

Data Center Automation Services: Operations Orchestration

As things stand today, most IT resources—whether time, money, or people—are locked into simply keeping the lights on. This continual reactive state prevents IT from investing in the development of new ideas and adopting new technologies faster.

Key Benefits:

- **Drive agility, consistency, and efficiency in IT operations**
by automating tasks and orchestrating processes—avoiding manual handoffs and human errors—reducing cost, saving time, and improving quality
- **Better manage risks and IT compliance**
by setting and enforcing standards with provisioning and patching of IT infrastructure, platform, and applications
- **Lower operations costs**
by automating mundane and routine tasks and process workflows
- **Timely and accurate assessment, reporting, and remediation of IT compliance**
using set policies, which helps avoid failing the internal and regulatory audits
- **Solutions that leverage existing investments**
and operate heterogeneous physical and virtual servers, networks, storage, operating systems, databases, and middleware platforms
- **Robust integration**
with OpenText and non-OpenText tools
- **Consolidate multiple point tools and thousands of scripts**
into easy to use process automation flows

Introduction

Manual handling, cumbersome operational processes, functional silos, and a disjointed collection of point automation tools hamstring IT's ability to respond to what the business is asking of it. When IT is slow, the business misses opportunities and executives start looking for alternatives—now broadly available due to the rise of cloud services providers. This trend, known as “shadow” or “rogue” IT, is wrenching control from IT, exposing the enterprise to governance and integration challenges that only complicate an already complex situation.

IT needs to find a way to remain the preferred provider to the lines of business by:

- Automating its way to an Orchestrated Datacenter
- Reclaiming resources, time, and money, and redirecting them toward innovation

Overview

OpenText Data Center Automation Services are a suite of offerings designed to enable customers to successfully adopt IT process automation and orchestration within their data centers. We can help you automate tasks to replace mundane and routine operations such as provisioning, configuration, patching, and IT compliance across heterogeneous physical

and virtual servers, networks, databases, and middleware elements. We can help you automate process workflows to orchestrate across infrastructure, platform, and applications, while leveraging existing investments in your environment. These services will help you realize benefits such as:

- Reduce provisioning time from days to minutes
- Manage an increasing fleet of servers with fewer resources
- Save money and increase user satisfaction by reducing time-to-repair

Data Center Automation Services are flexible and progressive. We believe you need to “walk before you can run,” and we aim to deliver maximum value by driving focused, outcome-oriented implementations. Data Center Automation Services set you on your journey with a suite of foundation offerings. These offerings are rapid implementations focused on getting the automation technology platform established and implementing basic capabilities such as simple patching or compliance scanning. We then progress to a set of advanced services which extend your capabilities into new areas or implement more sophisticated use-cases, such as integrating orchestrated flows into your IT service request portal.

Foundation Service Key Features

This service introduces OpenText Operations Orchestration into your environment and implements foundational capabilities, allowing you to start reaping benefits early while still having the assurance that your deployment will be able to support your future expansion needs. During this service delivery, we:

- Architect and deploy two (2) single core instances of Operations Orchestration
 - Integrate authentication with your ActiveDirectory or LDAP
 - Configure one (1) authoring environment for workflow development
 - Enable workflows from built-in samples for system health check, restart service, open/close tickets
 - Mentor your staff on workflow authoring
- After Operations Orchestration has been deployed into your environment, you will be able to:
- Automate the orchestration of standardized processes
 - Accelerate IT process automation by using OpenText-provided automation templates
 - Securely delegate and track automated workflows that affect multiple servers or systems
 - Leverage the hundreds of built in operations for quick workflow development and automation

Advanced Service Key Features

Whereas the Advanced Service Operations Orchestration® Foundation service introduces Advanced Service Operations Orchestration into your environment and implements basic capabilities, Advanced Service Operations Orchestration Advanced service delivers an enterprise-scale and production-grade implementation that is scalable, resilient, and stable. We focus not only on the technology

but on integrating Advanced Service-proven practices into your processes to deliver an end-to-end solution that meets your specific requirements.

This service is modular, allowing you to choose where you want to begin and what capabilities you wish to adopt.

