

HP Service Automation Reporter (SAR) to BMC Atrium CMDB Integration

CUSTOMER CENTRIC

Advances customer initiatives for CMDB based quality improvements, regulatory and process compliance, and business and operational efficiency gains. The connector maps data from the SAR into the existing Atrium CMDB data structures.

ITIL ALIGNED

Reduces process design, CMDB population and design, technology deployment, integration labor and maintenance costs plus enables customer efficiency and improvement programs using ITIL aligned service programs.

SOLUTION SUPPORT

A commercial off-the-shelf and fully supported solution for data integration of HP (formerly Opware) Server Automation and Network Automation data into the BMC Atrium CMDB.



Seamless provides a commercial off-the-shelf and supported solution that synchronizes and maintains CMDB data from HP automation tools.

A Remedy Administrator or configuration process manager configures the Seamless connector mapping files to load the HP SAR data. The Seamless connector uses the Seamless mappings to create a link from SAR based CIs, attributes, and relationships to the BMC Atrium CMDB based CIs, attributes, and relationships. The administrator then uses the Remedy reconciliation process to merge the SAR data into the production CMDB instance.

Key Functionality

- The data is mined on a recurring basis by a background process (service/daemon) as defined by the customers configuration management process.
- The data is read from HP SAR through a standard JDBC interface.
- The data is populated into appropriate forms in the CMDB as defined by the Connector mapping definition files. Default mapping ships with the connector and custom mapping is via a configuration file.
- The data is associated from the HP SAR relationship (i.e. Server-Platform, Server-Group, Server-Software, etc) to the Atrium CMDB relationship.
- Users can access the HP SAR data from the Remedy system once the data is merged into the Atrium CMDB via the reconciliation process.
- The data is automatically updated based on the changes to HP SAR since the last mining.

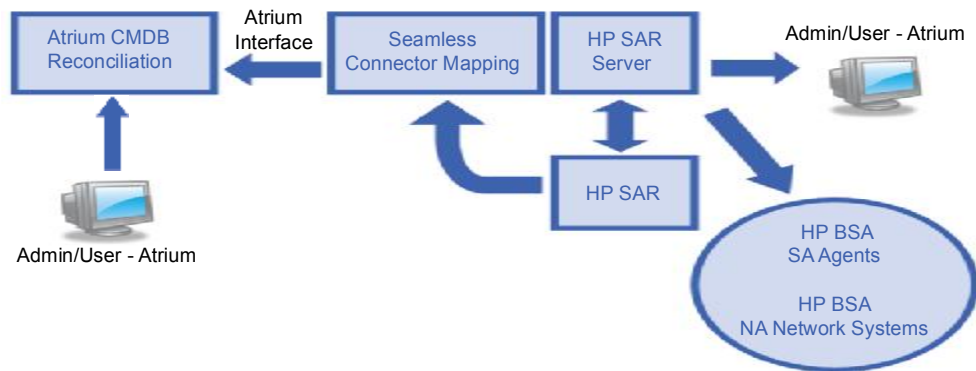
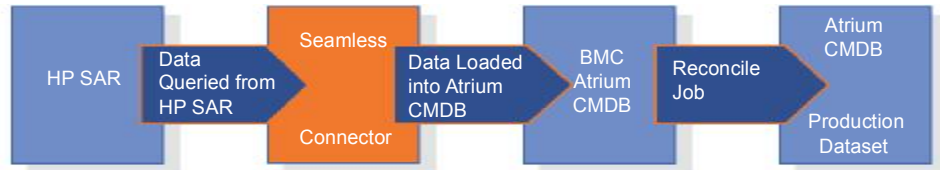
SEAMLESS TECHNOLOGIES

Seamless Technologies, an HP Development and Professional Services Partner, has been integrating software products such as HP (formerly Opware) Server Automation, Network Automation and Service Automation Reporter with CMDBs and other IT Operations support systems since 1995. We provide consulting, best-of-breed technology and ITIL best practices aligned to efficient operations and business objectives. Our offerings are proven in healthcare, telecommunications, and other industries where availability and performance are critical.

For more information on any of our products or services please email sales@seamlessti.com or visit us on the Web at: www.seamlessti.com

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HP SAR to BMC ATRIUM CMDB



Installation Requirements

REQUIREMENTS

- HP SAR (6 or 7.x platforms)
- BMC Atrium CMDB 1.1 or 2.x
- Java JRE 1.4 or up
- Minimum memory requirement 1GB
- Minimum Disk Space requirement 1GB

SUPPORTED PLATFORMS

- BMC Atrium CMDB version 1.1 or 2.x
- HP SAR
- Microsoft Windows, Solaris, Linux
- Remedy AR System version 6.x or 7.x

SERVICES AVAILABLE

HP Server Automation, HP Network Automation, HP Operations Orchestration implementations

Server automation process consulting

Custom integrations from HP BTO product suite

