

# HP OpenView Service Information Portal 4.0

Data sheet  
Preliminary



HP OpenView Service Information Portal software enables you to give your customers, whether internal or external, visibility—specific and service-oriented—into their outsourced environment.

## Key features and benefits

- Provide personalized portal views for individual customers or lines of business to increase satisfaction and loyalty
- Offer an integrated view of the managed environment that pulls data from diverse applications
- Set up and administer services quickly and easily using current management data
- Increase security by controlling the type of information accessible by the customer

With HP OpenView Service Information Portal software, you can give your customers visibility into their outsourced environments. In providing this new view of status and business information, you offer a competitive, value-added service that helps increase customer satisfaction.



## **Create a portal view of your customers' managed environment**

As e-business becomes an increasingly vital part of how companies do business, the role of the enabling IT infrastructure becomes increasingly critical. Today's companies turn to internal or external service providers for totally reliable, available and high-performing networks, systems, services and applications.

When you're in the business of providing these services, the challenges are formidable. In addition to managing infrastructures and providing new services, you need to attract, satisfy and retain customers. Your customers are demanding more, including greater visibility into the services they are outsourcing. What's more, this information must be personalized for each customer. It's not enough to provide a generalized view of your infrastructure.

HP OpenView Service Information Portal software responds to this need. It enables you to give your customers visibility—specific and service-oriented—into their outsourced environments. With this visibility of status and business information, you have a solution that provides competitive, value-added services and increases customer loyalty and retention.

With HP OpenView Service Information Portal, you can quickly create and customize a "portal" view into each customer's services. You determine the content and layout of the information to ensure that your customers receive an optimum view of outsourced services. Your customers need only a web browser to access this valuable information.

## **Provide service views and high-level management information.**

### **Offer an integrated view of the managed environment**

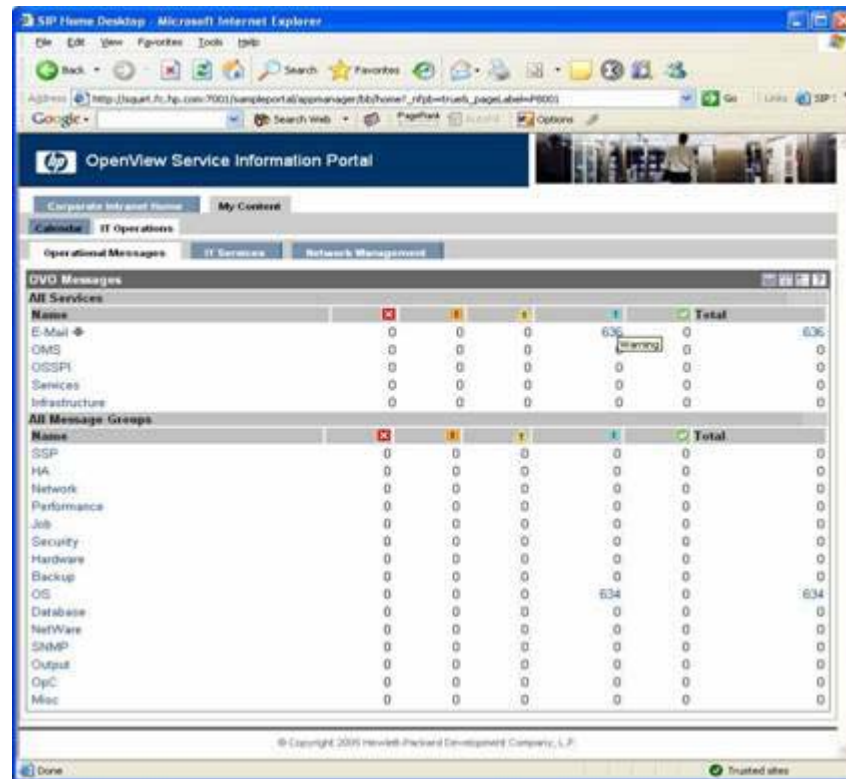
HP OpenView Service Information Portal contains a range of management information portlets built to work with BEA WebLogic Portal 8.1 or higher.

