Hewlett Packard Enterprise

HPE Automation Services— HPE Operations Orchestration Advanced

Next-generation automation and orchestration

Executive summary

Analyst research suggests that 70 percent of IT resources are spent on ongoing and routine IT operations. At the same time, we see a continued increase in virtualization and sustained interest and adoption of cloud-based delivery. IT is still required to operate heterogeneous elements in the datacenter; coupled with higher demand for agility from the lines of business and continuing pressure to lower cost and risk, IT is under pressure to transform and optimize their operations and delivery of services. By automating and orchestrating operations in their data centers, IT can significantly improve the time to market and value for the business, increase agility and operational efficiency, and reduce costs. Moreover, automation is at the core of hybrid cloud service delivery. With it, IT can set itself on a solid foundation for cloud adoption. The ability to offer services that are provisioned, end-to-end, with the click of a button, relies on seamless task automation and workflow orchestration. This makes automation a necessary stepping stone into the cloud.

HPE Automation Services overview

HPE Automation Services are a suite of offerings designed to enable customers to successfully adopt automation and orchestration within their data centers. We

can help you automate tasks to replace mundane and routine operations such as provisioning, configuration, patching, and IT compliance across heterogeneous physical and virtual servers, networks, databases, and middleware elements. We can help you automate process workflows to orchestrate across infrastructure, platform, and applications, while leveraging existing investments in your environment. These automation services will help you realize benefits such as:

- Reduce provisioning time from days to minutes

- Manage an increasing fleet of servers with fewer resources

- Save money and increase user satisfaction by reducing time-to-repair

HPE Automation Services are flexible and progressive. We believe you need to "walk before you can run," and we aim to deliver maximum value by driving focused, outcome-oriented implementations.

HPE Automation Services set you on your journey with a suite of foundation offerings. These offerings are rapid implementations focused on getting the automation technology platform established and implementing basic capabilities such as simple patching or compliance scanning. We then progress to a set of advanced automation services that extend your capabilities into new areas or implement more sophisticated use-cases, such as integrating orchestrated flows into your IT service request portal.

Benefits

- Drive agility, consistency, and efficiency in IT operations by automating tasks and orchestrating processes – avoiding manual handoffs and human errors – reducing cost, saving time, and improving quality

- Better manage risks and IT compliance by setting and enforcing standards with provisioning and patching of IT infrastructure, platform, and applications

- Lower operations costs by automating mundane and routine tasks and process workflows

- Timely and accurate assessment, reporting, and remediation of IT compliance using set policies, which helps avoid failing the internal and regulatory audits

- Solutions that leverage existing investments and operate heterogeneous physical and virtual platforms

- Robust integration with HPE and non-HPE tools

- Consolidate multiple point tools and thousands of scripts into easy-to-use process automation flows
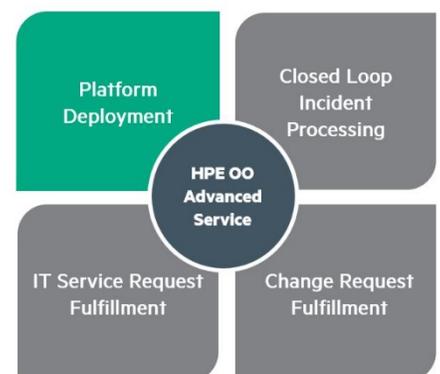
HPE Operations Orchestration overview

Whereas the HPE Operations Orchestration Foundation service introduces HPE Operations Orchestration into your environment and implements basic capabilities, HPE Operations Orchestration Advanced service delivers an enterprise-scale and production-grade implementation that is scalable, resilient, and stable. We focus not only on the technology but on integrating HPE-proven practices into your processes to deliver an end-to-end solution that meets your specific requirements.

This service is modular, allowing you to choose where you want to begin and what capabilities you wish to adopt.

