



HP Tech
Installation
and Startup

HP OpenView
Web Application Implementation
Service

Service Overview & Description

HP offers a targeted, focused and competitively priced service to customers who want to monitor and manage the performance of their web based applications.¹ This service provides a rapid implementation of a variety of HP OpenView technologies focused on web application measurement by experienced HP engineers who will quickly and effectively deploy an operations-ready solution.

This solution, which focuses on web application performance from a health metrics and transactional view, addresses the following:

- End to End web application performance as viewed from the client in either an emulated or actual mode
- J2EE or Microsoft technologies application server performance and health
- Web server performance and health

This service implements a solution that focuses on the performance of these environments from a logical perspective associating it to the physical attributes of the infrastructure. By so doing, the solution addresses manageability and accelerates problem resolution of web-based applications. The particular technologies deployed are dependant upon the specific needs of the customer's environment.

Our experts perform time-tested processes that encompass all the variables necessary for the successful implementation of an effective web application management solution. Dependant upon need, a variety of service extensions and technical integrations can also be included beyond the base service. (See Extended Options for further detail).

Service Benefits

By using this service to implement HP OpenView Web Application management solution based on OpenView Transaction Analyser product suite you will benefit from an installation in accordance with manufacture's specifications and your business' configuration requirements with:

- Lower overall implementation costs due to use of best practices and leveraged expertise
- A product implementation that is designed with careful analysis to adapt to your configuration

¹ OVTA supports COM+/RMI/JMS/.NET based applications. In some cases, applications using these technologies may not have a traditional web based front end interface

- A Web application configuration adapted to your day-to-day use and environment
- Direct access to HP experts, saving you time and research
- Transfer of knowledge and best practices concerning the operations-ready platform

Base Service & Extended Options

HP experts adapt the services according to a standard services methodology: *Analyze and Design, Implement, Run*. The implementation of the base service offering can be divided into these 3 phases:

- Phase 1: *Analyze and Design* – Pre-installation planning and design
- Phase 2: *Implement* - Comprising of installation and configuration of various aspects of the technologies. Particulars are dependent upon elements of the base service (included in every engagement) plus any selected extended service options. Within the implementation phase, a 4 hour on-site training designed to empower the customer's operational team with the necessary knowledge to maintain and potentially extend the implementation is presented.
- Phase 3: *Run – Post Installation Monitoring* - Consisting of OVTA/OVIS implementation validation and remote post-installation monitoring.

The following is a brief description of extended service options that can be purchased in addition to the base service:

- Installation and Configuration of additional OVTA measurement Servers
- Installation and Configuration of OVTA-Java Diagnostic add-on (requires additional License-To-Use purchase from customer)
- Installation and Configuration Oracle Database for OVIS-OVTA measurement server support
- Integration of OVIS & OVTA with an existing implementation of OV Operations
- Configuration of OVIS http light weight probes
- Configuration of OVIS http heavy weight probes (recorded sessions)
- OV Operations Event template integrations based on OVTA – OVIS – OV-SPI events

Service Implementation and Deliverables

Phase 1 - Analyze and Design

This phase drives implementation details and selection of service offerings which best address the customer's manageability needs and considerations. Each engagement begins with a detailed review of the customer's infrastructure, existing management technologies and organizational objectives regarding the management of the targeted environments. Data inputs for this phase are the sizing spreadsheet and the 'Survey of Considerations' documents, which are completed by the HP Sales team during the service pre-sales cycle.

This results in the creation of the 'Design Recommendation' document detailing the technologies and approach considered to be the best alternative for addressing the customer's needs. Once a customer has determined the best course of action for their implementation based upon the alternatives presented in the 'Design Recommendation', an 'Implementation Design' document is derived.

Covering aspects of pre-installation planning, this phase includes the following:

- Review of the 'Survey of Considerations' document, the sizing spreadsheet, and the hardware recommendations (outputs to the HP delivery team as part of pre-sales cycle)

- Identification of installation prerequisites and site preparation activities
- Confer and agree with your personnel regarding:
 - Server location(s)
 - Connectivity
 - OVTA server and client workstation requirements and locations
 - For OVTA on Oracle, identify who is responsible for installing the database and provide configuration parameters. HP will install Oracle if that extended option is purchased.
 - Time-table for site preparation
- Create The Design Recommendation Document
 - Details the technologies, approach and recommendations considered as the best alternatives for addressing the customer's needs. This is a high-level design that is expanded once the customer has made the selection(s), if any, of services beyond the base service to be included in the engagement.
- Create the Implementation Design Document - This document is focused on all aspects of pre-installation planning, including the following:
 - Completion and review of the HP OpenView Transaction Analyzer pre-installation checklist and sizing (hardware and disk configuration) consideration
 - Identification of installation prerequisites and site preparation activities
 - Server location(s) and connectivity requirements to initial nodes and interfaces (includes security considerations) (maximum 10 servers included)
 - Database Configurations, Requirements, and Considerations for all measurement servers
 - Network and system resources required, i.e., port utilization, etc.
 - Analysis of required reporting: customers, services groupings, application mappings, grouping, filter and views requirement. Limited to 5 customer -> service mapping within OVIS-OVTA.
 - Client monitoring configuration and implementation
 - Site preparation (customer owned) and implementation scheduling.