Service Information Portal 4.0 includes several out-of-the-box network portlets, service portlets, system and application portlets, and performance portlets. These portlets extract information from HP OpenView management solutions as well as other popular management solutions to provide an integrated view of the customer's managed environment. Portlets are built using the JSR 168 Portlet Specification. More portlets are planned for future versions to extract information from other HP OpenView management products and to add additional features to existing integrations.

BEA WebLogic Portal provides world class portal framework features such as managing security and log-in requests from users, presenting the data over the web, creating the proper look and feel for your company and customer's needs, adding any third party data through tools to create new portlets and single sign on. For more information about BEA WebLogic Portal please visit [www.bea.com/framework.jsp?CNT=index.htm&FP=/content/products/portal/](http://www.bea.com/framework.jsp?CNT=index.htm&FP=/content/products/portal/)

## Updated look and feel

Along with the upgrade to the portlet standard, HP OpenView Service Information Portal has a new look and feel.



## Provide personalized views for customers

HP OpenView Service Information Portal in conjunction with BEA WebLogic Portal enables you to provide personalized views for individual customers or for groups of customers. Each view can contain one or more tabs for grouping the information. Each tab can contain one or more portlets of information, as best suits the needs of the individual customer.

Service Information Portal makes it easy to filter the data from the managed environment so your end customers see only information relevant to them. This is accomplished by using either HP OpenView Network Node Manager Advanced Edition (Customer Views functionality), administration GUIs or the open XML interface that allows you to import data from your own databases.

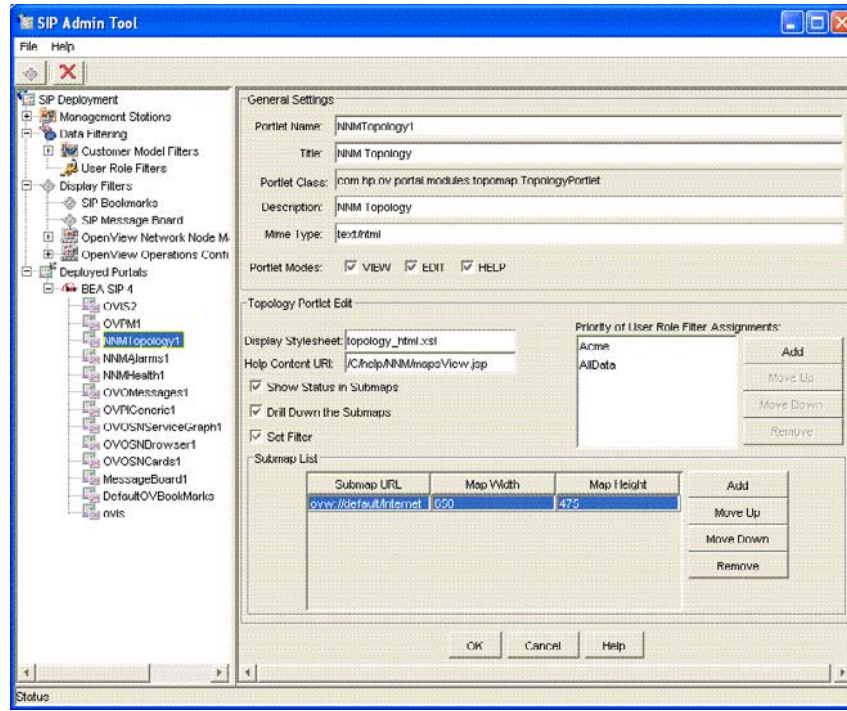
## Utilize a new, flexible and easy to use administration tool

The new HP OpenView Service Information Portal administration tool provides a graphical user interface to help with the most common tasks such as:

- Display filter configuration
- Management station configuration
- Module configuration

### New Administration Graphical User Interface

The new graphical user interface (GUI) for HP OpenView Service Information Portal eliminates the need to edit XML for the most common administrative tasks.



## Cover a broad range of management information

HP OpenView Service Information Portal 4.0 includes the following modules:

### Network portlets

These use HP OpenView Network Node Manager information to display alarms, topology, network health, reports and query commands for device details. Drilldown capability is offered for topology and network health. An HP OpenView Performance Insight integration displays reports on network performance.

