

Microsoft Operations Management Suite (OMS)

Simplified IT Management for guests and workloads anywhere, extending System Center capabilities

Frequently Asked Questions (FAQ)

Vision and Strategy

Q: What is Microsoft Operations Management Suite (OMS)?

Microsoft Operations Management Suite (OMS), leverages Microsoft's deep management experience to streamline cloud management across any hybrid cloud including Azure or AWS, Windows Server or Linux, VMware or OpenStack. Delivered from the cloud, OMS is a modern management platform that provides visibility and custom insights over an entire hybrid cloud. Enabling customers through log analytics to collect and search across multiple machine data sources to easily identify the root cause of operational issues. OMS also orchestrates complex & repetitive operations, ensures data protection and application availability and helps secure customer workloads, servers and users.

Q: What is Microsoft's long-term vision for management?

Microsoft's long-term vision includes a robust approach to cloud management that addresses the main issues facing IT today. We are committed to developing solutions that enable you to control complex, heterogeneous environments, across on-premises datacenters and the cloud. You need to be able to manage every aspect of the infrastructure, from physical to virtual, including Windows and Linux, and all the diverse workloads and applications that power your business. Any operating system, any cloud, Azure or AWS, Windows Server or Linux, VMware or OpenStack. We're also looking at cost. You want to be able to stretch your IT budget even further and provide new services. Leveraging cloud management means you don't have to purchase and maintain the infrastructure to run management software on-premises. And you should be able to use cloud management to augment your existing on-premises management capabilities. Cloud management should include deep insights into infrastructure performance through integrated log analytics, and the ability to turn those insights into action to address ongoing issues, plan capacity, and troubleshoot problems as they arise. Finally, our vision centers on integration. We believe you need all of the different management tools and components integrated together so you can get a 360 degree view of your IT environment. In a time of dramatic change for IT, cloud management should be simple to deploy, easy to use, and offer you the best possible tools for optimizing your infrastructure.

Q: What is Microsoft Operations Management Suite (OMS) add-on?

OMS add-on for System Center Standard and Datacenter editions, available from July 1 2015, leverages our deep management experience to simplify cloud management and protection of guests and workloads across Azure, AWS, Windows Server, Linux, VMware, and OpenStack at a lower cost than competitive solutions; extending System Center capabilities to unleash new management scenarios, providing:

- Log Analytics: collect and search millions of records in seconds across thousands of machines to identify the root cause of operational issues.
- Security and Compliance: identify malware status and missing system updates, collect security related events to perform forensic, audit and breach analysis, recognize threats earlier and get help with compliance.

- Backup and Recovery: enable application and data protection, cloud bursting, dev/test, and Azure migration, for all servers and applications, no matter where they reside with cloud-based backup and site recovery.
- IT Automation: orchestrate complex and repetitive operations for more efficient and cost-effective hybrid cloud management.

Q: Does OMS replace System Center?

No. OMS extends the capability of Microsoft System Center 2016, to deliver a full hybrid management experience both in the datacenter, and across any cloud. System Center 2016 continues to drive customer value, through cloud inspired design, and new Software Defined Data Center provisioning, monitoring and automation capabilities.

Q: How does this compare to other management as a service offerings available?

OMS offers cloud management across Azure, AWS, Windows Server, Linux, VMware, and OpenStack at a lower cost than competitive solutions. OMS enables customers to unify on a single solution, and get up and running in minutes. They can onboard fast, no need to create further content, and it connects to their on-premises datacenter. Our cloud-first approach to managing the enterprise is the fastest, most cost effective way to meet new business challenges and accommodate new workloads and applications running on either Windows Server or Linux.

Q: What's actually new with OMS? Aren't you just grouping a bunch of existing services into one offering?

OMS brings together both new and existing functionality in a service that is easy to consume through a single portal for all your management tasks. Some of the new features in OMS include:

- Log Analytics: collect and search millions of records in seconds across thousands of machines to identify the root cause of operational issues.
- Security and Compliance: identify malware status and missing system updates, collect security related events to perform forensic, audit and breach analysis, recognize threats earlier and get help with compliance.
- Backup and Recovery: enable application and data protection, cloud bursting, dev/test, and Azure migration, for all servers and applications, no matter where they reside with cloud-based backup and site recovery.
- IT Automation: orchestrate complex and repetitive operations for more efficient and cost-effective hybrid cloud management.

Q: It sounds like Availability on Demand (AoD) functionality is rolling under OMS?

Yes, Availability on Demand (AoD) is a marketing message around 2 products: Azure Site Recovery (ASR) and Azure Backup (ABU). Both of these services will be available under OMS, to provide customers with a single solution for all of their IT management needs.

