Cisco Tidal Enterprise Adapter for HP Operations Manager

Introduction to Enterprise Scheduling and Adapters

IT operations that focus on the automation of business processes involve integrating a wide range of custom and enterprise applications and the infrastructure on which they run, often with complex interdependencies. In such environments, IT typically uses job scheduling tools to control batch and on-demand event processing. This is vital to the success of a range of business operations from sales to manufacturing to financial management.

For the past decade, Cisco® Tidal Enterprise Scheduler has been defining standards for job scheduling usability, scalability, and breadth of coverage. The role of the many adapters available for Enterprise Scheduler is to make connectivity, control, and visibility of diverse technologies accessible directly through the Enterprise Scheduler user interface (UI). In addition, certain Cisco adapters make Enterprise Scheduler accessible through a management framework. Ultimately, the breadth of coverage and connectivity these adapters provide simplifies end-to-end scheduling of processes across the enterprise.

Product Overview

Cisco Tidal Enterprise Adapter for HP Operations Manager

Consolidating Business Process Execution and Event Management Business process automation has evolved from managing routinely scheduled batch jobs to handling continuous mission-critical workflows that encompass cross-platform, cross-application processes. IT operations staff is under constant pressure to deliver highly complex services with constrained budgets and resources. Given this scenario, dealing with application problems and other infrastructure issues, managing resource availability, and monitoring the performance of important data center processes have become mission-critical.

To strengthen IT's ability to manage data center operations, Enterprise Adapter for HP Operations Manager extends the functionality of HP Operations Manager tools that monitor and maintain IT services. Working with the adapter, Enterprise Scheduler delivers complex dependency- and schedule-driven workflow status information to HP Operations Manager. Together, they function as one continuous events-and-workflow-management system.

Accessed through the HP Operations Manager console, Enterprise Scheduler delivers sophisticated benefits that include workflow automation, uptime reliability, n-tier scalability, and advanced error notification. These increase IT management's confidence in its ability to adhere to service-level agreements (SLAs).

Two-Way Communication in One Solution

Enterprise Adapter for HP Operations Manager provides two-way communications between the HP Operations Manager console and Enterprise Scheduler, using the HP native messaging protocol (opcmsg). The adapter delivers scheduler environmental information to the HP Operations Manager console and allows administrators to control scheduler job functions. To streamline integrating Enterprise Scheduler and HP Operations Manager, the following components are provided with the adapter:

- Application templates for accepting messages sent by Enterprise Scheduler
- Message, monitor, and action templates
- Templates for monitoring Enterprise Scheduler services

Features and Benefits

This adapter makes it simpler for users to manage enterprise scheduling through HP Operations Manager. The adapter also simplifies the integration of Enterprise Scheduler into HP Operations Manager, making it possible to view scheduling within the management framework. HP Operations Manager users can leverage Enterprise Adapter for HP Operations Manager to help them streamline the management of their broader environment.

The adapter offers the following capabilities:

Advanced Events Management – When an abnormality, such as a job that runs too long, occurs in the Enterprise Scheduler environment, job process information, including log files, is delivered to the HP Operations Manager console. When exceptions or abnormal events take place, the pre-programmed scheduler job definition notifies the HP Operations Manager console of the condition. An operator can then create custom messages and severity levels that can be associated with specific application jobs and conditions. Supported severity levels include critical, major, minor, warning, normal, and unknown. In addition, messages generated by Enterprise Scheduler and displayed in the HP Operations Manager console are annotated and include help text.

Automated Response Initiation for Priority Events – For all jobs, especially those of the highest priority, custom messages and recovery actions can be configured from the HP Operations Manager console. Some of the messages provided by Enterprise Scheduler have embedded actions associated with them. Clicking "Perform Action" in the HP Operations Manager console sets them in motion.

To strengthen processing throughput and accelerate events resolution, ad hoc and user-initiated actions can also be saved and reconfigured to become automated HP Operations Manager tasks. These pre-programmed actions can be grouped and linked, creating a cascade of diagnostic or recovery tasks that pinpoint the root cause of a workflow problem.

Job Control from HP Operations Manager – The integration of Enterprise Scheduler and HP Operations Manager enables IT operations staff to control jobs scheduling from the HP OM console. An administrator can start or restart Enterprise Scheduler jobs, stop and start agents, and perform other workflow automation functions from HP Operations Manager. These functions can be performed manually or incorporated into the earlier-discussed events management solutions. Events can be prioritized, issues can be diagnosed, and jobs can be restarted or terminated—automatically.

Centralized Point of Control – Linking Enterprise Scheduler workflow information, alerts, automated error remediation, and job process controls to this industry-leading event management framework gives IT operations staff unprecedented visibility and control over the enterprise-wide job processing environment, saving time through increased efficiency and delivering to service levels by significantly reducing mean time to resolution (MTTR).

Features Summary	Benefits Summary
Offers a single point of control for both enterprise-wide business process automation and event management	Improves visibility into the workflow processing and event management environment
Delivers continuous monitoring of Enterprise Scheduler workflow performance and availability	Enables organizations to meet SLAs through faster, easier problem resolution
Sends alert notifications from 40 different event triggers directly to the HP Operations Manager console	Minimizes service disruptions, improving incident management and accelerating service restoration
Provides out-of-the-box monitoring of the health of the Enterprise Scheduler infrastructure	Minimizes disruption to mission-critical processes
Integrates workflow automation into HP Operations Manager or a third-party service desk solution for documented incident/case history	Provides cross-platform, cross-application event support for better visibility and control
Interacts with native Enterprise Scheduler alert-triggered processes	Eliminates expensive script development and management
Delivers pre-defined job process information and allows operators to customize alert responses for automated error recovery	Improves workflow efficiencies and substantially reduces MTTR

Enterprise Adapter for HP Operations Manager helps organizations to streamline operations by providing new ways in which to increase automation, visibility, and control over processes. As a result, these organizations can focus valuable IT resources on strategic tasks and initiatives rather than job scheduling activities.

Key Requirements

Although specific planning and sizing is straightforward, actual requirements can vary by enterprise, depending on the environment and type of coverage needed. Specific requirements information is easily obtainable after an initial conversation with a product expert. Enterprise Scheduler and its adapters can be installed and deployed by users or by engaging Cisco Services. There is also an array of online materials available through Cisco Knowledge Services.

About Cisco Tidal Enterprise Scheduler

Cisco Tidal Enterprise Scheduler drives efficiency by centralizing and providing a single view of cross-enterprise job scheduling events. This powerful, yet easy-to-use solution enables organizations to assemble complex batch job and business process schedules that span the enterprise. With its ability to closely monitor scheduled jobs, automatically detect problems, and define actions to aid in recovery, business process performance can be greatly enhanced.

With the broad coverage provided by Enterprise Scheduler, IT operations teams can effectively schedule processes that touch a wide range of databases, systems, and applications. They can also easily incorporate and manage new applications as they come online, which helps improve the operation of mission-critical business processes as the enterprise expands and evolves.

Companies in a variety of industries rely on Enterprise Scheduler to keep their daily operations running smoothly. Cisco's enterprise job scheduling software combined with Cisco's performance management solutions can deliver even greater levels of automation and optimization to the data center than conventional scheduling and performance management solutions.

For More Information

For more information about this or any other Cisco product or service please visit http://www.cisco.com.

CISCO

Printed in USA

C78-730891-00   02/14