

3 ISV assets you should know

Red Hat Academy 2024

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Agenda

- 11:15 - 11:20 Intro
- 11:20 - 11:30 *Leveraging the power of Red Hat's Container Platform*
MuleSoft API Management running on OpenShift
- 11:30 - 11:45 *Dynatrace Demo*
 - OpenShift Observability
 - Problem detection and root cause analysis
 - Automation and deep integration with Red Hat Ansible Automation Platform
- 11:45 - 11:50 The importance of the ITSM part + closing

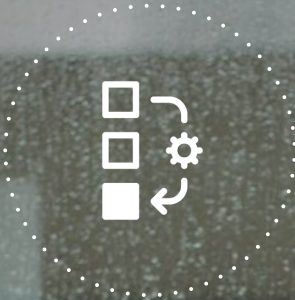


MuleSoft

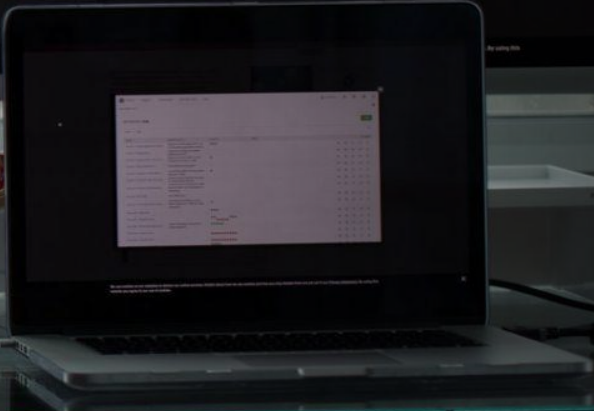
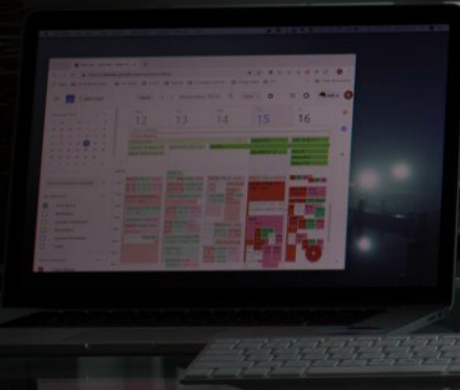
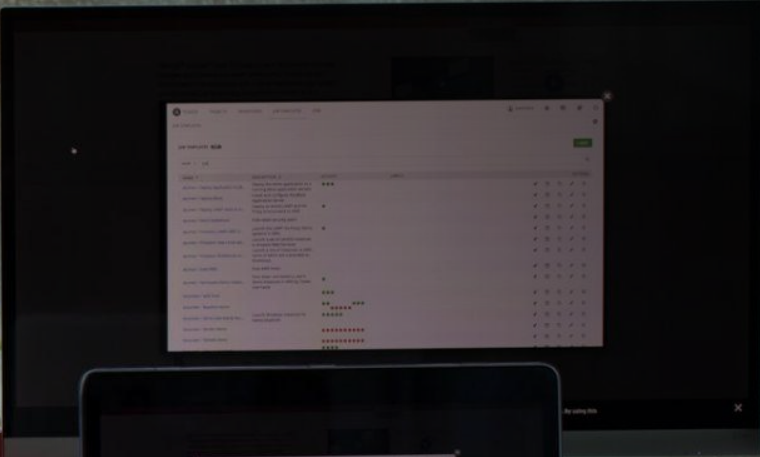
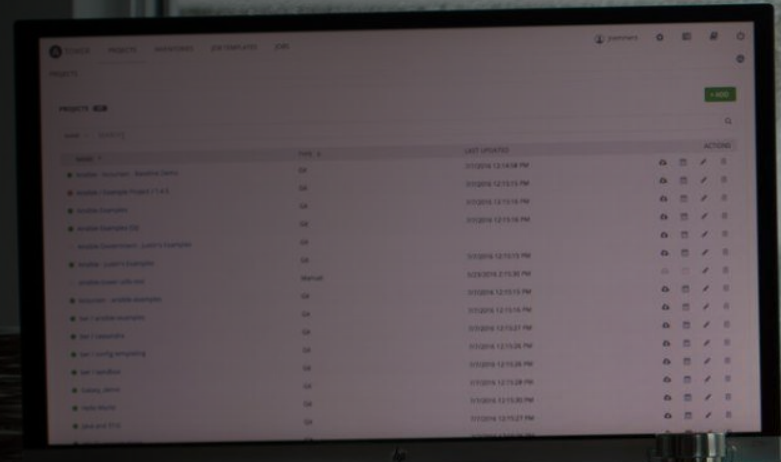




