FAQ
CA eHealth to CA PM Transition Services

The CA Services Agile Operations team can assist CA eHealth customers assess their current configuration in preparation for transitioning to CA PM. To streamline the assessment process and generate an Assessment Report which details findings, risks and recommendations, the team created a CA eHealth to CA Performance Management (CA PM) Assessment Tool. This tool (eh2pm Assessment Tool), the report and work relating to the actual transition was presented in November 2017 to the CA Community.

Below are questions submitted during this webcast.

1. **Where can I find a recording of the webcast on the automated assessment tool and transition services for CA eHealth to CA Performance?**

   The recording by the CA Services Agile Operations team can be found here. If you have any questions not addressed below, please contact Dan Choquette, Senior Director Practice Services or Alain Albertini, Principal Services Architect. Additional information on transition services can be found here.

2. **What platforms does the eh2pm Assessment Tool support?**

   The eh2pm Assessment Tool (GA version Nov-2017) runs on Microsoft Windows and supports CA eHealth running on Linux and Solaris platforms. To support CA eHealth running on Windows, a version of the eh2pm Assessment Tool was tested in Dec-17 and is available via CA Services.

3. **Does CA Services need connection to console system or all BEA systems to run the assessment tool?**

   To run the eh2pm Assessment Tool, it is mandatory to connect to all CA eHealth servers in the cluster or stand-alone. This includes Distributed Console (front-end), Distributed System (back-end) and Remote Poller.

4. **Does the tool detect custom developed or third party integration modules?**

   The eh2pm Assessment Tool gathers data at the OS level including cron table, processes running, customization types. The CA Services team and the customer team should discuss any non-standard or custom "integration modules". They should also review the CA eHealth device

technologies mapping with the out-of-the-box certification of CA PM and/or CA Mediation Manager (CAMM). When the assessment is complete, the CA Services team will present findings and alternative solutions for these non-standard or custom modules.

5. **Does the assessment tool capture both system and network device configuration data? Are SNMP v3 polled device configurations collected by the eh2pm Assessment Tool? What about SystemEdge servers?**

   Yes, the tool supports both system and network device configuration data and also captures SNMP v3 polled device configuration data. SystemEdge agents are part of the eh2pm assessment output and can be transitioned to CA PM. For customers that use AIM bind to SystemEdge, it is recommended to use CA Unified Infrastructure Manager (CA UIM) to replace these AIMs.

6. **Is the report automatically created when we run eh2pm Assessment Tool?**

   Certain components of the eh2pm Assessment Tool are automated; others are executed or populated manually.

Component	Description
eh2pm-collect	Manually executed to collect CA eHealth data, directly on customer site
eh2pm-analyze	Automatically imports the collected data into a CA Services database for processing; automatically generates output data-tables
eh2pm-report	Automatically generates the draft report using Jaspersoft, (Excludes Architect Commentary and Recommendation sections)
eh2pm-commentary	The CA architect reviews the draft report and adds expert commentary and recommendations; Final report is automatically generated. This report may be sent directly to the customer or to CA Sales and/or Services teams for delivery to the customer.

7. **Is this tool available directly to customers or only as part of a CA Services engagement?**

   The eh2pm Assessment Tool is only available as part of a CA Services engagement.

8. **For customers who prefer a 'clean slate' implementation of CA PM, is there value in using the automated assessment and developing an Assessment Report?**

   Yes. Running the eh2pm Assessment Tool, capturing finding and reviewing transition recommendations from CA Services will help all stakeholders plan for the transition to CA PM since the engagement will evaluate organizational (people), processes and technical aspects of moving from CA eHealth to CA PM.

9. **What role does CA Support have with regard to the Assessment Tool and report?**

   Customers interested in engaging CA Services to utilize this tool can work with CA Services directly or can submit a ticket for CA eHealth/eh2pm/assessment to CA Support. The ticket, which will be routed to CA Services, will start the eh2pm assessment process and assign a CA eHealth/CA PM resource to work directly with the customer during the assessment and transition.

