IT to accelerate and elevate your enterprise-scale IT management capabilities. It provides end-to-end automation of key IT functional areas across hybrid environments using best practice content along with shared interfaces, data, and machine learning.

OPTIC is built into our enterprise-ready solutions, supporting their ability to keep your toolchain options open. Not only can you retain tools that are working well, but you can fill operational gaps with OPTIC—connecting everything you do with a consistent set of machine learning and automation technologies.

What’s more, OPTIC is an IT automation platform that includes out-of-the-box best practice content. Using our OPTIC-driven solutions, you can implement proven IT4IT value streams faster, with less effort. It’s the shortest path to simplified, transformed IT.

Building on what works
With OPTIC, you don’t need to eliminate the past to make way for the future. By building on what works, you’ll be better positioned to automate end-to-end workflows spanning all hybrid domains and IT disciplines. You’ll gain critical insights into your environment. And with our built-in, unlimited-use AI and master orchestration engine, you’ll be able to cut response times, better inform decisions, and further improve staff efficiency.

Now you can simplify and transform—without the risk of replacing your entire toolset.
4 Ways Micro Focus Simplifies IT Complexity

1. Reduce the friction of IT service consumption

The diversity of services in hybrid IT creates friction for IT and business users who must learn multiple interfaces and processes to request services. This diversity increases the workload for IT staff who must manage those requests and processes, slowing down progress.

With Micro Focus service management solutions, you’ll provide intuitive, personalized, no-wait self-service through a single modern interface for both business and IT users. With automated responses and virtual agents—powered by machine learning—users quickly get what they want without burdening IT support staff.

2. Deliver at the speed of DevOps

Business and DevOps teams have an insatiable demand for rapid service provisioning. When IT is too slow to respond, they adopt cloud and third-party services without involving IT. This inconsistency can impact the quality, speed, and scale of delivering services and infrastructure.

With Micro Focus service fulfillment solutions, you can automatically design and deploy cloud-agnostic services across hybrid environments—helping users help themselves to best-fit services and reducing fulfillment cycle times. Now you can easily deploy and manage complex services running on multicloud, hybrid cloud, and legacy platforms—satisfying a wide range of resource requests through a streamlined service catalog.

3. Bring clarity to problems and resolutions

As more services are delivered through more cloud and corporate channels, the complexity of maintaining high performance and determining the root cause of problems rises exponentially. Traditional monitoring tools are no match for the enormous and fast-growing volume of events—leading to poor user experience and manually-intensive troubleshooting.

With Micro Focus service assurance solutions, you can shift to automated, AI-based operations—powered by machine learning and automation. With patented algorithms and the OPTIC Data Lake, you’ll automatically detect patterns and filter causes from symptoms—spotting anomalies and transforming volumes of data into actionable insights for faster problem resolution. You’ll gain a clear view of the health of your services—across cloud and on-premises environments. And you’ll be able to direct actions based on business priorities—automating remedial actions to eliminate manual work, reduce business downtime, and cut IT operations costs.

4. Implement transparent guardrails for IT

Hybrid environments are the perfect place for vulnerabilities to hide and costs to covertly grow. Spotting service weaknesses concealed across multiple clouds, on-premises systems, and extended networks is a daunting task. And the uncontrolled consumption of cloud resources can generate unexpected expenses.

With Micro Focus service governance solutions, you can overcome current tool limitations to identify server vulnerabilities, visualize patch compliance status at the service level, and automatically remediate compliance responses, and optimize cloud spending. In these ways, you can reduce the risk of security breaches and unplanned expenditures while preserving your business teams’ freedom to move quickly.

OPTIC empowers you to quickly introduce innovative services by leveraging our IT4IT-aligned value stream automation—optimizing service delivery and taking your IT transformation where it needs to go.

Cut complexity

Build agility

Grow value

Strengthen Security & Governance

Deliver Operational and Business Insights

Accelerate Application Delivery

Service Management

Service Fulfillment

Service Assurance

Service Governance

by moving to a service-delivery model based on the value streams of IT4IT.

by offering business and operational insights, and strengthening security and governance.

through four key IT functional areas—Service Management, Service Fulfillment, Service Assurance, and Service Governance—all connected by machine learning and automation.
Your mandate is clear—transform IT into a true business partner that moves with agility. Only then can your team contribute to digital business success.
Service Management
Simplify service consumption

The digital economy has changed the way people work, driving expectations for consumer-grade user experiences with intelligent, personalized self-service and zero wait time. Manual IT Service Management (ITSM) and Enterprise Service Management (ESM) tools cannot satisfy these demands. What’s more, they are expensive to deploy, run, and maintain. Lacking visibility into the impact of service changes and incidents, IT teams are unable to get ahead of problems, control outages, curb costs, or influence user perceptions regarding IT’s support.

