Office Hours for Service Operations Insight (SOI) – January 27, 2015

Melanie Giuliani to Everyone: Hi everyone! Welcome to our SOI Office Hours! We will be getting started in just a few minutes.

Melanie Giuliani to Everyone: Okay, let's get started! Please start typing your questions into the chat box.

Madelaine to Everyone: 1. Will there in the future a feature to use the command line for Administration purposes? Ex. Building 9 000 Service Models with CIs...

Madelaine to Everyone: 2. How about changing the approach with SLAs. If I build 9 000 services, 80% or these will have the same SLA. Currently SLAs must be defined per service...

Klaus Lintz to Everyone: Hi All. Any direction in direct integration with ADA and/or NFA instead via CA PC

Paimon Sorornejad to Everyone: Good Morning, Few questions here. Do you have a best practices in regards to pulling Occurrence information from spectrum? We currently have our policy files configured to pull that field, however, this causes some significant overhead as it seems each occurrence is entered as a row in the alert history table.

Pete Rees-Hopkins to Everyone: Are there any plans to develop the SOI Dashboard screen, making it more configurable for individual users?

Madelaine to Everyone: 3. How can I delete redundant services from SOI? With GCEcmd you can delete a Computer System, but nothing else. I'm sitting with a lot of redundant services.

Klaus Lintz to Everyone: Please get rid of Java!!!!

Pete Rees-Hopkins to Everyone: @Klaus - Lol!

Madelaine to Everyone: 4. Can the criteria to build a Service Discovery, bechanged to include CIUserAttributes? I use CIAttributes extensively

Mitch Engel to Everyone: @Madelaine - short answer regarding command line / admin purposes is "yes"... we are building out programmitic interfaces to support admin purposes in general - this a general request common for MSPs, etc.

Paimon Sorornejad to Everyone: Are there any plans to develop a HA/DR solution like spectrum has. I.e. having a fully redundent environment w/ primary and secondary servers

Madelaine to Everyone: @Mitch...That's great news...hope it will be implemented very soon !

Paimon Sorornejad to Everyone: Do you plan on adding a backup/restore feature to alert queues?

Mitch Engel to Everyone: @Klaus - yes, we're looking into ADA specifically as we've seen a number of requests for this. It would be good to see this on the ideation / community site to get votes / other perspectives on this.

stephen sheldon to Everyone: Do SLAs take maintenance schedules into consideration? If not, any plans to have a "Yes/No" setting for this be an option in the future?

Madelaine to Everyone: 5. Still on Service Discovery, there's not a lot of documentationn around for this. I built 3 of these and it came back with a warning:Policy can create circular dependencies within a service...I use a Regex to build these 3...All three had a particular string to look at a spesific place...

Pete Rees-Hopkins to Everyone: I have some very active users of SOI who have taken to creating Escalation Policies very frequently (tasks include automatically clearing alarms based of Alarm Summary Attributes, raising Service Now tickets based on a number of attributes). 1) How much overhead are these Escalation Policies putting on SOI 2) Are there plans to allow me to backup, restore, overwrite, export these policies?

Mitch Engel to Everyone: @Pete - regarding dashboards... we are looking into modernizing our dashboard as well as commonality with our other flagship products / integrations, e.g. UIM and UMP.

Pete Rees-Hopkins to Everyone: @Mitch - great news!

Mitch Engel to Everyone: @Klaus - we're looking into replacing Java with either Cobol or FORTRAN.... (just kidding)

Paimon Sorornejad to Everyone: *cough* .NET *cough* :D

Jean-Pierre Vezza to Everyone: @Stephen - Yes. SLAs take maintenance schedules into consideration.

Klaus Lintz to Everyone: @Mitch - Anything at the moment is better than JAVA

stephen sheldon to Everyone: I'd just like to add to the other answer about ADA - we would definitely love a direct integration with ADA as well, but in the mean time are using the ADA->APM integration to get ADA data into SOI. It's working quite well for us.

