How to use a Discovery Tool to Supercharge Your ITSM Program
Questions and Answers
July 20, 2016

Q: I already have my network data in a managed system, can I integrate I with the data that UD discovers?
A:yes, data can be imported into the UCMDB and merged with discovered UD data.

Q: We are running through a process to ensure we have software compliance, can UD also manage software compliance?
A: Yes, together with Asset Manager (AM) UD can serve for the purpose of Software compliance. It also contains specific modules for Oracle database compliance.

Q: Was agent or agentless used in the demo screenshots shown today?
A: the demo was done with agent-less technology. The same results could have been achieved with agent base technology.

Q: uCMDB to Asset Manager creates duplicate CIs in Asset Manager (One with a uCMDB Id and one without), is there any way to reduce these duplications?
A: yes, need to check on the specific reasons for this duplicates. It might be that a change in the reconciliation rule is required, or a specific other reason (bug?)

Q: Will you talk further about the application of discovery to DevOps (thinking of one of the opening statistics)?
A: discovery can help verify that a complete delivery was done to the ops environment, and can serve to verify that the process was successful.

Q: What were some best practices in making the customer case studies CMS projects successful?
A: please refer to the CMS best practices here:
http://cmshelpcenter.saas.hp.com/CMS/Content/Index.htm

Q: Assuming that I already have some discovery and the UCMDB, what is the best economic justification to extending Discover and/or maturing/enhancing our CMS implementation?
A: the best way to achieve value from a CMS project is to make the data enrich and be used in many processes, such as change management, compliance, incident and more. Getting the discovery completed can help make the data used in such processes, and give each process the right information it needs.

Q: Is the impact simulation feature available in the MoM or OMi so application users can take advantage of this feature from the dashboard?
A: OMi has an embedded RTSM which is actually a UCMDB that contains also the impact. you need to ensure that you integrate it with the data discovered by UD.

Q: How important is it to have a somewhat completed discovery inventory before using ASM? Is there a mobile strategy for UD?

ASM (Automated service modeling) can be used without the collection of inventory data beforehand. On invocation ASM runs its own discovery, and can merge it to any data that was already discovered (if this is the case).

A: We are looking at some options, as for now the best option would be to integrate data from MDM solutions (Mobile Device Management)

Q: Apologies, what was 'Call Home'?
A: Call home is the ability of a discovered device to connect to the discovery product (the probe) once it connects to the network, which ensures higher discovery rate for devices that are not always connected

Q: How does this tie in with the it4it value streams and how is the organizations roles impacted with a proper rollout?
A: it4it defines the concept of 'detect to correct' where the discovery is the natural way to detect the environment status.

Q: We have seen virtualized storage / San is not discovered big v gap. Anyway forward on this limitation?
A: We actually fit to the part of 'detect to correct', and align naturally with propel. propel is now also used as part of item. As for the storage we always extend the capability. send me a private email to discuss specific discovery needs.

Q: The limitation on discovering storage? Especially in San . virtual environments, any word on that?
A: We support SMI-S protocol for storage discovery, and constantly extend the discovery

Q: we have encountered an issue with the IBM SAN which holds the discs/ storage for all virtual servers and databases but UD does not give visibility into the assigned storage?
A:please contact us so we can work directly on this issue.

Q. do you mandate using the unique naming of CI'S to be the fqdn or another sequence?
A:No, our reconciliation engine can work using different methods to reconcile.

Q: If we need to get a Layer 2 topology, involving, Server to switch to server mapping, can we get that from UCMDB? with UD?
A: yes.

Q: How much OMI(RTSM) can cover compared to UD?
A: We were not clear on this question, please send us directly more data.

Q: Would you be able to share a use case for implementation of CMS, maybe a customer success story with us...?
A: please see cases and examples here: http://www8.hp.com/us/en/software-solutions/configuration-management-system-database/

Q: We do NNMi integration (v9) but the CI comes in as a COMPUTER CI and not UNIX or WINDOWS - is this changed in NNMi v10?
A: This is work in progress.

Q: What products can Applications can Discovery and Dependency mapping identify? Can they identify custom software applications and dependencies?
A: there are many modules that are discovered by UD:

http://cmshelpcenter.saas.hp.com/CMS/10.22/cp-docs/docs/eng/doc_lib/Content/part_modules.htm

Usually it can also discovered custom applications based on standard protocols (ssh etc).