Micro Focus offers a single, combined solution for ESM, ITSM, ITAM, and cloud management. Powered by built-in machine learning, this out-of-the-box solution drives greater productivity and faster issue resolution, resulting in fewer recurring service outages and lower ticket volumes. A unified self-service portal empowers IT and business users. Entirely codeless configurations revolutionize upgrades and simplify tuning processes. And automated discovery with service management experience that saves your team time and money.

One self-service portal for all
Extend service delivery beyond IT with one fully integrated, easy-to-use self-service portal. Empower IT and business users with natural language search, social collaboration options, and 24x7 smart virtual agents with embedded machine learning. Mobile ticket submissions are a breeze—users can just send a snapshot from their phones.

Automated workflows and resolutions
Get more done by automating IT and non-IT workflows and tasks. Resolve issues faster and eliminate incident recurrences with insights gained from machine learning. Build configurations without any code and deploy them freely—in-cloud or on premises. When upgrades happen, your entire codeless configurations remain perfectly intact. There’s no need rework the same adjustments over and over again. You can move forward with elevated IT efficiency and lower costs.

Agile, informed change management
Execute changes quickly and successfully to support your high-speed digital business. Continuously discover the hardware, software, and services across your environment—and know that your work is based on current information. Understand configuration item interdependencies, along with their relationship to business services—and manage them in a single view. Most importantly, proactively assess the risk or impact of proposed changes—and use machine learning to execute ongoing IT improvements. Your success rate for change and service quality will rise. So will IT’s reputation.

Service Fulfillment
Meet resource demand at the speed of DevOps

Delivering services across hybrid boundaries is complex and costly. The variety and volume of resource environment requests from IT, business units, and app development teams is overwhelmingly if you are slow to respond, business teams go rogue—consuming cloud or third-party services without IT involvement. Conventional methods for provisioning business-specific hybrid and tiered environments take too long—no one has the patience for traditional IT implementation projects anymore. Finally, “cloud-only” approaches can provision quickly but may also bring unacceptable levels of budget waste—maintaining the relevancy of in-house, private-cloud environments.

Micro Focus provides a powerful set of capabilities for enterprise-wide service design and fulfillment. With our solutions, business and developer teams enjoy faster self-service provisioning that removes deployment complexity. Infrastructure teams can efficiently aggregate, design, and provision services across multicloud and data center environments. IT teams can design and deliver services composed of any resource—from traditional IT to container and cloud-native technologies—and enable cloud strategies that are vendor independent. In short, IT can meet business resource needs and keep digital transformation on track with optimal cost and fewer delays.

Simplified delivery of complex environments
Make it easy for users to find, request, and consume enterprise services through a portal featuring natural language processing, smart search, AI-based conversational virtual agents, and mobile apps. Automate resource provisioning, including deployment-time options and user guidance to improve service-catalog browsing. And gain a clear, real-time understanding of the health and distribution of deployed resources from a single dashboard. That’s how you deliver a better, more consistent user experience at a low cost.

Adaptable designs and brokering
Minimize the need for custom deployments with a streamlined set of adaptable service blueprints that deliver a wide range of resources—going far beyond the capabilities of rigid automation templates. By abstracting a service from its underlying technology, you are able to rapidly fulfill resource requests while dramatically reducing the number of catalog designs your team must maintain. Your ability to deliver anything as an on-demand service—from simple operating systems images to full-stack, tiered business application environments—enhances IT’s ability to support digital transformation initiatives. You can provide the right multicloud or on-premises environments to every user across your organization, while maintaining oversight visibility.

Automated, scalable deployments
Orchestrate the flexible execution of any service, software, or infrastructure deployment—along with Day Two lifecycle management actions that include de-provisioning. With out-of-the-box integrations and a massive content library, you can fully automate any IT process and direct other tools. As a result, your fulfillment automation can use options and deployment-time choices to execute every resource request—spreading delivery, minimizing manual effort, and improving quality.

Your digital storefront for IT

Micro Focus IT Operations Management 10
The complexity of today’s hybrid IT environments makes monitoring and resolving issues extremely difficult. Operational data volumes are massive, thanks especially to IoT adoption. Finding root causes and remediating incidents is manually intense and painfully slow. Poor user experiences threaten brand loyalty and revenue streams. With too much to do, IT teams have trouble aligning their efforts to business priorities. Despite these issues, IT must somehow accelerate MTTR, cut costs, demonstrate incremental value to the business, and partner effectively with development teams to improve application delivery.

