HP Operations Dashboard software gives your key users and stakeholders personalized views into end-to-end IT infrastructure service health.

**Key features**

HP Operations Dashboard software:
- Lets you visualize infrastructure service health by consolidating data from multiple domain tools
- Leverages existing infrastructure models in various domain tools to build end-to-end infrastructure service views
- Provides out-of-the-box integration into the world-class HP Software portfolio and popular third-party tools
- Lets you create customizable, personalized views for key users and stakeholders
- Provides contextual and complementary information to infrastructure service health with views into help-desk activities
- Gives you the ability to drill down into individual management server consoles to enable the right level of information access
- Is built on standards-based technologies (portal servers, JSR-168 compliant portlets, web services/SOA-based data integration mechanisms, etc.)

**Key benefits**

- Achieve transparency and trust with key users and stakeholders by proactively sharing consolidated and relevant IT management information
- Share IT management data with other IT departments to verify that inter-dependencies are understood and to reduce redundant activities
- Create management views that allow your IT executives and IT managers to visualize the health of the infrastructure under their responsibility

**Get visibility into infrastructure service health**

Your IT organization needs to provide visibility into IT infrastructure service health with the right level of detail to the various IT and business stakeholders. This involves consolidating and filtering large amounts of data collected by various domain tools and turning it into information that is accessible by the right audiences with a personalized view.

Most IT organizations have started to take a formal approach toward identifying and addressing the services they provide in terms of infrastructure services and business services. Business services are delivered through business applications that run on infrastructure services such as networks, web/application/database servers, middleware, mainframes and more.
Infrastructure services are becoming formalized, creating a need to have separate operational-level agreements in place. This has created the need for more in-depth visibility into the health of infrastructure services, either by IT silo or from a business service perspective, along with the ability to drill down into the level of detail contained in individual domain tools.

HP Operations Dashboard leverages the world-class HP Software portfolio. It integrates with HP Operations Center software, HP Network Management Center software and HP Service Management Center software, among other HP Software offerings. These integrations help you gain complementary contextual information. For example, when the infrastructure service health goes red, you would want to know if IT personnel know about the problem and if they have raised an incident record.

HP Operations Dashboard is built on standards-based technologies, such as portal servers, JSR-168 compliant portlets and web services/SOA-based data integrations. This means that the software can be set quickly and will let you enjoy a low total cost of ownership (TCO) on an on-going basis.

The two modules of HP Operations Dashboard

HP Operations Dashboard has two key modules that can be ordered separately or together to work in tandem.

- **Real-time Health Views (RHV) module**—This module allows you to stitch together end-to-end infrastructure service health views based on data provided by the underlying domain tools.

- **Operations View (OPV) module**—This module provides a web interface with multiple portlet views into individual domain tools.*

Further details on the functionalities of each of these modules are provided in the next few sections in this document. As you will see, you can order either of these modules, or both, depending on your specific needs.

**Stitching infrastructure service views quickly (RHV module)**

The RHV module of HP Operations Dashboard works with various domain tools to retrieve the infrastructure models built into them. This lets you leverage the time and effort that you have already expended in setting up these individual domain tools.

As a one-time activity, you can then stitch together an end-to-end infrastructure service view by choosing relevant pieces of the infrastructure models from the underlying tools. And then during runtime, health information related to the infrastructure service view is retrieved from the domain tools. For example, you can retrieve the service hierarchy from HP Operations Manager software for Windows® or HP Service Navigator software, message group information from HP Operations Manager software for UNIX®, or service CIs defined in your help desk to stitch your infrastructure service view.

RHV ships with a variety of out-of-the-box adapters for popular domain tools. When you use these adapters and leverage existing infrastructure models, you get quick time to value.

* This module was previously called Service Information Portal (SIP).
Creating a personalized view into domain tools data (OPV module)

The OPV module of HP Operations Dashboard provides a number of out-of-the-box portlets for a variety of products in the HP Operations Center, HP Network Management Center and HP Service Management Center. Multiple portlets are provided in OPV for each supported product with each portlet providing a specific view into that product. For example, you have a choice of alarms, topology map, device health, reports and other portlets for HP Network Node Manager software.

You can pick and choose the specific portlets and apply the necessary filters on them and create a view that shows the selected portlets in a single web page. All of the administration and configuration activities can be achieved through a web configuration UI within the OPV module. In addition to the visualization, you can also acknowledge and own actions for events directly through the OPV portlets.

In addition to the out-of-the-box product integrations, the OPV module also provides a generic integrator module with which you can pull the web user interface of any third-party product into a portlet.

Note that in the OPV module, you get separate views into individual products while the RHV module helps you create a view by combining together specific pieces of information coming from different products.

Different views for different users

IT management information requirements vary by user or user role within your IT organization as well as in your extended enterprise. With RHV, you can stitch together different views for different users and roles and provide each with the right level of detail.

For example, an IT executive or a business operations user may just want to know whether the infrastructure service health is red or green without any other details. An operations manager may want to look at the health of a variety of infrastructure services from different perspectives (such as availability, performance, etc.). And an operator or administrator may want a very detailed view of the infrastructure that he or she manages and may want to look at portlet views of individual domain tools (the OPV module can be used here).

HP Services

Get the most from your software investment
HP provides high-quality software services that address all aspects of your software application lifecycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with best-in-class services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

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To access technical interactive support, visit Software Support Online at: www.hp.com/managementsoftware/services

To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit: www.hp.com/go/swcustomerconnection
Product integrations

HP Operations Dashboard software comes with a variety of out-of-the-box integrations built on a web services/SOA-based adapter framework. This highly extensible framework enables your efforts to build custom adapters to specific domain tools in your IT environment.

Out-of-the-box integrations are available for most of the HP Software products, such as HP Service Navigator, HP Operations Manager for Windows and HP Service Desk software, among others, and to some popular third-party products such as Remedy Helpdesk. We continue to focus on extending the set of out-of-the-box adapters.

HP Operations Dashboard is configurable and extensible, offering SQL and HTTP data source capabilities that allow you to extract relevant information from your custom databases and HTML data sources respectively. These capabilities have helped many users achieve a greater return on investment.

Quick time to value

With HP Software services, your software investment can be quickly implemented and connected to deliver infrastructure service health views based on your specific needs. Contact your HP sales representative for additional details.

A complete solution

Comprehensive training

HP provides a comprehensive curriculum of HP Software training courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network optimization and responsiveness, and achieve better return on your IT investments.

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Contact information

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Ordering information

Product numbers for the RHV module:
BB142AA – HP Operations Dashboard Server
BB144AA – HP Operations Dashboard 5 Normal Users Pack
BB146AA – HP Smart Link Integration Adapters (for 3rd party adapters)

Product number for the OPV module:
BB143AA – HP Operations Dashboard Ops View Server

Product number for media:
BB141AA – HP Operations Dashboard Media

Figure 5
Stitching an infrastructure service health view in the RHV module

Figure 6
An IT executive view that shows the health of critical infrastructure services in a system tray utility

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