



Altiris® 6

Connector for HP OpenView

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 ALTIRIS EXTENDS HP OPENVIEW OPERATIONS, NETWORK NODE MANAGER, AND SERVICE DESK TO DESKTOPS, NOTEBOOKS, HANDHELDS, AND SERVERS

The Altiris® Connector for HP OpenView provides seamless integration that extends and enhances HP OpenView* solutions, including Network Node Manager, Service Desk, and Operations. The complementary strengths of Altiris and HP solutions allow IT managers to implement a more comprehensive management solution that will prevent downtime, resolve problems faster, and keep systems running efficiently. The Altiris IT lifecycle management strategy extends HP OpenView management to provide inventory, asset, software and configuration management for desktops, notebooks, handhelds, and servers.

BENEFITS

- > Extend HP OpenView to additional devices and management functions
- > More comprehensive systems monitoring with forwarded Altiris management alerts that can be viewed in the HP OpenView consoles
- > Leverage Altiris inventory to streamline IT problem resolution
- > Speed IT service delivery through access to Altiris solutions from within HP OpenView
- > Automate configuration management process for improved ITIL compliance

ALTIRIS AND HP OPENVIEW

As a strategic partner for HP OpenView, Altiris is a registered HP OpenView Solution Alliance Partner and has obtained certification for the Altiris Connector for HP OpenView. HP OpenView provides a proactive, service centric approach to monitoring the network, system, applications and storage. By anticipating hardware and software problems before they occur, HP OpenView optimizes system performance and availability.

As an IT manager, you can leverage the complementary strengths of HP OpenView and Altiris solutions to implement a more comprehensive management solution that will provide alerts, detailed system information, and access to problem resolution solutions that will keep your systems running optimally. Altiris' comprehensive Web-enabled solutions empower organizations to manage computers throughout the IT lifecycle.



Altiris Inventory > Status > Alerts > Warnings

COMPLETE SYSTEMS MANAGEMENT



HP OpenView Modules

Altiris Solutions with HP OpenView Connector





HP OPENVIEW

CERTIFIED APPLICATION

The complementary integration of HP OpenView and Altiris IT lifecycle solutions significantly closes the loop on ITIL best practices that enable IT service management.



HP OPENVIEW

SOLUTION PARTNER

ENABLE ITIL-BASED SERVICE MANAGEMENT

IT Infrastructure Library (ITIL) provides best practice processes that enable IT to realize their key objective of service management. Altiris solutions support many ITIL processes, but significantly support Configuration, Change, Release and Problem Management. Integration between Altiris and HP OpenView further enhances the quality of IT service that is delivered, reduces overall cost of ownership and helps align IT services with business needs.

IMPROVE IT SERVICE DELIVERY

IT administrators can, through their central HP OpenView consoles, gain additional visibility and get a more complete picture of their enterprise IT resources, allowing for more efficient management. By integrating your Altiris solutions into the HP OpenView consoles, you extend your tracking of issues to client computers and applications. Alerts from installed Altiris solutions can be forwarded to the HP OpenView consoles for comprehensive system monitoring of your IT environment. Detailed inventory from Altiris, including Windows*, UNIX*, Pocket PC*, Palm*, and Macintosh* systems, is accessible from within HP OpenView, providing the information needed to properly troubleshoot problems. Access to Altiris solutions is integrated with the HP OpenView consoles to provide management tools that will reduce the time needed to resolve issues such as image deployment, software repair and updates, identifying inventory changes, software license management, remote control and management reporting. By integrating HP OpenView with Altiris solutions, you can move easily between the two management systems and problem resolution capabilities.

IMPROVE SERVICE MANAGEMENT AND ROI

HP OpenView and Altiris integration help you achieve a higher return on investment (ROI) through an integrated approach to PC deployment and migration, inventory and asset management, and software, change, and SLA management. Providing customers with solutions that address their business needs and keep their systems operating optimally is a key benefit of the integrated approach between Altiris and HP OpenView.