### Service portlets

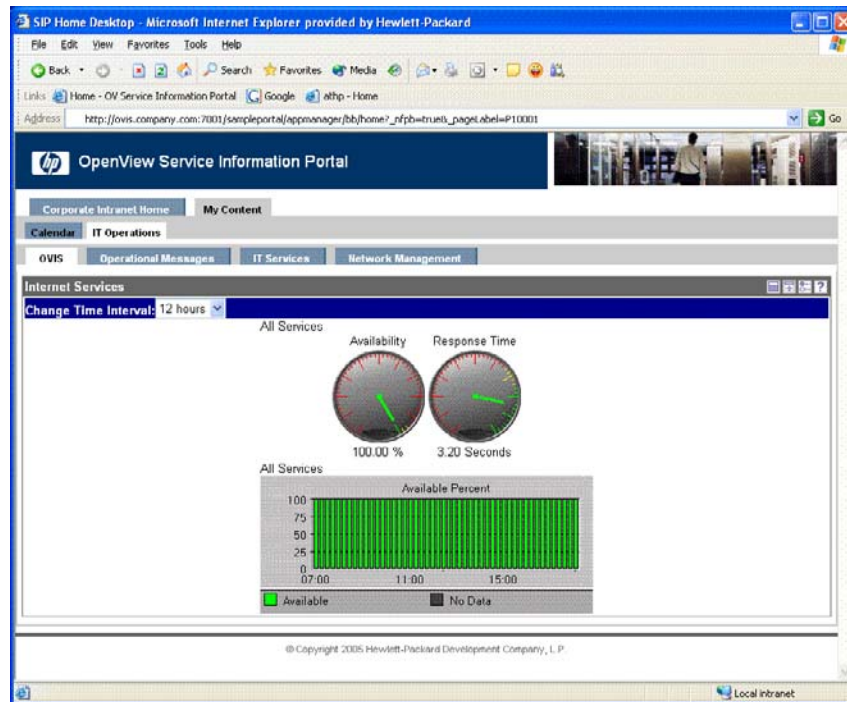
These display service browser, service card, service health, service graph and custom service views from HP OpenView Service Navigator Value Pack and HP OpenView Operations for Windows with drill-down to service details. A Service Desk integration displays a list of trouble tickets with drilldown capability and allows the end user to view, modify and submit service calls as well as view and modify incidents, problems, changes and work orders.

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### Service portlets

Service portlets offer a close-up view of service performance.

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### System and application portlets

These display messages from HP OpenView Operations for UNIX® and Operations for Windows that describe the state of systems and applications being monitored in an environment. All messages that are forwarded to Operations for UNIX or Operations for Windows servers can be displayed. HP OpenView Service Navigator Value Pack and Operations for Windows services can drill down into their relevant messages. Customer segmented reports from Operations for UNIX can also be displayed.

### Performance portlets

These provide access to all elements on the HP OpenView Internet Services dashboard, including the ability to filter the data by customer. This includes the snapshot gauges, availability, response time, service level information and reports. Drill-down capability on availability, response time and service level information is provided. Reports can be displayed from HP OpenView Performance Insight, Reporter, Network Node Manager, and Operations for UNIX. On-demand graphs on system performance data can be shown through the integration with HP OpenView Performance Manager.

### General purpose portlets

These include the generic module that allows simple custom URL integrations, message boards that display text messages and bookmarks that display a list of web links (URLs) to other relevant locations.

Several third-party integrations are also included. You can choose any or all of these as you configure information for each customer, specifying which portlets to display and which elements to base the information on.

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## Technical specifications

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| <b>Operating system support</b>  | HPUX 11.0, 11.11, 11.20<br>Solaris 8, 9, 10<br>Windows 2000, 2003, XP |
| <b>Web servers</b>               | BEA WebLogic Portal 8.1   |
| <b>Supported client browsers</b> | Internet Explorer 6.0 or later<br>Firefox 1.0.3<br>Mozilla 1.x        |

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## Ordering information

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| <b>Part number</b> | <b>Product name</b>                              |
|--------------------|--|
| <b>J4801DA</b>     | HP OpenView Service Information Portal 4.0 Media |
| <b>J4800AA</b>     | HP OpenView Service Information LTU              |

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## A complete solution

For more information about HP OpenView Service Information Portal 4.0 visit [www.managementsoftware.hp.com/products/sip](http://www.managementsoftware.hp.com/products/sip).

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### Comprehensive training

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