Dynatrace

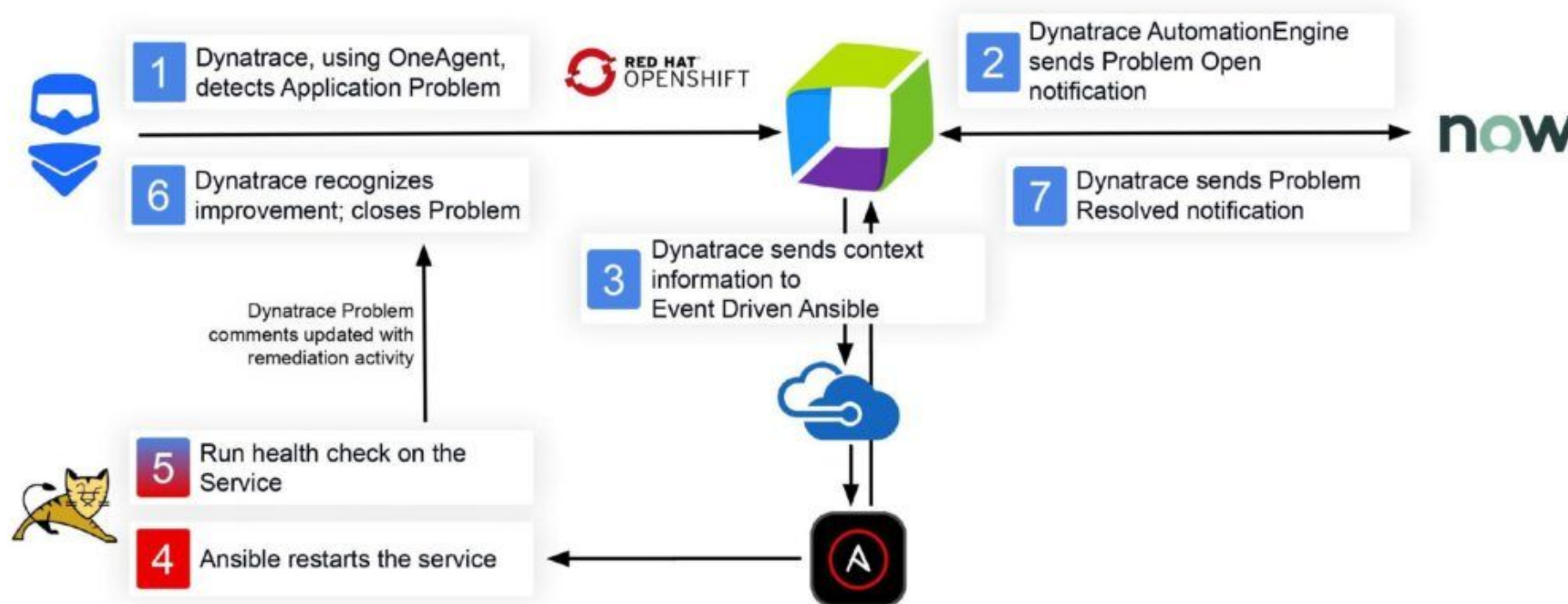


ITSM



Flow-diagram

What is happening from **I FOUND A PROBLEM** over **LET'S ROLL OUT A FIX** to **MONITORING REPORTS ISSUE FIXED**