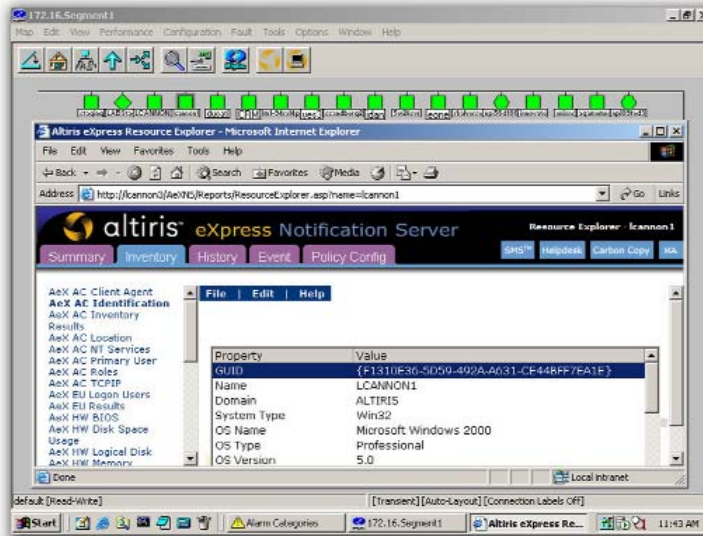
ADDITIONAL HP INTEGRATION

Altiris offers server provisioning across heterogeneous server hardware and manages heterogeneous client systems. Enhanced capabilities exist for HP/Compaq clients or ProLiant servers that take advantage of co-developed technology from Altiris and HP. HP Client Manager Software™ is a free hardware management solution for HP clients that generates hardware-specific alerts such as memory changes, chassis intrusion, or hard disk errors that can be forwarded to HP OpenView. HP specific hardware information is combined with other Altiris software inventory to provide additional troubleshooting information that is accessible from within HP OpenView consoles. HP ProLiant Essentials Rapid Deployment Pack uses the same Altiris infrastructure to deploy all ProLiant servers. Altiris solutions complement and extend HP OpenView.



altiris®
intuitive > manageability

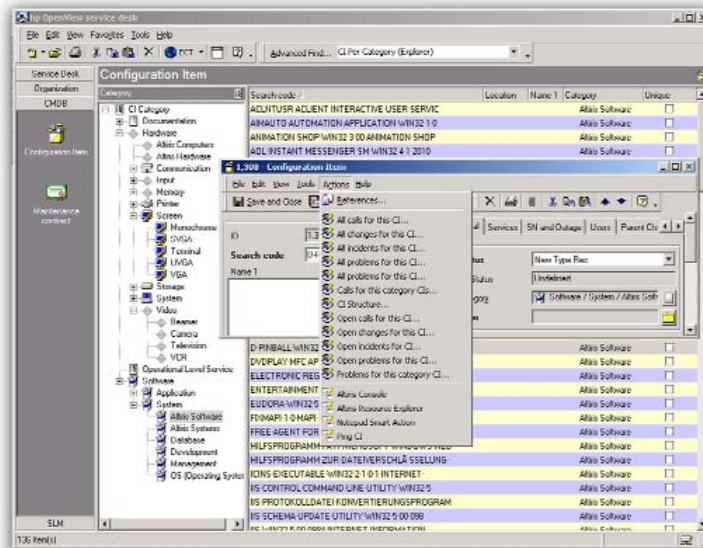
Right-clicking on a node allows you to launch the Altiris Resource Explorer from within HP OpenView Network Node Manager (NNM) and access detailed hardware and software information about a specific device. You can also launch directly into other Altiris solutions from within the NNM console to further troubleshoot or perform problem-solving actions.