Micro Focus empowers IT with a business-prioritized view of service health and performance across multiple clouds, traditional applications, and networks. Your operations teams gain full visibility into their hybrid estates, remediating problems with full-stack AIOps and uncovering insights related to customer behavior. You can collect operational IT data into the single-view OPTIC Data Lake to deliver faster fixes, valuable insights, and lower costs. Working with us, you’ll satisfy business users and DevOps teams in your digital enterprise.

**End-to-end monitoring**
Gain full visibility into your hybrid IT estate. Expand your view with agent or agentless monitoring across cloud, physical, and containerized environments. Discover IT resources and dependencies, including deep cloud topologies, then use that data to build and continuously update business-service models that fast-track problem solving. Consolidate all monitored data—including data collected from 200+ third-party tools—into a single pane of glass. No need to rip and replace anything.

**High performance machine learning and remediation**
Spot red flags, uncover root causes, and resolve issues faster. Automate log, event, and metric analytics with machine learning. Swiftly analyze data from any source to detect anomalies and automate remedial actions with 8,000+ runbooks. You can reduce event volumes by up to 90 percent—and stop wasting time on noise.

**Actionable insights**
Present operations through a business lens. Build dashboards that stakeholders can access from any device to see the real-time impact of IT operations on the business. Provide fast feedback to developers. Help DevOps and business teams make better decisions, and they’ll see you as a strategic partner.

**Your discovery, monitoring and remediation solution—powered by full-stack AIOps**

**Service Assurance**
Detect and fix issues automatically

**Service Governance**
Implement transparent guardrails

With limited visibility into the state of service risk within multiple clouds and data centers, IT struggles to reduce vulnerabilities and maintain compliance. Until you can clearly see risk from the service-level, security breaches, audit failures, regulatory fines, brand damage, and unmanaged costs are inevitable. You need a way to preserve application availability while improving operational efficiencies and cutting operational costs.

Micro Focus provides a proactive and consistent approach to configurations, patching with remediation, and cost governance across heterogeneous servers, databases, middleware, networks, and cloud services. Our approach gives IT teams the tools they need to act as governance guardrails—keeping all hybrid services compliant, secure, and on track—while providing IT with the tools to transparently direct cloud spending across the organization.

**Patch, vulnerability, and compliance management**
Reduce IT compliance and vulnerability risks for multicloud and multivendor server operating systems, databases, middlewares, and networks. Now you can overcome the limitations of existing tools and implement a more consistent configuration and patching process. You can also maintain a more consistent compliance state for datacenters and networks while proactively tracking software, configurations, and running states.

**Enterprise-scale configuration and lifecycle management**
Centrally manage server and network configuration drift for even the largest enterprise environments. Your ability to visualize the impact of configurations on network health will help you solve problems faster. You will also be able to boost operator productivity and engineering effectiveness by leveraging built-in automation to eliminate manual configuration maintenance.

**Cloud cost governance**
Optimize and focus public cloud spending and utilization without slowing your teams down. With policy-based governance, recommendation analytics, cost-saving recommendations, and show-back reporting, you can keep public cloud spending visible and intentional. You can also ensure that business unit consumption remains controlled and within budget.
Virtual compound the drama.

cloud and on-premises investments. IT platforms shouldn’t process and then reconcile those processes across multiple total cost of ownership. What’s more, IT teams must typically maintenance, decreases the value of AI/ML, and drives up important areas. Many are blank slates that require extensive But not all IT automation platforms are equal. Some claim common UI and common best practices.

and analytics, and reduce the user learning curve through a integrations, provide better insights through shared data streams. Platforms reduce the need to build and maintain integrations, provide better insights through shared data and analytics, and reduce the user learning curve through a common UI and common best practices.

But not all IT automation platforms are equal. Some claim broad coverage but only provide paper-thin functionality in important areas. Many are blank slates that require extensive custom coding—a job that creates technical debt for future maintenance, decreases the value of AI/ML, and drives up total cost of ownership. What’s more, IT teams must typically create the best practices needed for implementing each process and then reconcile those processes across multiple cloud and on-premises investments. IT platforms shouldn’t compounding the drama.

The OPTIC difference

OPTIC makes practical transformations possible—building on what already works through open, composable REST APIs and a broad set of connectors. In other words, you don’t need to replace valuable workhorse systems, such as your existing Business Intelligence (BI) tools for reporting. OPTIC has built-in, unlimited-use intelligence at the core to normalize, store, and make sense of all the data that is produced by the variety of tools found across IT environments. You can enjoy smart tools without having to pay extra.

