Session 1 of 3
ITSMA 2017.07 Release Readiness Webinars

- Set of webinars to facilitate customer readiness for the upcoming release
  - Additional information and learnings will still be necessary – this is just to get you started! 😊
  - Audience: customers (partners enabled as part of the HPE internal technical readiness)

- 2017.07 ITSMA Suite Release readiness
  - July 19th Release Introduction
  - August 2nd Live Demonstrations, Preparing for the Release
  - August 16th Technical Drilldown Discussions

- Leverages the ITSMA Suite Practitioner Forum program
  - Every two weeks, Wednesdays, 8 AM Pacific Standard/ 4 PM GMT
  - For now: schedule and login information in SAW forum here
  - Coming soon: new ITSMA community, new invitation process)
2017.07 Release Readiness Agendas

**July 19th**
- **Release Introduction**
  - Roadmap & strategy recap for context
  - 2017.07 Release Overview
    - New ITSMA Service Portal in containers for SM customers
    - CMS enhancements
- **August 2nd**
  - Live Demonstrations, Preparing for the Release
    - Service Portal demonstrations & feature list
    - Container Delivery Framework considerations
    - Preparing for the release
      - Compatibility & environment summary
      - Environments, sizing, including mixed mode
- **August 16th**
  - Technical Drilldown Discussions
    - Detailed technical drilldown as needed
    - Containers
      - Containers 101 [may move to future session]
    - Upgrade, rollback, Management Console, Identity Management
    - Related offerings from HPE Professional Services and Technical Services (Erik, Brindusa)

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Today's session

*Topics subject to change*

Sessions will be recorded, slides and recording link available from the announcement in Practitioner Forum [here](#)
Roadmap & strategy recap for context
Forward-looking statements

This is a rolling (up to three year) Roadmap and is subject to change without notice

This document contains forward looking statements regarding future operations, product development, product capabilities and availability dates. This information is subject to substantial uncertainties and is subject to change at any time without prior notification. Statements contained in this document concerning these matters only reflect Hewlett Packard Enterprise’s (HPE) predictions and / or expectations as of the date of this document and actual results and future plans of Hewlett Packard Enterprise may differ significantly as a result of, among other things, changes in product strategy resulting from technological, internal corporate, market and other changes. This is not a commitment to deliver any material, code or functionality and should not be relied upon in making purchasing decisions.
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IT Operations Management Suites
Simple, integrated, easy to consume

Hybrid Cloud Management
Continuous creation and delivery of new IT services

Data Center Automation
Comprehensively automated data center

Operations Bridge
Monitoring and optimizing workloads

IT Service Management Automation
Self-service, intelligence-driven fulfillment

This is a rolling (up to three year) Roadmap and is subject to change without notice.
IT Service Management Automation

- Big Data service desk
- Self-service user portal
- Asset management
- Task/process automation
- ITIL® process automation
- ChatOps collaboration
- Unified orchestration

Service Portal | ITIL Processes | Asset Management | Automation

Big Data Analytics

Configuration management | Automated service modeling

Services | Applications | Infrastructure
ITSM Solutions blueprint and ITSMA suites

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ITSM Solutions blueprint and ITSMA suites

**ITSMA Express:**
- Suite content:
  - Service Management
  - Smart Analytics/ Big Data
  - Universal CMDB
- Use case: Service Desk
- Persona: Help Desk Manager

**ITSMA Premium User:**
- Suite content:
  - Service Management
  - Smart Analytics/ Big Data
  - Universal CMDB
  - Asset Management
  - Aggregation of Service Catalogs
- Use case: SACM
- Persona: Director Service Mgt

**Optional ITSMA Nodes:**
- Suite content:
  - Universal Discovery
  - Operations Orchestration
- Use case: SACM
- Persona: Director Service Mgt

This is a rolling (up to three year) Roadmap and is subject to change without notice.
Delivering Time to Value at Scale
New Container-based Delivery Model

**Distribution**
- Standard Unit of Delivery
- Always-on remote access

**Installation**
- Instant Provisioning
- Pre-Integrated Containers
- Leveraging Shared Services

**Upgrades**
- Automated rolling updates, Patches and rollbacks

**Operation**
- Integrated monitoring
- Automated scaling | and ---
- Self-healing and reconciliation

Management thru Automated Orchestration
- API
- CLI
- Dashboard
ITSMA Delivery Platform Transformation