Q: What happened to Operational Insights? Does the service still exist?

Operational Insights represented an important step toward cloud-based management, delivering log collection, analytics and fast search. Based on learnings from our customers over the past months and the increasing demand for hybrid cloud management capabilities, today we released the Microsoft Operations Management Suite (OMS). The existing capabilities from Operational Insights have been

integrated into OMS, along with additional core management capabilities such as protection, automation and security. Both new and existing functionality is delivered in OMS as service that is easy to consume through a single portal for all your management tasks.

Q: How do customers choose when to use System Center and when to use OMS?

Existing SC customers can leverage OMS with minimal integration efforts . Customers will make decisions based on their own specific environments. Considerations include maximizing existing investments, requirements for managing multiple clouds, and the time to value offered by cloud services.

Pricing and Licensing

Q: How will customers purchase OMS, and how much will it cost?

Customers using System Center can take advantage of the Microsoft Operations Management Suite add-on. Through this offer, customers get access to all the new services OMS offers, with a convenient step-up price for all existing System Center customers. For every System Center Standard or Datacenter license customers own, they will be able to access a set amount of Microsoft Operations Management Suite services. Other customers can also access OMS features through a pay-as-you-go model. Each service is priced either per virtual machine, per GB of ingested data, or per minute. Full pricing can be accessed at <http://www.microsoft.com/en-us/server-cloud/operations-management-suite/pricing.aspx>

Q: Can customers apply their Azure monetary commitment to buy the OMS add-on?

No, customers cannot apply their monetary commitment towards the suite. Monetary commitment can only be applied towards standalone meters.

- Monetary commit **cannot** be used to purchase the bundled OMS add-ons
- Monetary commit **can** be used to consume the standalone services on Azure. This applies to all component services: Operational Insights, Automation, Backup and Site recovery which can be used standalone against the customer's monetary commit.
- Monetary commit **can** be used against any overage beyond the entitlements included with OMS
- Monetary commit **can** be used for any other Azure expenses that a customer might incur while using OMS – e.g. Storage for Backup.

For those who aren't aware of monetary commit, it is a mechanism that allows customers to commit a certain amount of \$ at the beginning of every year to spend on Azure, similar to a prepaid debit card. The \$ expires at the end of the year and every year a customer can choose to increase or decrease the amount of \$ they commit. This monetary commit can be used against any Azure service consumption – VMs, websites, cloud services etc. The main advantage of monetary commit is it creates predictability for what a customer spends on Azure.

Q: When a customer uses up all the entitlement included with the suite, how is overage priced?

Any overage above the included quantity is charged at the same rates as the standalone pay-as-you-go meters. If the customer has unused monetary commitment, it gets automatically applied against overage.

Q: Are there any restrictions around who can purchase the OMS add-on?

Yes, the OMS add-on is only available to customers who have active SA on System Center. The number of OMS add-on units that can be purchased is also limited to the number of System Center licenses with active SA. The standard add-on can only be purchased on SC-SE and the datacenter add-on can only be purchased on SC-DC.

Q: Can customers upgrade from the standard add-on to the datacenter add-on?

No, there is no upgrade/downgrade between the two add-ons

Q: How are the included entitlements calculated?

The included quantities are prorated monthly. So for example, with the SE add-on a customer gets 100 GB of Operational Insights over the year which gets pro-rated to 100/12 GB every month

Q: Operational Insights has multiple tiers – which tier is included with OMS?

The premium tier of Operational Insights (12-month retention) is included with the OMS add-on. Customers cannot apply the OMS add-on entitlement towards the Standard tier of Operational Insights.

Q: What about customers who have individual ASR/ABU SKUs and do not qualify for OMS add-on? Can they still buy the individual SKUs?

For customers, who have already purchased the ASR/ABU plan SKUs can continue to use and renew their subscriptions for the term of their agreement. At the end of their agreement, they will have to discontinue purchasing the ASR/ABU plan SKUs and transition to the OMS add-on or pay-as-you-go (PAYG) model.

Q: Does the OMS add-on include Storage/Egress/Storage transactions for ASR?

No, we used to offer these entitlements with the ASR plan SKU but have not included it with the OMS plan SKU. Customers who purchased the ASR plan SKU will continue to get these entitlements as long as they renew their subscriptions. For customers, who purchase OMS, they will see these as additional items on their bill.

Q: Does the OMS add-on include Storage needed for ABU?

No, Storage is not included with the OMS add-on and will be a separate charge for customers.

Q: What can the Azure Backup entitlement included with OMS be used against?