Deliverables:

- Conduct the Analysis and Planning session with your IT support staff
- Discuss best in class implementation practices
- The Design Recommendation and the Implementation Design documents
- Mentor your staff and provide guidance in planning the implementation
- Address & document process, system, network and/or application issues before HP OVTA/OVIS can be implemented and provide recommendations for their resolution. (Please note: HP consultants can assist customers in resolving these issues, if desired, but this assistance is outside the scope of this engagement and must be contracted for separately.)

Acceptance Criteria:

- The Analysis and Planning work sessions are complete
- The Analysis and Planning documentation has been reviewed with the customer
- Verification by customer that all pre-install tasks have been completed.

Customer Responsibilities:

- Complete HP OpenView Transaction Analyzer pre-installation checklist. This is a pre-requisite for the on-site activity and review meeting.

- Assign the appropriate personnel (system administrators, application operators, HP OpenView Transaction Analyzer users, etc) to be interviewed during the pre-installation phase.
- Identify a team to work with HP throughout the engagement. This team should include an overall project manager with responsibility for the project, as well as system administrators, database administrators, network administrators, application experts, technical services and security personnel. These people must be readily available to meet with the HP consultants and to provide requested information on a timely basis.
- Assign a project manager with oversight responsibility for fulfillment of your requirements. The project manager shall be the primary contact for submitting and negotiating changes to the statement of work.
- Provide access to media and codewords, if applicable, containing the appropriate version of system and application software.
- Provide appropriate peripherals as per HP OpenView Transaction Analyzer product documentation to allow backup strategies to be configured operate properly.
- Provide a time line when the pre-installation tasks will be completed and the pre-installation checklist will be filled.

Phase 2 – Implement

This phase includes:

- Installation and configuration of the HP OVIS Measurement Server software
- Installation and configuration OVTA managed agents and OVIS software
- Configuration of classification rules for OVTA collected data
- Installation with Java-Diagnostic software.

Deliverables:

- Installation and Configuration of one HP OVIS Measurement Server on a single server platform
- Managed Node Installation & Configuration
- Install HP OpenView Transaction Analyzer agents on managed nodes, up to 5 managed nodes included. This includes web servers and application servers. Managed nodes and application server / web server software must be part of standard support matrix
- Configuration of up to 3 applications² for monitoring. Application environments must be included in the standard support matrix (i.e BEA WLS, IBM Webshpere, MS COM, MS COM+, MS .NET)
- Configuration of integration and data mapping between OVTA and OVIS
- Configuration of up to 5 customer groups with 5 associated service groups per customer within OVIS for purpose of consumption and presentation of OVTA collected data. Configuration of 1 Service Level Agreement per customer group is included.
- Configuration of an existing Oracle database instance to support OVTA-OVIS Measurement Servers
- HP's expert will configure the database according to the standard HP OpenView Transaction Analyzer installation manual guidelines for the hardware and memory configuration of the platform.
- Provide basic documentation of the installation via the Design Implementation Document.

² An application is a single 'jar' or container that executes a business process. There may be child 'jars' or containers within that parent, but if they are part of a single business application or process, and are elements of the other, then they are not individual applications.

- Provide up to one half-day hands-on mentoring for up to 5 customer personnel (single session).

Acceptance Criteria:

- OVTA/OVIS and relevant software is installed.
- OVTA/OVIS operators are able to logon to server console with appropriate account.
- Configuration of integration and data mapping between OVTA and OVIS is functioning properly.
- The Web Application and database servers to be provided by the customer are fully functional.
- Verify the installation of OpenView Transaction Server. The installation is deemed completed, when the OpenView Transaction Measurement Server, database, Application Server and OVIS Probe data collection has been initiated and user interface is accessible from the Internet.
- Test the access of web reporting. Web reporting shall be deemed accepted when valid reports (including the appropriate data) can be viewed via a desktop web browser.
- HP and customer reviewed the Commissioning Checklist.