Klaus Lintz to Everyone: @Stephen - Yes but not everyone has APM

stephen sheldon to Everyone: @Klaus - Good point

Mitch Engel to Everyone: @Paimon, @Pete - regarding backup / restore... we are now looking at this in combination with general maintenance / toolbox capabilities. We recognize that we need to things in the background as an inherent part of the product, e.g. DB purge which is what we're doing but we're including import / export (backup / restore) capabilities in for other configurable things within SOI (e.g. queue definition, escalation policy, security, etc.). Our goal is to facitilate env recreation as well as standing up new / mirrored systems, portability, etc.

Paimon Sorornejad to Everyone: @Mitch - Thanks for the response. Any idea of an ETA for that? Are we talking like SOI 3.4 or a patch to 3.3?

Mitch Engel to Everyone: @Madelaine - hopefully our new APIs will solve the issue with SLA / service creation for you

Madelaine to Everyone: @Mitch. Looking forward to that.

stephen sheldon to Everyone: Any news on not requiring EEM for AD authentication, but rather offering a direction connection like Spectrum has?

Klaus Lintz to Everyone: Maybe this is a silly question. Do you a seperate connector installation for each Spectrum server and can they reside on the same server?

Mitch Engel to Everyone: @Paimon - regarding pulling occurence information... yes, understood and agree. We're currently looking at configurabillity in terms of what actually results in a DB store for these updates. We want to provide customers with their own definable criteria for pertinent information in their store as welll as improve performance.

Madelaine to Everyone: @Klaus. You can have various Spectrum connectors on the same server

Paimon Sorornejad to Everyone: @Klaus - We have a few connector servers that house 2 landscapes. As long as the polled model count isn't significant on those landscapes the load is managable

Klaus Lintz to Everyone: @Madelaine, @Paimon - Thanks

Mitch Engel to Everyone: @Stephen - regarding removing EEM, no, I'm sorry nothing on this as yet. There are other complexities around this given what we use EEM for.

Salvatore Lazzaro to Everyone: @Madelaine - CIUserAttributes support on Service Discovery is on the roadmap

Paimon Sorornejad to Everyone: Asked Earlier --> Do you have a best practices in regards to pulling Occurrence information from spectrum? We currently have our policy files configured to pull that field, however, this causes some significant overhead as it seems each occurrence is entered as a row in the alert history table.

Madelaine to Everyone: @Salvatore. Thanks.

from Mitch Engel to Everyone: @Madelaine - regarding deleting redundant services, this can be done through the REST interfaces.

Melanie Giuliani to Everyone: @Paimon - Mitch answered that a few minutes ago. Here is his answer: "@Paimon - regarding pulling occurence information... yes, understood and agree. We're currently looking at configurabillity in terms of what actually results in a DB store for these updates. We want to provide customers with their own definable criteria for pertinent information in their store as welll as improve performance."

Paimon Sorornejad to Everyone: Thanks for that @Melanie , totally missed it

Melanie Giuliani to Everyone: @Paimon - you're welcome! :)

Madelaine to Everyone: @Mitch. re redundant services. I will check REST. So does this mean that you will not necessarily look at developing a cmd-line functionality for it? I like doing things where I can schedule actions to be performed.

Mitch Engel to Everyone: @Paimon - regarading ETA... still in planning but there are aspects of this which can / will be delivered outside of the need for a full SOI release - not a "patch" which is reserved for sustaining / bugs but one our our comiing CUs. Please stay tuned... :)

Paimon Sorornejad to Everyone: @Mitch - Looking forward to it!

Madelaine to Everyone: Out of pure curiosity, how much can the 'integration' with Google Earth be "customised" ? (If possible).

Mitch Engel to Everyone: @Madelaine - regarding CMD line... no, not specifically command line utilitiies per se but you can embed the REST calls within your own of course... and, btw, we like doing things where we can schedule actions to be performed too (another thing we're looking at)..

Klaus Lintz to Everyone: @Madelaine - I have the same question

Madelaine to Everyone: @Mitch. I like the way of thinking...

Pete Rees-Hopkins to Everyone: I saw some comments on the community message boards around the SOI Enterprise Domain Connector and that it is sometimes percieved as restrictive (Service alarms only, not displaying sub-groups from other SOI domains). It sounds like there is some further thinking around this. Could you let us know what the plans are?