Module I: Platform Deployment

This module is required and included with any optional module you select. In this module, we address the architecture design and deployment of OpenText Operations Orchestration. In most instances, a single master and a single Remote Action Server provide good balance between cost, performance, and reliability. However, should you need to deploy a highly available setup to provide complete redundancy, this can be accommodated. To ensure stability we install, at a minimum, two environments: test and production. Deploying a single production environment poses significant stability risks as it forces you to apply configuration changes without being able to test them. After the products are installed, we discover your servers and deploy the agents. They are now ready to be managed by Operations Orchestration.

Module II: Closed Loop Incident Processing (CLIP)

This module automates the incident submission and resolution process into a closed loop which accelerates resolution, reduces mean-time-to-repair and streamlines incident processing.

EVENT DETECTION

This step is assumed to already be implemented in the form of monitoring tools and a central event console. It is, therefore, outside the scope of this service. However, should this assumption prove inaccurate, we can help you implement it through our Operations Bridge services.

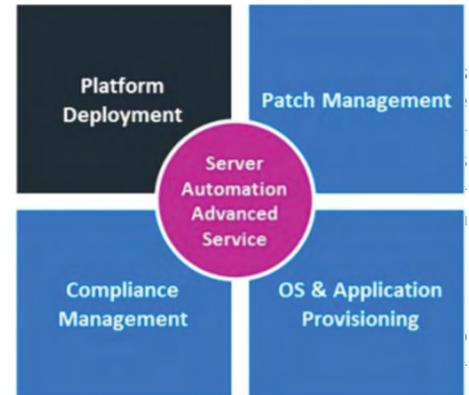


Figure 1. Advanced Service

nosing the issue. For example, if your monitoring detects a database failure, you may want to trigger a series of tests such as checking whether the server is up or whether your storage subsystem is available.

INCIDENT RESOLUTION

Finally, we design workflows to automate common resolution and recovery tasks such as rebooting a server, restarting a component, or restoring a default configuration. We then proceed to close the ticket and, if required, update the event console.

Module III: IT Service Request Fulfillment

You may have a service catalog or a portal where business users can request a standard set of IT services. These services may range from simple tasks (e.g. password reset) to more complex ones (e.g. create a Microsoft SharePoint team site). In many cases, a request results in a work item placed in a queue and then requiring manual execution by an IT administrator.

This module allows you to automate this process, end-to-end—from request to fulfillment—so that you can provide faster and better services to your business users.

Connect with Us



We begin with a review of your current portfolio of requests that you wish to automate. Their complexity and popularity typically drive the order of execution. We then design and test workflows to automate all of the steps required to execute these requests, and finally, we integrate Operations Orchestration with your service catalog, so that when a user makes a request, it is carried out without human intervention.

Module IV: Change Request Fulfillment

Your IT administrators have a myriad of scripts and utilities they use to carry out routine tasks such as applying configuration changes or modifying system parameters. Under most situations, usage is governed by a change management process, and administrators touch the production only as a result of an authorized change request.

This module integrates Operations Orchestration with your change management system so that you can deploy changes faster and more consistently.

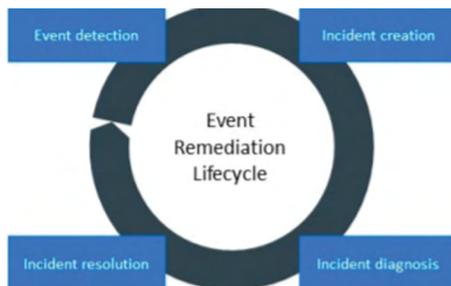


Figure 2. Event Remediation Lifecycle

Similar to the IT Service Request Fulfillment module, we work with you to determine the most common and frequent change scenarios, which we then automate through Operations Orchestration workflows. The integration then allows you to initiate execution from the change request system and close the loop by reporting back the change status as determined by Operations Orchestration.

The Professional Services Difference

OpenText provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you drive innovation through streamlined and efficient software delivery.

- Proven OpenText solution implementation expertise
- More than 20 years of experience helping large, complex, global organizations realize value from their OpenText investments
- Rich intellectual property and unparalleled reach into product engineering
- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace
- Education and support services to ensure adoption

Learn more at
www.microfocus.com/en-us/professional-services/overview
www.opentext.com