

# Operations Bridge and NOM Upgrade Service Add-on: Upgrade 2 Integrations with Micro Focus Products—Offshore Remote Delivery

Upgrade Operations Bridge or NOM integrations with other Micro Focus products in your Lab or Production environments.

## Overview

This Micro Focus Operations Bridge and NOM Upgrade Upgrade Service Add (the "Service") is designed to help customers who wish to integrate their OBM or APM or NOM platform with any of the two (2) Micro Focus data collectors like SiteScope, NNMi, UCMDB, NA, APM or SM. This Service will help you understand the scope and benefits of validating existing architecture, define the integration strategy and effort required in your lab or production environments.

The list of available integrations is in the following table:

	OBM	APM	NNMi	SiteScope	UCMDB	SM	NA
OBM		•	•	•	•	•	
APM	•			•	•		
NNMi	•				•		•

This service is an add-on to Micro Focus Operations Bridge OBM Basic/Standard Upgrade Services or Micro Focus Operations Bridge APM Basic/Standard Upgrade Services and therefore requires a previous purchase and execution of one of these services.

## Service Implementation

### Data Collector Integration Workshop

An experienced Micro Focus Operations Bridge or NOM specialist will perform the following activities:

- Delivery of a workshop to understand OBM, APM, SiteScope, NNMi or NA Integration requirements
- Review and validate the documentation of the deployed OBM, APM, SiteScope, NNMi or NA solution
- Review and validate the integration and deployment plans

### Data Collector Integration Plan and Workbook

An experienced Micro Focus Operations Bridge or NOM specialist will perform the following activities:

- Create integration plan
- Create integration workbook

### Upgrade or Configure Integrations

An experienced Micro Focus Operations Bridge or NOM specialist will upgrade or configure up to 2 integrations in a lab/test or production environment.

OBM integrations:

- Upgrade or configure the Integration with one instance of SiteScope, NNMI, UCMDB, APM or SM
- Validation of the OBM Integration by sending two event from SiteScope or NNMI to OBM Event Console or push two CI from APM, UCMDB to OBM RTSM

APM integrations:

- Upgrade or configure the integration with one instance of SiteScope, OBM, UCMDB or SM
- Validation of two SiteScope Event reception in APM or two APM event reception in OBM or Validation of the APM RTSM Integration by checking two CI availability in either UCMDB or OBM RTSM

NNM integrations:

- Upgrade or configure the integration with one instance of NA, OBM or UCMDB
- NA integration includes one set of servers
- Validation of the NNMI Integration by sending two events from NNMI to OBM event or NA to NNMI or pushing two CI from NNMI to UCMDB to OBM RTSM.

### Customer Mentoring

The Micro Focus Operations Bridge specialist will provide mentoring and knowledge transfer associated with the architecture, integration options and procedures.

### Service Planning and Deployment

#### Planning

The Micro Focus Professional Services specialists will schedule the delivery of this service

at a time mutually agreed upon between Micro Focus and the customer, which shall be during local Micro Focus standard business hours, excluding holidays, unless otherwise agreed by Micro Focus. Any services provided outside of standard business hours will be subject to additional charges.

#### Delivery Model

The Service is conducted remotely by best-shore Micro Focus Professional Services consultants, using a remote VPN connection to the customer's network and systems in order to fulfill their tasks.

#### Governance

A project manager will be assigned and available remotely along the duration of the service to make sure scope and deliverables are produced according to plan.

#### Service Eligibility

##### Prerequisite

This service requires purchase and execution of the *Micro Focus Operations Bridge Basic/Standard Upgrade Service* or *Micro Focus NOM Basic/Standard Upgrade Service*.

##### Requirements

The customer must provide the following for delivery of this service:

- Customer must own or concurrently purchase the required Micro Focus products
- Customer must provide a remote VPN connection to the network and systems to fulfill all required tasks
- Customer must share administrator access to the products and servers that will be integrated from a remote location
- Customer must have and provide certificates for https integrations
- Customer must have Data Flow Probe available and must provide its details for UCMDB integrations

- Customer must have Operations connector available and must provide its details for NNMI to OBM integrations
- Customer to open the network ports needed for product integrations

#### Service Limitations

This service is limited to upgrade or configuration of out-of-the-box integrations between one (1) instance of Operations Bridge or one (1) instance of NOM and up to two (2) Micro Focus products from the following list: OBM, SiteScope, APM, NNMI, NA, UCMDB or Service Manager. The upgrade or configuration of the integration will be performed in either one (1) Lab Environment or one (1) Production Environment. The following components are excluded from the service and shall be purchased as extensions to the service if required:

- Upgrade of other Micro Focus Operations Bridge or NOM components
- Integrations to other Micro Focus or 3rd party products
- Validation does not include functional testing of OBM, APM, UCMDB, NNMI, NA or SiteScope.
- Upgrade of other Micro Focus Data Collectors