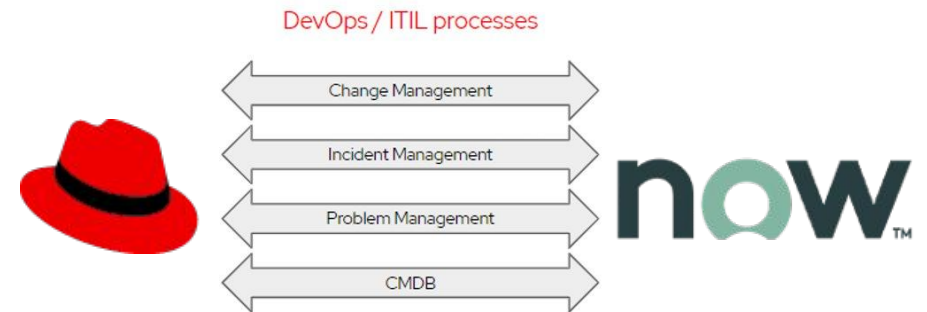


Red Hat and ServiceNow join forces for real end-to-end automation



NEW RELEASED:

- **Supported Interface to ServiceNow**
- **ServiceNow + Red Hat assets***



ITSM golden source over all platforms



*Ansible Anwendertreffen (D): <https://youtu.be/gjZL-m2bVRc>
Red Hat summit webinar (E): https://redhatsummit.mediaspace.kaltura.com/media/Rec-+Apr+22%2C+2021+3A11+PM+-+BS1061+DXC+NOW+RH.mp4/1_gkfjdc2



How to start an Automation Journey

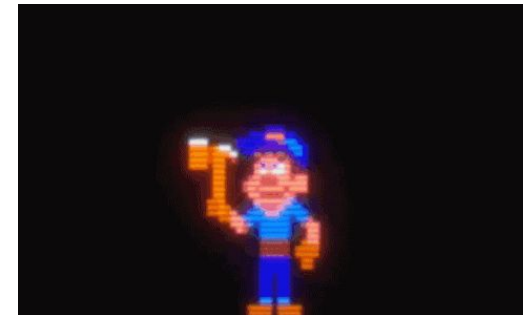
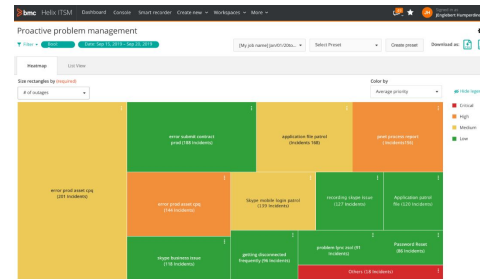
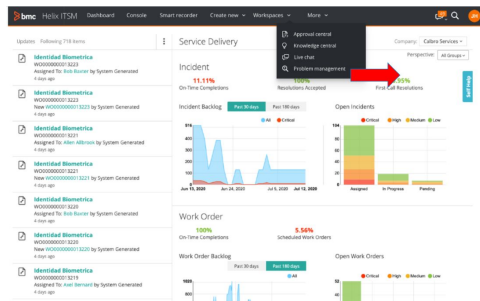
One example how to start an automated remediation journey with your customer

I

II

III

IV



validate via KPIs

enter the ITSM problem management
-> here BMC Helix as an example

find the PoC candidate

- occurring often enough
- best would be on a stage as Dev or SIT
- fix via playbook rather easy
- systems are in control on us / a partner

implement a fix

Links to the blogs

- Dynatrace: <https://www.opensourcerers.org/2023/10/23/dynatrace-red-hat-unveiling-the-automated-remediation-revolution/>
- MuleSoft: <https://www.opensourcerers.org/2023/08/28/deep-dive-into-a-scalable-enterprise-integration-platform-with-mulesoft-and-openshift/>
- ServiceNow: <https://www.opensourcerers.org/2022/01/10/state-of-the-art-end-to-end-automation-in-three-chapters/>

Thank you

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