

# Operations Manager to Operations Bridge Migration Startup Service

Set the right foundation for an Agile Operations Bridge with the Micro Focus Operations Manager to Operations Bridge Migration Startup Service.

## Overview

Cloud and composite applications, driven by DevOps, are now driving much of the IT agenda, making life for IT Operations much more complex. To continue to deliver value, IT Operations must face the challenge of transforming its Operations Bridge to support agile, continuous, and autonomous operations in a hybrid world where mode 1 and mode 2 can come together. The Operations Manager to Operations Bridge Migration Startup Service (the "Service") is designed to help customers who wish to modernize their Operations Manager platform as a foundation toward this transformation. This Service will help you deploy Operations Manager-i (OMi), and begin the migration from Operations Manager, helping you transition from a node-centric (OM) perspective to service-centric (OMi) perspective.

This Service migrates an OMi configuration from an OM instance, exploring the new features of the tool rather than a like-for-like technical migration.

With the purchase of two years of Extended Support Plus, customers will receive one of three levels of migration assistance. The

applicable level is determined during the scoping exercise completed during your purchase of Extended Support Plus:

- **Small:** For smaller environments where customers may need assistance in planning their migration from Operations Manager to Operations Bridge. Migration guidance is provided by Support Services team members and not covered under this brief.
- **Medium and Large:** For customers who need hands-on assistance and planning to migrate from the Operations Manager environment to Operations Bridge. Migration assistance is provided by Professional Services via a migration startup assistance package.

## Beyond This Service

Micro Focus Professional Services offers a broad and comprehensive portfolio of strategic advisory, implementation, integration, and management solutions to help you design, build and operate an Agile Operations Bridge and Application Monitoring services giving you actionable insight and a 360-degree view into the health of your applications.

## Key Benefits

- Automate detection and diagnostics of IT problems for faster incident resolution
- Reduce the cost of monitoring and outage resolution
- Deliver better services and manage SLAs to increase user satisfaction
- Free up your IT operations staff to focus on adding value instead of on routine tasks

## Data Sheet

Operations Manager to Operations Bridge Migration Startup Service

	Medium	Large
Environments	2	2
Products in scope: OMi,OpsCx, SiS	x	x
# Instances	1	Up to 5
Operator Workflows	x	x
Graphs, Tools, Dashboards	x	x
Trouble-tickets* instruction text* & x-launch	x	x
Node Groups	OOTB	Up to 10 custom node groups
Policies/policy groups	OOTB	Follows assignment to selected node groups
EPI,TBEC,SBEC	OOTB	To replicate ECS (where used)
Modeling & Correlation	OOTB	Up to 5 views
Monitoring Automation	1 aspect	Up to 5 aspects plus 1 MT
Disaster Recovery	NA	x
Manager of Managers	NA	x
Management Pack Migrations	NA	NA
Agent Estate migration (as a whole)	NA	NA

## Service Implementation

### Approach

The solution is intended to be primarily delivered using best-shore resources, using remote VPN connection to your network and systems to fulfill their tasks. These resources will be managed by a best-shore resource manager acting as the main point of contact for the local Micro Focus project manager. A solution architect will be on site to work with your team during the design phase and to ensure handover of knowledge throughout the project.

### Governance

A project manager will be assigned as follows:

- For a medium project, a Micro Focus Project Manager will be available remotely for 4 hours per week for 8 weeks
- For a large project, a Micro Focus Project Manager will be available onsite for 4 hours per week for 8 weeks, supported by a remote Project Manager.

An additional 3 days is allocated during week 1 for project setup in each case.

### Design

A solution architect will provide a design early in the project, and will remain available for consultation throughout the project for two hours per week.

- **Medium:** A standard design suitable for most customers (3 days)
- **Large:** A design adapted to specific influences and needs of the environment within the scope of the Service (8 days)

The design will recommend the most appropriate solution, irrespective of how much of it can be implemented within the scope of this Service.

### Configuration

The Micro Focus delivery team will work with your team to build and configure the designed OMi system and enable the migration of a single nominated business service, into two environments (e.g. dev and test OR test and prod).

### Design

#### Description of Services and Deliverables

The Service includes the following activities:

- An initial 2-day assessment of your environment to identify a suitable

service to migrate, in terms of technical capability

- Agent versions
- SPs in use
- Policy customization/types
- Review of education and enablement options provided by Micro Focus
- Review of Micro Focus standard roles and responsibilities for Omi
- Provision of the Architecture and Service Design document. The Architecture and Service Design document is based on a Micro Focus-provided template and includes:
  - Application Architecture: a listing of the Micro Focus application components, a summary of their purpose and relationships to other application components
  - Functional Architecture: detailed documentation for one service

## Configuration

### Description of Services and Deliverables

The Micro Focus consultant will perform the following activities:

- Install and configure Micro Focus software, as per the design, in 2 environments
- Migrate workflows, graphs, tools, and dashboards required for the identified service. Where direct migration is not possible, put in place equivalent functionality using new tool capabilities
- Integrate with supported ticketing tools required for the identified service
- Provide monitoring configuration equivalent to the OM node groups, policies, and policy groups germane to the monitoring of the identified service according to capabilities in the table above
- Provide for the automation of monitoring according to the scope identified in the table above

- Provide for disaster recovery and manager of manager configurations according to the size of your organization identified in the table above

### Scope Limits

- Agent migration and/or (re-)installation in support of the identified service
- Remote project management includes standard project management activities for the onsite implementation team
- Micro Focus uses a forty (40)-hour work week as its standard
- The project times will be subject to local Micro Focus standard business hours, excluding Micro Focus holidays, unless otherwise agreed to in writing by Micro Focus

### Service Eligibility

You must provide the following for delivery of this Service:

- Access to system administrator(s), LDAP administrator(s), and network engineers(s) to support configuration activities as needed.
- Access to your network and servers (including, but not limited to, VPN) to support data export activities as needed.

### Customer Responsibility

To ensure a successful Service implementation, you must:

- Provide Micro Focus personnel with access to your building facilities, computer room facilities, systems, passwords, etc. as needed, during normal business hours. For this project that is predominantly delivered using off-shore resources, this will mean the availability of external access via VPN.
- Provide a suitable work area commensurate with the number of onsite Micro Focus consultants. The work area will include desks, chairs, internet/Micro Focus network access through a VPN, and access to copiers and office supplies.

- Provide administrative credentials and access to OMI and other in-scope monitoring tools and systems.
- Assign designated person(s) from your staff who will grant all approvals, provide information, attend meetings, and otherwise be available to assist Micro Focus in facilitating the delivery of this Service.
- Ensure that all Service prerequisites as identified in the Service eligibility section are met.
- Attend Micro Focus conference calls and be able to access Micro Focus Virtual Rooms. If you cannot access Micro Focus Virtual Rooms, you must provide an alternative online meeting capability.
- Provide feedback on the Service Design Document within one (1) business day of receipt.

### Duration

Medium	8 weeks
Large	20 weeks

Estimated duration shown above is an average duration provided here as a guideline only. Based upon your specific needs or the complexity of your environment, the project may require more or less time to deliver. Please consult with your local representative for actual estimates.

Hours in excess of the maximum cap will need to be scoped in a separate Statement of Work and charged separately.

### Micro Focus Responsibilities

Micro Focus shall observe Micro Focus work rules and security and safety policies while performing the Service.

**SKU PSAA004 (Large)**  
**SKU PSAA005 (Medium)**

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