The service will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods of time are not included in this service but can be accommodated at additional cost through a Statement of Work. Activities such as, but not limited to, the following are excluded from this service:

- Purchasing certificates or licenses needed for installation
- Delivery of standard Education offerings
- Performance testing or modeling services that, in the opinion of Micro Focus, are required due to unauthorized attempts by non-Micro Focus personnel to install,

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repair, maintain, or modify hardware, firmware, or software

- Upgrading OS or Database
- Any services not clearly specified in this document or services beyond the license limitations of the included products

This service offering does not include the sale of additional Micro Focus products or support services, which shall require the necessary terms and conditions for such purchase pursuant to separate agreement between the parties.

### Customer Responsibility

To ensure a successful Service implementation, you must:

- Contact a Micro Focus Professional Services specialist within 90 days of the date of purchase to schedule the delivery of the Service
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information, attend meetings, and otherwise be available to assist Micro Focus in facilitating the delivery of this Service
- Provide access to key stakeholders for interviews and discussions, including users, administrators, operations analysts, architects and process owners
- Attend Micro Focus conference calls. The customer must be able to access Micro Focus 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 and access to all hardware, firmware, and software required by the Micro Focus Professional Services specialist to deliver this Service. Availability of external access via VPN.
- Retain and provide to Micro Focus upon request all original software licenses,

license agreements, license keys, and subscription service registration information, as applicable for this Service

- Ensure required Integration account access and informational details like certificates and ports of data collectors (UCMDB or Sitescope or NNMi or OBM ) are shared with OBM /APM/NNM specialist

### Duration

Delivery of this Service will not exceed a total of 9 days for up to 2 selected integrations. This Service will be delivered remotely by Micro Focus Professional Services specialists.

### Terms

**Micro Focus Customer Terms—Professional Services.** The services described in this data sheet ("Services") are subject to the *Micro Focus Customer Terms—Professional Services* posted at [www.microfocus.com/en-us/legal/end-user-agreement-terms](http://www.microfocus.com/en-us/legal/end-user-agreement-terms) (the "Terms"). All capitalized terms used in this data sheet, but not otherwise defined, will have the meaning set forth in the Terms.

**Rescheduling.** Customer may reschedule Services by providing written notice ten (10) or more business days in advance of the scheduled delivery but only if the revised schedule results in completion of delivery within one year from the purchase date. If Customer notifies Micro Focus of rescheduling less than ten (10) business days prior to the offering start date, the obligations of Micro Focus to deliver the Services are considered fulfilled and the rights of Customer to receipt of the Services will expire.

**Change in Scope.** Changes in scope to the Services are not allowed. Customer may request additional or different services, if available and at additional cost, through a mutually executed statement of work.

**Services; Acceptance.** Services do not include hardware maintenance and repair,

software maintenance, or other standard support services provided by Micro Focus; software as a service; managed print services; or outsourcing services. Deliverables are deemed accepted upon delivery. Any acceptance criteria or procedures set forth in this data sheet apply only to the Services specified herein and do not apply to any other products or services Micro Focus may supply or has supplied to Customer, regardless of whether such products or services be used in connection with the Services.

**Authorization to Install Software.** During the provision of Services, Micro Focus may be required to install copies of third-party or Micro Focus-branded software and may be required to accept license terms accompanying such software ("Shrink-wrap Terms") on behalf of Customer. Shrink-wrap Terms may be in electronic format, embedded in the software, or contained within software documentation. Customer hereby acknowledges its responsibility to review Shrink-wrap Terms at or prior to installation and hereby authorizes Micro Focus to accept all Shrink-wrap Terms on Customer's behalf.

**Existing License & Support Agreements.** Services may be in support of a Customer license to software under a separate agreement and, in such case, the separate agreement shall govern all use by Customer of such software and these terms shall relate solely to the Services. These terms are not intended to modify, amend or in any way affect the licensing, warranty, or other provisions applicable to software products separately licensed by Customer from Micro Focus or any other party unless expressly provided for in the applicable data sheet.

**Payment; Validity.** The Services will be pre-billed. Pricing for the offering may vary by country. Customer must schedule delivery to be completed within a period of one (1) year from the date of purchase. Notwithstanding

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Pricing for the offering may vary by country.

### **Cancellation**

To avoid a Cancellation Fee as defined herein, you shall notify Micro Focus in writing of

cancellation or rescheduling at least ten (10) business days prior to the offering start date. Cancellations or rescheduling with less than ten (10) business days notification will incur 100% of the offering fee ("Cancellation Fee"). If you cancel with ten (10) or more business days in advance of scheduled delivery, you may re-schedule only if delivery will be complete within one year from the purchase date.

**SKU PSAA213**