

Network Operations Management Upgrade

Perform the agile upgrade of Micro Focus Network Operations Management (NOM) Suite in your environment.

Overview

Cloud and composite applications, driven by DevOps, are now driving much of the IT agenda, making life for your IT operations teams much more complex. To continue delivering value, these teams face the challenge of transforming the Network Operations Bridge to support agile, continuous, and autonomous operations in a hybrid world. Micro Focus Professional Services designed the Upgrade Services for Network Operations Management to help you modernize Network Node Manager (NNMi) or Network Automation (NA) as part of this transformation.

Realize the full potential of your IT software portfolio with our modular Upgrade Services. The DevOps teams that keep the technical product versions up to date are only involved minimally. Micro Focus Professional Services performs the upgrade, allowing your teams to focus on developing valuable functions and features.

This flyer explains the scope, benefits, and activities of the Upgrade Services for Network Operations Management.

Upgrade Process

Upgrade Intake

An experienced Professional Services specialist will perform the following activities:

- Review and validate the available documentation of the deployed NOM Suite solution and products.
- Host 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 sales representative will provide you with a statement of work for the upgrade to define all work packages and activities, along with a timeline and proposed pricing.

Upgrade Preparation

After you approve the statement of work, the specialist will:

- Review and validate the interfaces.
- Review and validate the need to renew licenses.
- Review needs and areas of improvement.
- Host a workshop to review upgrade options and procedures.
- Assist in planning the upgrade.

Depending on the product version, the specialist will also:

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

Upgrade in Non-Production

After creating an upgrade plan and workbook, the specialist will execute a side-by-side upgrade procedure in a lab or test environment:

- Install standalone instance.
- Export or import configuration.

- Apply the upgrade procedure.
- Upgrade network performance server (NPS) and smart plug-ins (iSPIs) for NNMi.
- Reuse or reconfigure the Lightweight Directory Access Protocol (LDAP) integration (user authentication and SSL configuration using CA Strong Authentication or self-signed certificate).
- Validate availability of customized content:
 - NNMi: custom polling, events, filters, groups, integrations
 - NA: groups, nodes, scripts, policies, integrations
- Validate integrations with configuration management database (CMDB), consolidated event management (Operations Bridge Manager), and other third-party integrations.

Upgrade in Production

The specialist will then perform a side-by-side or in-place upgrade procedure for a standard instance in a production environment:

- Install a high availability configuration of NNMi (including iSPIs), NA, or both.
- Export or import configurations.
- Apply the upgrade procedure.
- Upgrade NPS and iSPIs for NNMi.
- Reuse or reconfigure the LDAP integrations.
- Validate the environment.
- Validate integrations.

Enablement

The specialist will provide mentoring or enablement associated with the architecture, upgrade options, and procedures.

Service Planning and Deployment

Planning

Specialists schedule the delivery of this service at a time you and Micro Focus agree on.

Delivery Model

Consultants can conduct the service onsite or remotely using a VPN connection.

Governance

A Micro Focus project manager will make sure the scope and deliverables are produced according to plan.

Service Eligibility

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

- The required Micro Focus NOM Suite, NNMi, or NA product licenses.
- A remote VPN connection to the network and systems.
- Administrator access to new SiteScope servers from remote location.
- Log files and the execution of specific application commands.

Service Limitations

This service does not include the upgrade of Operations Bridge Reporter (OBR), Business Value Dashboard (BVD), or Operation Orchestration. Upgrading these components is part of a separate service offering.

The following NA and NNMi product versions require a multi-stage upgrade procedure, which changes the process: versions older than 9.26 or versions 9.26, 10.0x, 10.40, 10.50, and 2018.05.

There is a direct upgrade available from versions 10.1x, 10.2x, 10.3x, 2018.08, 2018.11 to version 2019.05.

The following components are excluded and will be quoted as extensions if required:

- Upgrading server OS or databases.
- Upgrading other Micro Focus products.
- Integrating other Micro Focus or third-party products.

The following activities are also excluded from this service:

- Purchasing certificates or licenses needed for installation.
- Delivering standard Education offerings.
- Conducting performance testing or modeling services that are required due to unauthorized attempts to install, repair, maintain, or modify hardware, firmware, or software.
- Conducting performance and load testing as part of validation.

The service engagement will be delivered as a single, continuous event. Environments requiring multiple engagements or phases over longer periods are not included in this service but can be accommodated at additional cost.

Customer Responsibility

To ensure a successful service engagement, you must:

- Contact the Micro Focus project manager within 90 days of purchasing to schedule the delivery.
- Assign a designated person who will grant all approvals, provide information, attend meetings, and assist specialists.
- 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 access to all hardware, firmware, and software required to deliver this service.
- Retain all original software licenses, license agreements, license keys, and subscription service registration information and provide them to Micro Focus if requested.

Duration

Delivery of this service takes an average of 10–40 days. Depending on the architecture of the components or type of engagement, this estimate may change.

Contact us at:
www.microfocus.com

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- Proven 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.
- Education and support services to ensure successful adoption.

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