OPTIC also allows you to discover, monitor, manage, and govern cloud services in tandem with your on-premises approach, so you can extend operational best practices while retaining cloud agility.

OPTIC’s high-level architecture

The architectural diagram below shows three layers of OPTIC components. The top layer is shared interfaces. The middle layer is shared functionality. The bottom layer is OPTIC shared services. Together, these layers illustrate the elements that are packaged into OPTIC product offerings.

The OPTIC orchestration engine

With OPTIC, you can employ a centralized automation approach that is aligned with IT4IT—anchoring end-to-end process automation to industry-proven value-streams.

The OPTIC orchestration engine—made up of Micro Focus Operations Orchestration (DO) and Micro Focus Robotic Process Automation (RPA)—is extensible, scalable, and vendor-agnostic. Micro Focus DO directs and works above other management tools to break down silos; integrate teams, tools, and technologies; and orchestrate or remediate almost any IT process using an out-of-the-box library of thousands of operations, workflows, and integration adapters—all available to “tune and go.” Micro Focus RPA combines screen (UI) and API steps to securely execute enterprise processes. RPA robots are resilient. They automatically recognize changes in application UIs and adapt accordingly. By automating tasks or complete processes with the powerful OPTIC orchestration engine, your team can save time, cut costs, and boost productivity.

OPTIC Discovery, CMDB & Service Topology

OPTIC’s world-class hardware and software discovery capability—featuring automated service topology mapping—delivers accurate, real-time information on which to base IT actions. With a real-time view of configuration items and their interconnections, you can reconcile, manage, and present configuration item data regarding hardware, software, applications, and services across cloud and on-premises environments. OPTIC reveals the unique footprint of each business service—grounding your incident, problem, and change management decisions in reality—while prioritizing every action by business impact.

Your IT automation ecosystem

Your ability to simplify IT complexity and transform into an agile, value-driven organization has one clear outcome—your entire organization wins.

Accelerate Application Delivery
Underpin your release pipeline with production-ready, on-demand resources

The speed of DevOps demands faster, simpler IT service delivery of fully functional environments. Using Micro Focus solutions, development leads and cloud admins can work together to define services that fulfill your resource needs for continuous delivery. Simple VMs, cloud images, or full-working hybrid environments can be built on demand or as part of your code pipeline. Automated deployment options allow a streamlined set of service definitions to deliver a wide variety of resources through self-service.

Micro Focus solutions provide production-ready environments, including monitoring and backup capabilities. Using AIOps, you can visualize, analyze, and ensure the health of key IT services and applications while giving developers critical feedback to improve user satisfaction. Real-time status of application health ensures that Dev and Ops teams work together to focus on enhancing the user experience, providing business value, and differentiating your enterprise in the marketplace.

Deliver Operational and Business Insights
Keep IT contributions business-aligned and stakeholder-visible

IT service quality and responsiveness is immediately apparent to stakeholders and customers in this global digital world. Staying agile in your dynamic business environment increasingly requires business and IT teams to work together.

Micro Focus helps you align operations with the business using easily created custom dashboards. OPTIC dashboards provide a holistic, real-time view of IT operations—highlighting IT contributions, key metrics, and status updates alongside your business-relevant statistics. Your key stakeholders stay continuously informed, business decisions are sharper, and IT’s reputation as a strategic transformation partner is enhanced.

Strengthen Security and Governance
Reinforce and maintain your enterprise security posture

Enterprise security is a never-ending battle that escalates each day. Micro Focus supports your efforts to better secure business services by enabling your team to take a proactive approach to configuration, patching, and governance of data center and network environments. With OPTIC, your IT operations and security teams can work together to automate complete response actions—remediating or locking down resources while documenting all steps taken to facilitate continuous improvement.

Simplify Your IT Transformation

At Micro Focus, we believe that the quickest, surest way to achieve IT transformation and generate business value is to build on what already works. Every enterprise has created its own toolset, but parts can be redundant and fragile.

Micro Focus has designed a set of proven, enterprise-scale IT management solutions that can integrate with, and work alongside, legacy and cloud tools to simplify the complexity of IT environments and empower IT to transform with agility as the business evolves.

While every organization’s path to simplifying IT complexity is different, Micro Focus and OPTIC offer the experience, scale, and flexibility to address your unique enterprise needs. Let’s talk about how we can work alongside your team to help you cut complexity, build agility, and grow value—so you can participate fully in digital business success.

Learn more at microfocus.com/simplifyIT