Customer Responsibilities:

- Configuration of the browser, connectivity and firewall
- System administration and setup. These systems, including RAID devices, will be prepared for the installation prior to the HP expert arriving to start the project. HP will provide the recommended configurations separately.
- Provide user names and passwords as need to support the OVTA installation.
- Provide the list of nodes to be collected from in an electronic format that can be imported to HP OpenView Transaction Analyzer. The HP expert will identify the supported formats.
- Provide user, groups, and provisioning information for the Web Application Server.
- Provide list of Transaction Analyzer users and ensure they are available for the hands-on mentoring session.
- Provide timely review and feedback on the Commissioning Checklist.

Phase 3 – Run - Post-installation monitoring

Once the installation and configuration are complete and has been running for 1-2 days, the HP expert will initiate the Post-installation monitoring phase by coordinating with the customer to verify the correct operation of the Transaction Analyzer Measurement Server, Web Application Server, and OVIS Basic probes. During this phase, remote access is required for HP to check the status of the system and make tuning updates. If no operational or functional issues are reported by the customer within ten (10) business days from the initiation of the monitoring phase, that phase and the overall service engagement is considered complete and finished on the tenth day. At that point HP will organize a concluding conference call to address any additional questions.

Deliverables:

- Execution Validation Run & Report
 - Post-Install Checklist (validation of acceptance criteria)
 - Facilitate concluding conference with customer
 - Remote verification of the correct operations

Acceptance Criteria:

All work shall be deemed accepted upon delivery of the wrap-up conference call and development of action plans, owners and dates to address any open issues.

Customer Responsibilities:

- Provide remote access to the HP expert to facilitate off-site work for post-installation monitoring.
- Responsibilities identified in phase 2.

Other Customer Responsibilities:

- System administration and setup of target systems for software installation and configuration. These systems, including RAID devices, will be prepared for the installation prior to the HP expert arriving to start the project.
- Provide dial-up, VPN remote access, or web access oriented interfaces (HPVC, WebEx) to the system to facilitate troubleshooting
- When on-site, ensuring that necessary customer personnel are available to assist with the implementation
- Providing access to personnel in a timely manner to provide needed technical information
- Providing access to personnel and systems required to complete the tasks
- Availability of IT staff with MCSE certification is also recommended in the case of Microsoft Windows-NT or Windows 2000 installations

Additional User Training

This is also a post-installation phase to be delivered at your site after the completion of the installation. HP technical consultant will conduct an orientation session that will last up to 4 hours and will perform the following activities:

- Provide information on usage and product features
- Answer questions related to the products

Customer Knowledge Prerequisites

- Basic UNIX and MS Windows administration
- Basic database administrations
- Basic SQL and JAVA knowledge

HP Service Delivery Expert Profile

This service will be led by an HP technical expert or a team of experts with a background and experience in the following skill sets:

- HP OpenView Transaction Analyzer, OpenView Internet Services and OpenView Operations
- Oracle
- Windows/UNIX administration
- Network Management knowledge
- WebLogic, WebSphere, iPlanet, Apache, and IIS Web Server Administration
- J2EE Architecture and Design
- Microsoft-based application technologies (COM+, .NET)

HP Expert Availability

HP technical experts are in high demand so 20 days notice is required to schedule this service.

Extended Service Options

A customer may select a combination of these Extended Services in addition to the Base Service. Pricing is based on a daily rate evaluated depending on the specifics of what is included in the implementation.

- Installation and Configuration of additional OVTA measurement Servers (up to 3 additional Measurement Servers per option purchase)
- Installation and Configuration of OVTA-Java Diagnostic add-on (deep dive JMX health metrics)³
 - Includes configuration of single collection station and up to 10 managed nodes
 - Install and configure OVTA Java Diagnostic module. Install and configure Oracle Database for OVIS-OVTA measurement server support. ⁴
- Configuration of up to 10 OVIS http light weight and 5 heavy weight (recorded sessions) probes⁵
- Configuration of up to 5 OVIS http heavy weight probes (recorded sessions)
- Configuration of integration between OVIS-OVTA and an existing OV Operations implementation: OV Operations Event template integrations based on OVTA – OVIS events.⁶
- Data Management planning: Analysis of Data provisioning requirements and backup strategies.

Deliverables:

- Install and Configure up to 3 additional Measurement Servers per option purchase
- Install and Configure OVTA-Java Diagnostic add-on module package (deep dive JMX health metrics) for a single collection station and up to 10 managed nodes
Install and configure Oracle Database for OVIS-OVTA measurement server support
- Configure up to 10 OVIS http light weight probes
- Configure up to 5 OVIS http heavy weight probes
- Configure the integration between OVIS-OVTA and an existing OV Operations implementation: OV Operations Event template integrations based on OVTA – OVIS events.
- Analysis of Data provisioning requirements and backup strategies where applicable.