Module I: Platform Deployment

This module is required and included with any optional module you select. In this module, we address the architecture design and deployment of HPE Operations Orchestration. In most instances, a single master and a single Remote Action Server provide good balance between cost, performance, and reliability. However, should you need to deploy a highly available setup to provide complete redundancy, this can be accommodated. To ensure stability we install, at a minimum, two environments: test and production. Deploying a single production environment poses significant stability risks as it forces you to apply configuration changes without being able to test them. After the products are installed, we discover your servers and deploy the agents. They are now ready to be managed by HPE Operations Orchestration.

Module II: Closed Loop Incident Processing (CLIP)

This module automates the incident submission and resolution process into a closed loop which accelerates resolution, reduces mean-time-to-repair and streamlines incident processing.

Event detection

This step is assumed to already be implemented in the form of monitoring tools and a central event console. It is, therefore, outside the scope of this service. However, should this assumption prove inaccurate, we can help you implement it through our HPE Operations Bridge services.

Incident submission

At this point in the flow, we use HPE Operations Orchestration to integrate your event console with your ticketing system. Through our out-of-the-box integrations combined with workflows tailored for your needs, we enable the automatic creation of incident tickets based on events and their properties (such as severity).

Incident diagnosis

If desired, we create additional workflows to assist your IT operations staff in further diagnosing the issue. For example, if your monitoring detects a database failure, you may want to trigger a series of tests such as checking whether the server is up or whether your storage subsystem is available.

Incident resolution

Finally, we design workflows to automate common resolution and recovery tasks such as rebooting a server, restarting a component, or restoring a default configuration. We then proceed to close the ticket and, if required, update the event console.

Module III: IT Service Request Fulfillment

You may have a service catalog or a portal where business users can request a standard set of IT services. These services may range from simple tasks (e.g. password reset) to more complex ones (e.g. create a Microsoft SharePoint team site). In many cases, a request results in a work item placed in a queue and then requiring manual execution by an IT administrator.

This module allows you to automate this process, end-to-end—from request to fulfillment—so that you can provide faster and better services to your business users.

We begin with a review of your current portfolio of requests that you wish to automate. Their complexity and popularity typically drive the order of execution. We then design and test workflows to automate all of the steps required to execute these requests, and finally, we integrate HPE Operations Orchestration with your service catalog, so that when a user makes a request, it is carried out without human intervention.

Module IV: Change Request Fulfillment

Your IT administrators have a myriad of scripts and utilities they use to carry out routine tasks such as applying configuration changes or modifying system parameters. Under most situations, usage is governed by a change management process, and administrators touch the production only as a result of an authorized change request.

This module integrates HPE Operations Orchestration with your change management system so that you can deploy changes faster and more consistently.
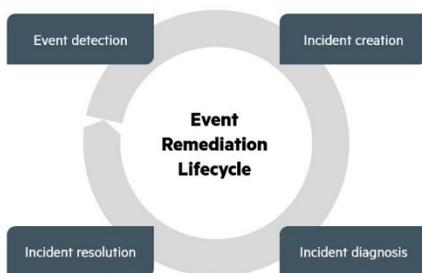
Similar to the IT Service Request Fulfillment module, we work with you to determine the most common and frequent change scenarios, which we then automate through HPE Operations Orchestration workflows. The integration then allows you to initiate execution from the change request system and close the loop by reporting back the change status as determined by HPE Operations Orchestration.

The HPE Software Services difference

HPE provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you manage the performance of enterprise applications, systems, and networks.

- Fast time-to-value: Our services get you up and running, with your applications monitored in a matter of weeks
- Proven HPE Software solution implementation expertise

- More than 20 years of experience helping large, complex, global organizations realize value from their HPE 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

Only HPE Software Services brings together consulting expertise and the industry-leading IT Performance Suite software to help you perform better.

For more information

Contact your HPE representative or email HPE Software Services in your region.

HPE Software gives you the power to gain connected intelligence for the new style of enterprise IT—anytime, anywhere, quickly and securely.

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HPE Software Services
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