Mitch Engel to Everyone: @Madelaine - regarding Google Earth / customizations... nothing over placing your services descriptions / naming conventions geographically.... what other things would you be interested in?

Madelaine to Everyone: @Mitch. I had someone asking me to ridiculously ignore the 'colours of the pins' and only show critical....Needless to say, I brushed him off!! According to me, that's not the purpose of SOI. I might want to make the font a bit smaller at some time, GE only allows the minimum settings to try and achieve that.

Klaus Lintz to Everyone: I like to right click and view current alarms for the CI and drill down to domain manager for further investigation

Madelaine to Everyone: @Klaus. Also had the same question from someone.

Mitch Engel to Everyone: @Pete - we're doing a major overhaul on the functionality around what is currently provided by the domain connector... given the changes, they will be incrementally delivered and will include configurability into enterprise level views and filtering - what does the enterprise operations team need (e.g. alarm queues, underlying alerts, access control, etc.)... additionally, this will

include downward customization, e.g. enterprise tier definitions (policy, queues, standards) which can be deliievered to the domain instances... some good stuff here.

Madelaine to Everyone: Also told that person that the GE display is not designed for a 'desktop' type environment.

Pete Rees-Hopkins to Everyone: @Mitch - Excellent. Let me know if you need volunteers for testing

Madelaine to Everyone: @Mitch....Count me in too.....:-)

Mitch Engel to Everyone: @Madelaine - regarding Google Earth... ok, got it, we can look into it - nothing planned right now - one of the things we're trying to determine is how prevalently used is the GE / SOI integration. I've discussed this with Stephen as a possible poll on the SOI UC site as well.

Madelaine to Everyone: @Mitch. Cool, as I said, I wouldn't really change anything. It's cosmetic as far as I'm concerned. I hope you guys will stick with GE for a while. We are busy 'onboarding' (or trying to) other countries and the end result will also be a GE display of their Services. Business Areas in my company just love SOI \ GE

Klaus Lintz to Everyone: @Mitch - Customers like maps!!

Madelaine to Everyone: @Klaus...Agreed...

Melanie Giuliani to Everyone: Hi Everyone - 10 minute warning! Get your last minute questions in now!

Madelaine to Everyone: A question around logs...I was busy deleting an alarm one day, when I got an error that tells me to refer to the log, but it didn't refer me to a specific log. Where must I go and look for that?

Madelaine to Everyone: Unfortunately I cannot remember the exact message, but will make a note of it when I come across it as well

Madelaine to Everyone: Which brings me to documentation. Can we not have some sort of document that will explain a bit better what we can expect when switching on logging in the SOI Manager Debug and UI pages?

Mitch Engel to Everyone: @Madelaine - regarding log entries, we like to make it fun for you... just look at it like a scavenger hunt. :) but seriously, this would most likely be in the Tomcat\logs directory soimgr.log.. I know we need some work in the area of log files and we're working with our Tech Support team who have also identified this as an area we need to focus on for supportability.

Madelaine to Everyone: @Mitch... lol...

Madelaine to Everyone: @Mitch Good to hear that the topic is already discussed.

Madelaine to Everyone: In my mind I actually compared that message with the typical Windows error messages....But it was only for a very brief moment.....................I promise...

Mitch Engel to Everyone: @Madelaine - same for the doc / debug switches which we will improve on...

Madelaine to Everyone: @Mitch. Cool...I like to pinpoint a problem asap and 'fix' it

Mitch Engel to Everyone: @Madelaine - agreed... we're trying to get better here

Madelaine to Everyone: As a last comment, I saw a demo for NOI (Netcool Operations Insight) last week.....SOI beats that by FAR.... And don't you just love the name !!!

Melanie Giuliani to Everyone: Alright everyone - that's it for our session today! Thank you for joining! We will be posting the transcript up to the SOI community later today.

Pete Rees-Hopkins to Everyone: :D Thanks All

stephen sheldon to Everyone: Thanks everyone!

Mitch Engel to Everyone: THANK YOU ALL!

Madelaine to Everyone: cheers everyone...