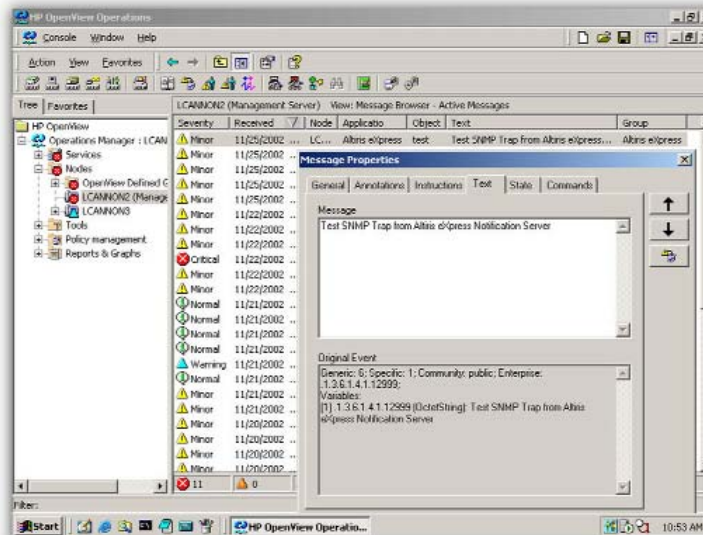
“The Inventory data collected by Altiris Inventory Solution® is forwarded to HP OpenView Service Desk, linking user and system information to devices. With integrated solutions, we can now automate and manage our change processes, provide better inventory information for help desk operators and provide immediate access to tools and detailed information needed to quickly diagnose and resolve issues.”

—Altiris and HP OpenView enterprise customer

Detailed hardware and software inventory gathered from the many OS platforms that Altiris supports can be imported into the Service Desk Configuration Management Database (CMDB). The import process maps parent/child relationships and flags the Configuration Item’s (CI) record status based on ITIL business rules. Use the integrated Altiris menus to access the highlighted CI for detailed inventory information.



HP OpenView Operations integration allows many types of hardware, software, and management function events from Altiris to be forwarded to the Operations console. This allows Operations policies to perform actions based on the event, including severity and sending messages to the IT manager. Access to Altiris solutions is also available from within the Operations console.



“The Altiris Connector for HP OpenView provides certified and seamless integration between HP OpenView Service Desk and Altiris Inventory Solution. The Connector allows us to populate HP OpenView Service Desk with detailed UNIX and Windows server inventory data automating our IT Infrastructure Library (ITIL) best practices and making problem resolution more efficient and effective.”

—International bank

FEATURES AND BENEFITS

HP OpenView NetWork Node Manager (NNM) and Operations

- > Event forwarding via SNMP traps—Meet service level agreements (SLAs) with additional monitoring capabilities.
- > Right-click access to detailed Altiris inventory—Streamline IT problem resolution via contextual access to in-depth client and server inventory.
- > Launch Altiris solutions from within the HP OpenView console—Speed IT service delivery through quick access to Altiris’ suite of tools to image, update software and configuration, track, and fix computer problems.

HP OpenView Service Desk (OVSD)

- > Import Altiris hardware and software inventory into the Service Desk Configuration Management Database (CMDB)—Maximize IT asset management by integrating inventory data with service, incident, change, and contract data.
- > Automatically create parent/child relationships between hardware, software, and host systems—Provides comprehensive picture of the system, including all installed hardware and software.
- > Create new hardware and software records as components are added to the environment—Enable automated change management, software licensing, and full hardware component inventory.
- > Standard and user-configurable inventory data and category mapping between Altiris and OVSD—Adapt to your specific setup by allowing you to determine how to organize the Altiris inventory.

- > Import uses ITIL business rules to establish parent/child relationships, record changes and add new records in OVSD—Automate processes including set record status, check for duplicate records, enable software license tracking, and determine record type, category, and data defaults.

SYSTEM REQUIREMENTS

The Altiris Connector for HP OpenView requires that you install the Altiris Notification Server™ and at least one Altiris solution. In addition, HP OpenView should be running on a separate Windows NT*-based server.



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