10. **Will our current CA Support contract cover the evaluation of our CA eHealth environment, or is there additional cost for this service?**

    The assessment is delivered by CA Services, not CA Support. Customers should work with their account team to address contracting questions such as applying CA Support hours to this engagement with CA Services.

11. **How is sizing determined for CA PM?**

    The eh2pm Assessment Tool automatically re-calculates the CA PM platform component sizing based on the CA online sizing tool and CA Services algorithm. The tool provides detailed guidance regarding FileSystem, mounted point, including OS, Bin, Data, Backups, with the standard naming convention to install CA products. The tool provides sizing information for each FileSystem with breakdowns for virtual or physical environments.

    Note: The transition to CAPM is not 'one-for-one'. Here is an example from a recent CA Services engagement:

CA eHealth (Source)	CA PM (Destination)
▪ One (x1) distributed console ▪ Four (x4) distributed system ▪ Supports 4,700 devices and 164K elements	▪ One CA PM platform ▪ One (x1) Data Collector ▪ Supports 4,700 devices and 264K items ▪ 10M metrics

12. **Does the sizing guidance assess end user activity based on number of reports run via web UI in CA ehealth?**

    The eh2pm Assessment Tool takes into account data regarding active users and, standard or custom reports. Based on these data, the CA Performance Center (CA PC) console sizing will be re-calculated to CA PM sizing. Over-utilization of CA eHealth users and reports may be identified and sizing recommendations of the CA PC will be added, if customer expects to maintain these volumes.

13. **Does the report show certification differences between CA eHealth and CA PM? For example: Cisco2600 cpu OID XXXXX is used in Report A in CA eHealth but is not supported in CA PM.**

    Yes, the tool provides the list of the active MTF (MIB Transaction File) used for polling, the quantity of devices /elements using it and the percentage of mapping CA PM certification. Detail of the missing OID is a done manually.

14. **Where can I obtain a sample report and this presentation?**

    A sample report and overview presentation of the Assessment Tool and process can be provide by Dan Choquette, Senior Director Practice Services or Alain Albertini, Principal Services Architect.

15. **How does CA Services plan to transition import modules from CA eHealth to CA PM?**

    The eh2pm Assessment Tool provides mapping between import modules, Torokina modules and CAMM packs to the out-of-the-box certification in CA PM and/or in CAMM for CA PM.

16. **What software should be used for the transition?**

    If the option for "automation-transition" is retained, CA Services MWIB software will be used for the transition.

17. **How is data migration handled? What is the approach recommended for polling during the transition?**

    Historical polling data is not migrated from CA eHealth to CA PM. For reporting purposes, during the transition period, CA Services recommends maintaining CA eHealth Reporting Console or integrate the CA eHealth platform to CA PM to report and compare historical data until the data timeframe is no longer relevant.

18. In the webcast, you describe small, medium and complex scenarios. How is this determined? Are 3000 devices considered a small or medium size?

The number of devices is not the factor to qualify eHealth environment (SMALL, MEDIUM, COMPLEX)

There are five considerations:

- The number of servers per CA eHealth cluster
- Standard/custom data import via Import Modules or CAMM Pack
- Custom scripts for devices, users, group and grouping and reports
- Standard/custom integration such as CMDB provisioning, synch with CA Spectrum, HA/DR
- LiveExecption minimal to extensive utilization

Using a simple approximation, 3,000 devices and total of 100K elements is managed by one (x1) Distributed Console and two (x2) Distributed System would be considered SMALL. If there are additional custom scripts or integration, it could be categorized as COMPLEX.

19. Is CAMM licensed separately or is it included with CA PM as part of transition?

CAMM is a separate license from CA PM. If it is already licensed and implemented with CA eHealth, it will be just a transfer.

20. Can you provide an approximate timeframe to implement a full high available configuration of CA PM installation? At this time disaster recovery can be installed in a cluster but other components are missing HA capability. DA is on the line now.

CA PM Fault Tolerance is supported component per component and was presented as part of the current version and roadmap of the product. A CA PM architecture for an HA/DR solution is provided case-by-case by a CA Product Management and/or CA Services architect.