

# Hybrid Cloud Management Suite Upgrade

Perform the agile upgrade of Hybrid Cloud Management Suite in your environment.

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, DevOps and IT Operations teams face the challenge of transforming the Hybrid Cloud Management to support agile, continuous, and autonomous operations in a hybrid world. The Micro Focus Professional Services—Upgrade Service for Hybrid Cloud Management (the “Service”) is designed to help customers who wish to modernize their Hybrid Cloud Management (HCM) products as part of this transformation. This Service Flyer will help you understand what the Service is about, as it explains scope and benefits of the upgrade, and the activities to: validate the architecture; review of the configuration and integrations; define the upgrade strategy; calculate the effort required; and execution of the upgrade in the designated environment(s).

The Upgrade Services from Micro Focus Professional Services are modular to help Micro Focus’ Customers realize the full potential of their IT software portfolio. The customer IT Operations or DevOps teams involved in keeping the technical product versions up to date would only be involved minimally, as Micro Focus Professional Services would ensure and perform the upgrade, allowing the customer teams to focus on the development of value-add functions and features.

## Upgrade Process

### Upgrade Intake

An experienced Micro Focus Professional Services Hybrid Cloud Management specialist will perform the following activities:

- Review and validate the available documentation of the deployed Micro Focus Hybrid Cloud Management solution and products

- Delivery of a workshop to understand architecture, configuration, and integrations of the current environment and running product versions
- Review and validate integration and deployment plans
- Review and validate the configuration of the current solution
- Determine the actual time needed to perform the upgrade

A Micro Focus Professional Services sales representative will provide a statement of work for the upgrade to the customer to define all work packages and activities in detail, along with a timeline and proposed pricing.

### Upgrade Preparation

An experienced Micro Focus Professional Services Hybrid Cloud Management specialist will perform the following activities after the Statement of Work for the upgrade has been approved by the customer:

- Review and validate existing environments
- Review and validate need to renew licenses
- Review needs and areas of improvement
- Delivery of a workshop to review the upgrade options and procedures
- Assist in planning the upgrade

The specialist will also perform the following activities depending on the current implemented product version:

- Design the reference architecture for the future enterprise deployment of Micro Focus Hybrid Cloud Management Suite
- Produce an upgrade plan and a report with findings with recommendations

### Upgrade in Non-Production Environment

An experienced Micro Focus Hybrid Cloud Management specialist will perform the following activities:

- Create HCM upgrade plan and workbook
- Execute a side-by-side upgrade procedure for a standard instance in a lab/test environment, including:
  - Installation of standalone HCM instance in a Lab/Test environment
  - Export/import of configurations to the Lab/Test environment
  - Application of the upgrade procedure
  - Upgrade of MF content packs to latest available in MF ITOM Marketplace
  - Reconfiguration of the LDAP Integration (User Authentication and SSL configuration using CA or Self Signed Certificate)
  - Validate availability of customized content
    - OO workflows
    - HCM offerings

### Upgrade in Production Environment

An experienced Micro Focus Hybrid Cloud Management specialist will perform a side-by-side upgrade procedure for a standard instance in a production environment, including:

- Installation of HCM (including MF content packs) with a High Availability configuration in the Production environment
- Export/import of configurations
- Application of the upgrade procedure
- Reconfiguration of the LDAP Integrations (User Authentication and SSL configuration using CA or Self Signed Certificate)
- Configure HCM UCMDB instance
- Reconfigure existing MF and 3d party integrations
- Validation of the environment

**Enablement**

The Micro Focus Hybrid Cloud Management specialist will provide mentoring/enablement associated with the architecture, upgrade 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 either onsite or remotely by Micro Focus Professional Services consultants, using a remote VPN connection to the customer's network and systems to fulfill their tasks.

**Governance**

A Micro Focus 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**

For delivery of this service, the customer must own or provide the following:

- the required Micro Focus HCM Suite product licenses
- a remote VPN connection to the network and systems to fulfill all required tasks
- administrator access to new SiteScope servers from remote location
- log files and execute specific application commands

**Service Limitations**

This service is limited to the upgrade of existing HCM suite with related components in a Lab/Test or Production. This service does not cover the migration of standalone CSA to HCM, upgrade of Operation Orchestration, Cloud Optimizer, Vertica or UCMDB products.

The following product versions require a multi-stage upgrade procedure, which change the described upgrade process and listed estimations:

- upgrading from HCM version 2019.08 or older
- HCM version 2019.11 or later allows single-stage upgrade

The following components are excluded from the service and shall be quoted as extensions to the service if required based on the compatibility matrices:

- Upgrading server OS or databases
- Upgrade of other Micro Focus products
- Integrations to other Micro Focus or 3rd party products

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, repair, maintain, or modify hardware, firmware, or software
- Validation does not include performance and load testing

The service engagement 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 an additional Statement of Work.

**Customer Responsibility**

To ensure a successful Service engagement, you must:

- Contact the Micro Focus Project Manager 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 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 engagement

**Duration**

Delivery of this Service is on average 10 days per HCM instance for the Lab/Test environment and 20 days in Production environment

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for a single specialist. Depending on the Architecture of the components or type of engagement this number can change. This Service can be delivered onsite or remotely by Micro Focus Professional Services specialists.

### The Professional Services Difference

Micro Focus Professional Services 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 Micro Focus software solution implementation expertise
- More than 20 years of experience helping large, complex, global organizations realize value from their Micro Focus software 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
- Platinum member for The Open Group and driving force in the IT4IT™ Forum

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