

Cloud Observability OPTIC Data Lake Reporting Service

While the Cloud observability allows the customer to measure the internal state of a system or application in the cloud, OpenText Professional Services assists the customer with a number of tasks, including setting thresholds, creating custom dashboards based on the data that is currently available on OPTIC DL, customizing reports, assisting with UAT, Knowledge Transfer and Documentation, as well as upgrading the On-premises OBM.

High-Level Activities

- Assess existing environment.
- Discuss prerequisites.
- Configure 1 AWS or 1 Azure collector to get metrics to Cloud Observability—SaaS.
- Install, set up, and configure Operations Bridge Integration HUB (SaaS or on prem).
- Build custom dashboards and reports based on collected AWS/Azure data.
- Configure thresholds, tag resources, and resolve collection issues to make 1 AWS or 1 Azure instance event visible in Operations Bridge (SaaS or on prem).
- Create 5 custom reports using Business Value Dashboard (BVD) and a supported BI tool.

Key Benefits

- Gain quick visibility into AWS and Azure cloud.
- Gain end-to-end visibility from infrastructure to on-prem and in-cloud applications.
- Integrate into OBM for events and performance metrics management.
- Achieve faster time to value with visibility into cloud resources—less than 30 minutes post deployment and configuration.

- Embrace cloud-native concepts, such as cloud tags, for discovery and monitoring configuration.

Service Implementation Highlights

Activities

- Configure 1 AWS or 1 Azure collector to feed metrics to Cloud Observability—SaaS.
- Configure thresholds, tag resources, and resolve collection issues to make 1 AWS or 1 Azure instance event visible in Cloud Observability—SaaS.
- Configure custom dashboards using BVD/BYOB based on current data at OPTIC DL.
- Configure custom reports using BVD/BYOB based on current data at OPTIC DL.
- Assist in user acceptance training, knowledge transfer, and documentation.

Assessment

- Work with customer to get the environment ready to shift from on prem to SaaS.
- Validate version of on-prem components.
- Identify integration requirements from on prem to SaaS and third-party integration tools using Integration Hub.

- Work with customer for firewall connection ports between on-prem and SaaS environments.
- Validate firewall connection ports between on-prem and SaaS environments.

Customer Mentoring

- The OpenText Cloud Observability—SaaS specialist will provide mentoring and knowledge transfer associated with architecture, integration options, and procedures.

Deliverables

- 2 custom dashboards (1 low complexity and 1 medium complexity).
- 3 custom reports (3 low complexity).

Dependencies

- SaaS team has deployed the AWS/Azure capability in SaaS environment.
- SaaS OPTIC DL and OBM is up and running.
- SaaS starter pack service/integration hub is already deployed to get on-prem components to supported versions.

Exclusions

- Upgrading OPTIC DL.
- Custom data ingestion.

Customer Responsibilities

- Contact a OpenText Professional Services specialist within 90 days of the date of purchase to schedule delivery of the service.
- Assign a project manager who will grant all approvals, provide information, attend meetings, and be available to assist OpenText in facilitating the delivery of this service.
- Provide access to key stakeholders—including users, administrators, operations analysts, architects, and process owners—for interviews and discussions.
- Attend project calls with OpenText and access OpenText virtual rooms or provide an alternative online meeting capability.
- Ensure that all service prerequisites as identified in the Service Eligibility section are met.
- Ensure the availability of and access to all hardware, firmware, and software required by the OpenText Professional Services specialist to deliver this service.
- Retain and provide to OpenText upon request all original software licenses, license agreements, license keys, and subscription service registration information that apply to this service.

System Requirements

- Customer must own or concurrently purchase the required OpenText products.
- Customer must provide a remote VPN connection to the network and systems to fulfill all required tasks.
- Existing Operations Bridge should be version 2020.10 or higher (OBM 2021.05 is required for SaaS Performance Dashboard graphing, on-prem Operations Agents, and HTTP proxy support for topology sync to SaaS.)

- SiteScope 2020.10 with Operations Agent 12.14 is required (SiteScope 2021.11 is required for direct integration with SaaS OBM or if customer does not have on-prem OBM).
- Existing Operation Agents should be version 12.06 or higher.
- APM 9.51 with latest patch, BPM 9.53 with latest patch, and with Operations Agent 12.14 (if customer has APM) are required.
- Integration Hub should be version 2021.08 (optional component).
- Customer must open the following ports between on prem and SaaS: HTTPS/443, HTTPS/383, HTTPS/9090, and HTTPS/30010.
- If a proxy is required to connect to Operations Bridge on prem, then the required proxy hostname, port, username, and password should be provided.
Note: On-prem OBM event integration with SaaS must be possible without specifying a credential.
- Customer must provide system for Monitoring Edge server with the following requirements:
 - 8 CPUs
 - 16 GB RAM
 - Operating system is Red Hat Enterprise Linux, CentOS, or Oracle Enterprise Linux 7.x (x>=8) or 8.x (x>=3).
- Customer must provide root or sudo access to the server where Monitoring Service Edge is installed.
- Customer must provide super-admin credentials to the on-prem OBM and OS credentials to run OBM-related commands.

Service Planning and Deployment

Planning

OpenText Professional Services specialists will schedule the delivery of this service at a time mutually agreed upon by OpenText and

the customer, which shall be during local OpenText standard business hours, excluding holidays, unless otherwise agreed by OpenText. Any services provided outside of standard business hours will be subject to additional charges.

Delivery Model

The service is conducted remotely by off-shore OpenText Professional Services consultants using a remote VPN connection to the customer's network and systems.

Governance

A project manager will be assigned and available remotely for the duration of the service to ensure that scope and deliverables are produced according to plan.

Duration

The duration of this service will not exceed a total of 6 weeks. This service will be delivered remotely by off-shore OpenText Professional Services specialists.

The OpenText Professional Services Difference

OpenText Professional Services delivers unmatched capabilities through a comprehensive set of consulting services. These services help drive innovation through streamlined and efficient solution delivery. We provide:

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

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