Container Deployment Foundation—modular, flexible, scalable

Pre-integrated containers, unified license model, and shared services

Easy to install, maintain and patch

Flexible Deployment Options

This is a rolling (up to three year) Roadmap and is subject to change without notice.
The best capabilities in one suite
Consolidating HPE ITSM offerings

Service Anywhere
• Self-Service Portal and Catalog
• Knowledge Management
• Immersive analytics

ITSMA
(IT Service Management Automation)

Service Manager
Asset Manager
CMDB
Universal Discovery
User Experience Transformation
ITSM Service portal evolution

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All product views are illustrations and might not represent actual product screens.
2017.07 Release Overview
ITSMA 2017.07 Release themes

- Service Portal
- Mixed Mode Deployments
- Native Mobile App
- CDF Enterprise Ready / AWS

Hewlett Packard Enterprise
Service Portal
Service Portal Value Propositions

**Benefits**

- Adoption of self service via mobility.
- Call volume reduction from self-solve
- Call volume reduction from virtual agent chat

**What your product do?**

- Supports catalog aggregation from Service Manager.
- "Blended" service catalog and support catalog access.

**Features**

- Big data & search capabilities powered by IDOL
- Supports request tracking, approvals & request on behalf
- Enhanced user experience & improved self service experience
- Native mobile app (android)
- End user smart chat powered by virtual agent

**Experience**

- "Blended" service catalog and support catalog access.
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Catalog configured in SM and aggregated into ITSMA Portal

News alerts on active outages.

Search for News, catalog offerings, Services & knowledge articles.

Offer simple views on the Catalog offerings.

Service Portal
Landing Page & New UX
Service Portal
Search with enhanced filtering options

“Entitlement” based search

Allows to search for service offerings, support offerings, and knowledge articles from global search.
Service Portal
Virtual agent chat

Hey Jacques!

Thank you for choosing to use our support. Please describe your problem in detail. In your description, please include related software, hardware, services, or facilities.

How to use VPN

Select the best option

Existing solutions
- VPN connection tips (News)
- Install Lync Mobile App on a Windows Phone Device (News)
- Improve Lync Call Quality (wireless, wired and VPN network) (Article)
- Access XSP SND service via VPN (Article)

Create a request
- Multi-Factor Authentication (Offering)
- Report VPN connection problem (Offering)
- Employment Status Change (Offering)

Ability to search with natural language.

Virtual agent recommendations with knowledge articles and catalog offerings based on end user search

Track and view the status of the request in the portal
“A user can impersonate any other user, view his catalog & order things for him.”
Service Portal
Themes and Personalization

- Allows to use your own branding by providing user interface to theme the portal including colors, background, logos, etc.
- Ability to preview the theme settings before making it a global setting.
- Personalized branding experience for end users.
Mobility
Native Mobile Application & Browser based responsive design

Responsive UX Design using HTML5
Native Mobile Application – Key Features

Browse catalog and knowledge
- View and track my currently open requests
- Search for offerings, articles and view details
- Browse the catalog, quick pick from the most popular
- Request a catalog item

Self Service Options
- Search the knowledge base, view mobile-optimized knowledge articles

Approvals
- Proactive notifications when approvals are pending

Android version will be available first, followed by iOS

The mobile app will be available on Google Play or through direct apk distribution
language support for the new service portal.

Japanese, S. Chinese, German, French, Spanish, Russian, Dutch, Italian, B. Portug, Korean, Polish, Turkish, Arabic, Greek, Norwegian, Danish
UCMDB / UD
UCMDB 10.33
Browser 4.14
Content Pack 24
Summary of Major Improvements

New User Experience
• UCMDB Home & Dashboard
• Data Flow Probe Automatic Updates
• Improved UCMDB Browser history
• Interactive walkthroughs for UCMDB Browser

Smart Software Analytics
• Automated scan file collection
• Automated teaching
• Automated SAI creation and distribution
• HTML5 update for SAI validation

Discovery & Integrations
• Extended AWS Discovery
• Improved UCMDB to ServiceNow
• New discovery for Cisco Prime and IBM WPARS
• Updated version discovery of many technologies
UCMDB HOME
New UCMDB Home page with customized widgets

Add new widget and assign to groups to customize your home page

High level menu available to access new and existing features of UCMDB Browser and the new UCMDB user interface

A new UCMDB home page, that can be customized to contain reports and widgets, with out-of-the-box available reports
Smart Software Analytics
IDOL based automated software teaching

