

Version Upgrade Service for Operations Bridge Management

Perform the agile upgrade of Micro Focus Operations Bridge Management 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 Operations Bridge to support agile, continuous, and autonomous operations in a hybrid world. Micro Focus Professional Services designed the Version Currency Service for Operations Bridge Management to help you modernize your Operations Manager (OMi), SiteScope, Application Performance Management (APM), or Operations Bridge Management (OBM) products as part of this transformation.

Version Currency Services are modular to help you realize the full potential of your IT software portfolio. 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 data sheet explains the scope, benefits, and activities of the Version Currency Service for Operations Bridge Management.

Upgrade Process

Upgrade Intake

An experienced specialist will perform the following activities:

- Review and validate the available documentation of the deployed Operations Bridge Management Suite solution and products.

- Host a workshop to understand the 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 Professional Services sales representative will provide you with a statement of work to define all work packages and activities, along with a timeline and proposed pricing.

Upgrade Preparation

After you approve the statement of work for the upgrade, a 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 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 Operations Bridge Management Suite.
- Produce an upgrade plan and a report with findings and recommendations.

Upgrade in Non-Production

A specialist will perform the following activities:

- Create an upgrade plan and workbook.
- Execute a side-by-side upgrade or in-place procedure for a standard instance in a lab or test environment, including:
 - Install or upgrade standalone instance in a lab or test environment.
 - Reuse or configure Lightweight Directory Access Protocol (LDAP) integration (user authentication and SSL configuration using CA Strong Authentication or self-signed certificate).
 - Validate availability of custom monitors, groups, alerts, and templates on new system (if configured in the existing version of OBM).
 - Migrate data (backup and restore).
 - Upgrade an Operations Connector.
 - Validate management packs.
 - Validate event or performance dashboard views in new OBM.
 - Validate availability of custom configuration of topology-based or stream-based even correlation, aspects, policies, and connected server (if configured in the existing version of OMi).
 - Validate that new OBM is up and running.

Additional activities for APM:

- Validate APM dashboard connections.
- Validate availability of earlier Micro Focus Diagnostics, Business Process Monitor, and Real User Monitoring in the newer version of APM.

- Validate availability of a limited number of application views and end user monitoring (EUM) reports in newer version of APM (if application views and EUM are configured in the existing APM).

Upgrade in Production

A specialist will perform a side-by-side or in-place upgrade procedure for a production environment, including:

- Installing OBM or SiteScope and APM with a high availability configuration in the production environment.
- Reusing or configuring LDAP integration (user authentication and SSL configuration using CA or self-signed certificate).
- Validating the environment.

Enablement

A specialist will provide mentoring or 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 you and Micro Focus agree on.

Delivery Model

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

Governance

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

Service Eligibility

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

- The required Micro Focus OBM Suite product licenses.

- A remote VPN connection to the network and systems (if required to fulfill tasks remotely).
- Administrator access to all servers and databases.
- Log files and execute specific application commands.

Service Limitations

This service does not include upgrading the ITOM Platform, Operations Bridge Analytics, Operations Bridge Reporter, Business Value Dashboard, or Cloud Optimizer. The upgrade of these components is part of a separate upgrade service offering.

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

- BSM 9.24
- BSM 9.26
- SiteScope 10.1x
- SiteScope 11.2x
- SiteScope 11.3x
- Operations Agents below version 11.14

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

- Upgrading server OS or databases.
- Upgrading Micro Focus Operations Bridge agents.
- 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 of time 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 Microsoft Teams 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.
- 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 25–50 days depending on the component (OMi/OBM, SiS, or APM) for the environment. Depending on the architecture of the

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components or type of engagement, this estimate could change.

The Professional Services Difference

Micro Focus Professional Services delivers unmatched capabilities through a comprehensive set of consulting services. These services help drive innovation through streamlined and efficient solution delivery. We provide:

- 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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