

OPTIC Data Lake (DL) Custom Reporting Service

This service creates custom reporting to meet your organization's specific needs. OpenText Professional Services specialists build reports from data in OPTIC DL and, if in use, Operations Bridge Reporter (OBR). Reports can include data from Operations Bridge, Network Operations Management (NOM), Data Center Automation (SaaS or Classic), and your own custom data.

OPTIC Reporting Highlights

OPTIC Reporting leverages the cross-domain data in the data lake to provide reporting and dashboarding across systems, networks, and applications—including report automation for unique insights. It has a common data model and a shared repository. With OPTIC Reporting, you can:

- Take advantage of all collected management data in a powerful, next-generation data lake for use in operator consoles, performance dashboarding, operational reports, and business-focused service dashboards.
- Use popular third-party business intelligence systems, such as Tableau and Microsoft Power BI, to create highly customizable reports from data in OPTIC DL and OBR.
- Save hundreds of hours in report creation and maintenance with 100 percent transparency of vital online systems.

High-Level Activities

- Assess existing environment.
- Discuss prerequisites, including customer software/hardware prerequisites for Tableau, Qlik Sense, and Power BI.
- Gather customer reporting requirements.

- Provide OBR and OPTIC Evolution Reports.
- Provide Business Value Dashboard (BVD) access to OBR and OPTIC DL.
- Use historical data from OBR and all data in OPTIC DL.
- Design new custom reports in BVD or an external BI tool.
- Create custom reports with your choice of supported BI tools.
- Review and validate migration and deployment plans.
- Determine the actual time needed to perform the migration.

Key Benefits

- Easily migrate historical data from existing OBR to OPTIC DL.
- Establish OPTIC DL as your foundation for data consolidation, and reporting.
- Gain cross-domain insight into data.
- Provide topology-centric reports.
- Incorporate custom data into reports and dashboards.
- Create custom reports using BVD or an external BI tool.
- Access the historical data you need from OBR.

Service Implementation Highlights

Activities

- Scope OBR OPTIC DL custom/open data ingestion reports (1 on-prem or 1 SaaS environment).
- Assess existing OBR for custom reports.
- Identify the OBR custom ETL data report and the table schemas.
- Develop 1 custom report pack using custom/open data ingestion in OPTIC DL to replicate the OBR custom ETL.
- Create custom report configurations for custom data inserted into OPTIC DL.
- Assist in user acceptance testing, knowledge transfer, and documentation.

Deliverables

- Develop 1 custom/open data ingestion report content pack with OPTIC Reporting.
- Create custom report configurations for custom data inserted into OPTIC DL.

Exclusions

- Upgrade of OBR to 10.X version.
- Scope is limited to 1 OBR data source.

Assumptions

- OBR Vertica will be retained for 3 to 5 years from the customer side (for historical reports).
- OBR reports and custom ETLs are working.
- Supported version of OBR is present in the customer environment.

Dependencies

- Customer will open ports between OBR and OPTIC DL within 1 week from start of engagement.
- Hardware/OS should be available within 1 week of project kickoff.
- The customer must open the required ports between OBR/on-Prem and SaaS within 2 weeks of project kickoff.

Custom Data Ingestion—

Report Complexity Definitions

Current scope includes the Medium category. If the report falls into the High category, it will be taken as separate scope via change order:

- **Medium**
 - Data from using REST API/database query from OpenText tools.
 - Data from OBM using REST API or database query.
 - Data from Cloud Optimizer using REST API or database query.
 - Cross-domain data from additional OpenText data sources.
- **High**

Scope covered in medium complexity scope, plus data from third-party applications using one of the following:

 - REST API
 - Application CLI
 - CSV or Exec
 - Kafka

Customer Responsibilities

- Contact an 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 verify customer software/hardware prerequisites, including Tableau, Qlik, and Power BI.
- Customer must provide a remote VPN connection to the network and systems to fulfill all required tasks.
- If a proxy is required to connect to Operations Bridge—SaaS, then the required proxy hostname, port, username, and password should be provided.

Note: On-premises OBM event integration with SaaS must be possible without specifying a credential.

- 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 specialists 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 9 consecutive weeks for the Lab/Test environment and Production environment for a single specialist. This service will be delivered remotely by OpenText Professional Services specialists.

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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.

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Existing License & Support Agreements. Services may be in support of a Customer license to software under a separate agreement

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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 the previous sentence, OpenText's obligations to deliver the Services are considered fulfilled and Customer's rights of receipt of the Services will expire one (1) year from the date of purchase.

Pricing for the offering may vary by country.

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