Extended Services Options Acceptance Criteria

- OVTA-Java Diagnostics – JD add-on component is installed, configured and is able to establish the appropriate JMX connections.
- OVTA/OVIS operators are able to login to additional server(s) console with appropriate account
- OVIS-OVTA measurement server operates properly with Oracle Database
- OVIS http light and heavy weight (recorded sessions) probe operation and data reporting functions as designed
- OVIS-OVTA event template integration with OV Operations operates as designed
- Data provisioning requirements and backup strategies have been defined and agreed to by the customer.

Service Limitations

³ Assumes that the customer has purchased an additional License-To-Use for the Java Diagnostics component.

⁴ See 'Service Limitations' for more information on Oracle.

⁵ Assumes that the customer has purchased OVIS probe licenses

⁶ Assumes that OV Operations is already installed, configured and operational prior to integration with OVTA.

- In order to provide a fixed price for this implementation service, there are certain limitations and assumptions that apply to the HP OpenView Transaction Analyzer installation. Custom pricing is available if the limitations defined here do not meet a customer's need.
- The scope of this service without options is limited to one (1) standalone HP OpenView Transaction Analyzer Server.
- This service does not include Oracle software or the License-To-Use. Oracle must either 1) for the base service, already be installed and configured, or 2) For the extended service option, already be purchased by the customer (from their preferred vendor) and available to HP service delivery for installation. Note that the base service includes the configuration of a dedicated DB instance for OVTA and OVIS measurement server)
- Base and Extended service does include the OV Operations software, License-To-Use, installation or configuration.
- The supported platforms include the following operating systems: HP-UX, Sun Solaris, and Microsoft Windows-2000 and/or Windows 2003. The specific operating system version supported by HP OpenView Transaction Analyzer products and versions must be checked at the time of purchase of this service.
- The version of HP OpenView Transaction Analyzer to be installed is the most current general availability release. HP experts will provide all current HP OpenView Transaction Analyzer patches (when available) at installation and insure that the database is at the correct version level.
- The customer is responsible for ensuring that designated target workstations for HP OpenView Transaction Analyzer Server and Agents software installation are in a stable and consistent working condition.
- The customer is responsible for ensuring that the designated target workstations for HP OpenView Transaction Analyzer Server and Agents software installation meets the hardware and kernel configuration requirements as defined in the HP Transaction Analyzer Installation Guide documentation.
- The customer is responsible for ensuring designated target workstations for HP OpenView Transaction Analyzer Server and Agents server software installation have the latest supported operating system and patches installed per our HP OpenView Transaction Analyzer Installation Guide documentation.
- The disk(s) where the HP OpenView Transaction Analyzer system will be installed and connected to the system.
- The customer is responsible for ensuring sufficient space on the disk(s) to install the database executables, control files, master database, and temporary directories.
- The customer is responsible for ensuring sufficient space to install the HP OpenView Transaction Analyzer database and supporting OpenView Internet Services Measurement Server, Probes, We and Web Application Server. Identified target disks need to be planned in advance.
- If the HP OpenView Transaction Analyzer database is to be placed on a raw partition, then the target disk drive should NOT be configured by the customer unless under the direction of the HP expert.
- The HP OpenView Transaction Analyzer server and managed nodes must be connected to the network and can reliably communicate with the initial set of target devices. This means stable DNS or the customer has configured the "hosts" file so that the necessary machines can find each other. To this list add – machines should be time-synchronized so that there is no more than 1 minute deviation between nodes.

- *In the case of multiple purchases of this service for multiple servers, all servers will be located in the same location or will be installable from one location. The installation tasks will be performed on-site. Preparation assistance and post-install assistance will be performed off-site.*
- *All tasks described as provided by the customer in this statement of work will be completed prior to the HP expert arriving to start the project.*
- *This service assumes that the network is TCP/IP over 10/100 Ethernet LAN.*
- *HP experts will be performed services during normal business working hours, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding HP holidays.*
- *HP experts may require system manager access to the computer systems to be reviewed during this engagement.*
- *An engagement start date will be established upon receipt of your purchase order*

Recommended prerequisites

HP recommends your appropriate personnel attend HP Education training classes prior to consulting service delivery:

- *U8566S Fundamental OVIS*
- *Fundamental Class of OVTA will be launched at a future date*

For more training details, please visit: <http://www.hp.com/education/sections/network.html>

For more information about **HP Software Services**, please visit:
www.hp.com/managementsoftware/services

Additional information

For additional information on HP OpenView Transaction Analyzer products and services, visit us at:
<http://www.managementsoftware.hp.com/products/tran/index.html>

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