- Automated generation of user SAI file based on unrecognized software, using IDOL-based Machine Learning
- Embedded SAI editor for improved SAI validation experience
- SSA joins and automates the recognition and teaching processes
- User-configurable scheduling of scan file collection from remote probes
- Automated collection and replication of scan files to teaching server
- Automated replication of user SAI file to UCMDB and probes
- Embedded SAI editor for improved SAI validation experience
Universal Discovery

New & Extended Discovery

- IBM® WPARS
- SAP Solution Manager
- Cisco Prime
- Workload Partitioning
- ubuntu® Server & Desktop
- amazon web services

Version Updates for Existing Discovery

- OpenStack v3
- Docker 1.1x
- Docker Community Edition 17.0x
- Docker Enterprise Edition 17.03
- F5 BIG-IP 12 and 13
- HPE NonStop J06.x, K06.x, L06.x
- Libvirt 1.x, 2.x, 3.x
- Apple OS X: 10.9, 10.10, 10.11, 10.12
- Huawei Storage V3 (OceanStor, Dorado)

Updated Integrations

- Network Automation 10.x
- UCMDB –ServiceNow – faster, more secure
- UCMDB - NNMI

New & Improved Discovery Jobs

- New Host Platform Discovery
- Host Connection job discovers AWS Instance ID
- Node reconciliation uses the AWS Instance ID
AWS Improvements

- AWS ID included in the Node Reconciliation logic
- New discovery job to capture the name of the hosting platform (i.e. AWS, Azure, Vmware)
- S3 Bucket topology
- AMIs and their relationships to EC2 instances
- EBS storage and its relationship to the EC2 instance
- Tags captured for each primary AWS CI type

AWS Improvements

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ITSMA Container Deployment
ITSMA 2017.07 release
Second containerized release

Installation of ITSMA Express (SM, SMA, ITSMA Service Portal & UCMDB) with container delivery foundation (CDF)

Pre configured Integrations SM – SMA, SM – ITSM Service Portal, SM - UCMDB

Mixed mode deployment

<table>
<thead>
<tr>
<th>Time to integrate</th>
<th>Time to install</th>
<th>Time to Scale</th>
<th>Deployment Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-3 weeks to</td>
<td>2-15 days to</td>
<td>Weeks to</td>
<td>Fixed to</td>
</tr>
<tr>
<td>Few hours</td>
<td>Few mins</td>
<td>Pre-Built</td>
<td>Flexible</td>
</tr>
</tbody>
</table>
**ITSMA in CDF**

**Suite Configuration Page**

- **Mixed Mode configuration dashboard**
- **Smart Analytics configuration dashboard.**

**Mixed Mode Configuration Dashboard**

**Basic Configuration**
- External Service Management connection
- LW-SSO

**Feature Enablement**

- **Service Portal**
  - Click **Configure** to configure the Service Portal functionality to work with your external Service Manager system.

- **Chat**
  - Click **Configure** to integrate the containerized Chat service with your external Service Manager system.

- **Smart Analytics (4 Steps/10 Steps)**
  - Click **Enable** to enable the containerized Smart Analytics in your external Service Manager system.
  - No Smart Analytics license is detected in your external system. Click **Buy** to buy a license.
  - Click **Migrate** to migrate data from your external Smart Analytics server to the containerized Smart Analytics.

**Wizard based configuration to enable customers to track their steps**

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**Hewlett Packard Enterprise**
Notifications on configurations

Text box to enter SM URL

Options to test the configurations
Enable Smart Analytics

Step 1: Enable Smart Analytics in Service Manager

* Login to Service Manager as administrator, and then open the System Administration > Ongoing Maintenance > Smart Analytics > Configuration page
* Click Enable Smart Analytics button
* Click Yes to migrate to IDOL. Your account logs out automatically and your
Last executed in 2017-06-26 12:59:30

Step 2: Configure Smart Analytics in Service Manager

Step 3: Use Smart Analytics function
Mixed mode & AWS support
Mixed Mode & AWS deployment - Value Propositions

- Flexible deployment options
- No Big bang approach required. Deploy and run section of ITSMA components in NG.
- Easy to deploy & enable faster adoption of CDF
- AWS infra automation via Terraform
- CDF deployment in AWS
- Mixed mode deployment support
- Faster TTV

Benefits

What does it feel like to use your product?

Experience

Features

How does your product work?
Mixed Mode
Supported scenario in July Release

For customers who want to experience new service portal

- SM 9.41+ (no chat nor survey)
- SM 9.5x (full ITSMASP)

UCMDB outside to SM (in CDF)

UCMDB to SM integration following current matrix. Refer CP support matrix

Classic components

Containerized components
Questions
Next meeting
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