The Azure Backup entitlement included with OMS can be used against any of the following:

- **Virtual machine:** *The in-guest operating system could either be running Windows Server or Linux. The hypervisor fabric that runs the virtual machine could be either Hyper-V or Azure IaaS.*
- **Application servers:** *Windows Server physical or virtual machine that is running an application or workload that needs to be backed up. Common workloads are Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint, Microsoft Dynamics and the File Server role of Windows Server. System Center Data Protection Manager is needed to backup these workloads.*
- **Windows Client:** *Any instance or client device that is running the Windows client OS.*

Q: Will a customer incur any additional charges for using OMS?

Yes, customers might incur additional Azure charges while using OMS. For example, usage of Azure Backup will incur Azure storage charges for any data backed up into Azure.

Q: Is there a free tier to trial OMS?

Yes, the underlying services in OMS have a free tier offering outlined below.

Operational Insights : 500 MB per day with a 7 day retention period
Azure Automation : 500 min per month
Azure site Recovery : Every VM free for first 31 days
Azure Backup does not have a free tier

Q: What is the reasoning behind the amount of entitlement included with the OMS add-on?

The amount of entitlement included in the Standard add-on is enough to manage 2 VMs while the amount of entitlement included in the Datacenter add-on is enough to manage 10 VMs. Based on typical usage for VMs, we have seen that a single VM uses 50 GB of Operational Insights and 5000 min of Azure Automation in a year.

Q: Can I swap entitlements between the component services? E.g. if I do not use Automation, can I apply my automation credit against Operational Insights?

No, OMS entitlements are offered for specific services. It is not possible to swap entitlements between services in the OMS add-on. If desired, all services can be purchased standalone outside the suite.

Q: What happens once the promo expires?

Any customer who purchases the promo is locked into the promo price for the number of units purchased for the duration of their enterprise agreement (typically 3 years). Any additional units purchased after promo expiry will be at non-promo prices.

Q: Through which licensing programs is OMS available today?

Currently OMS add-on can only be purchased through an Enterprise Agreement (EA). For all other channels customers can purchase individual services.

Q: Can I buy System Center in a program other than EA and buy OMS add-on through EA?

No, the OMS add-on can only be purchased for System Center licenses with SA and the underlying System Center licenses must be purchased through Enterprise Agreement (EA), which includes the Enterprise Enrollment (often referred to as the EA) and the Server Cloud Enrollment (SCE).

Technical FAQs

Q: Where can I reference to a technical feature guide?

<https://azure.microsoft.com/en-us/documentation/articles/operational-insights-feature-guide/>

Q: How do we ensure that the data is secure in? Also, how do we ensure that the data is available only to the workspace owner? Are there any encryption over the stored data?

The data is transferred through HTTPS. The client certificate represents the management group (for SCOM) or the individual 'direct' agents, that are registered with a workspace to prove they belong to it. It's kept in separate storage partitions – keys are rotated periodically thru automated processes. More

details can be found here: <https://azure.microsoft.com/en-us/documentation/articles/operationalinsights-security/>

Q: Can we manage multiple subscriptions in a single OMS portal?

Not today. We link the workspace in OMS to a single Azure subscription. You won't be able to see multiple subscriptions to a single OMS portal, however you can quickly switch your workspace without needing to sign-in again if it's linked under the same tenant or OrgID.

Q: Is there any "estimator" for the total of GBs to be stored during 12 months (or whatever period)?

We recently did some changes/improvements to the 'usage' page (to show 30 days as opposed to a week, for example) and there is more thinking happening around that for future.

While not an estimator, there are techniques you can use to slice and dice data already in search to understand how much you are sending and from where. Details can be found here:

<http://blogs.msdn.com/b/dmuscett/archive/2015/04/07/which-machines-are-reporting-to-azureoperational-insights-where-is-my-data-coming-from-what-data-and-how-much-is-it.aspx>

Q: Does OMS support 32bit operating systems?

Yes. We support Windows Server 2008 and Vista 32 bit OS. You can keep track of our investments in this area here: <http://feedback.azure.com/forums/267889-azure-operational-insights/suggestions/6744349support-for-windows-2003-and-2008-servers-32-bit>

Q: What is the differences between System Center Operations Manager agents and Direct Agents in Operations Management Suite?

The way they work is identical. However, there are a couple of solutions that only work with Operations Manager - in particular 'Alert Management', 'Capacity Planning (requires SCOM and VMM connected)'. The way customers should look at this though is

- If they have Operations Manager already deployed, then they can leverage their SCOM investment to easily add the capabilities of OMS
- If they do not have Operations Manager already deployed, they can get the capabilities of OMS by installing agents on each server they want to manage

Q: Customers who have historical data in Operational Insights will they need to reimport data? No, Customers have already been seamlessly transitioned into OMS portal.