



ServiceWatch Integration with HP UCMDB

Installation and Operation

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Introduction

The integration of ServiceNow **ServiceWatch** with **Hewlett Packard's UCMDB** transfers ServiceWatch-discovered CIs, attributes, relationships and business services to HP's CMDB. This document describes the integration architecture and explains how to install, operate, configure, and tailor the integration for your HP UCMDB implementation.

UCMDB is a [CMDB](#) & discovery application produced by [Hewlett Packard](#). It supports [ITIL Configuration Management](#). It has a [Configuration Management Database](#) and it uses [DDMA](#) and [DDMI](#) techniques to discover IT infrastructure components and determine the relationships between them.

The package for integrating ServiceWatch with HP UCMDB is provided by ServiceNow when you ask for it. This package works on both the SaaS and On-Premise versions of ServiceWatch. It consists of a batch program that runs at a specified time to synchronize the CIs and business services in HP UCMDB with ServiceWatch-discovered CIs and business services. Because standard web service APIs access both ServiceWatch and HP UCMDB, the integration can run in local and cloud environments whenever there is HTTPS connectivity to the environments.

Each run of the integration package enables you to synchronize the whole set of business services that are active in ServiceWatch, or just a single service. This depends on the run parameters that are given to the integration package.

Accurate up-to-date business service data is required inside HP UCMDB for these purposes:

- Understanding the service impact when an incident is reported for a specific CI
- Understanding the service impact of a planned change to a CI
- Understanding the risk to service availability based on proposed changes
- Analyzing current service topology to determine if a disaster recovery plan is adequate

However, instructions about how to use ServiceWatch-generated CI and business service data for these purposes in HP's UCMDB is *not* covered in this document.

Architecture & Functional Overview

The package for integrating ServiceWatch with HP UCMDB is a batch file that runs on a Microsoft Windows server. The integration accesses the ServiceWatch application using the REST web service API to retrieve all (or the requested) business services and all the CIs and relationships that are part of those business services, including applications, servers, disks and file systems.

The ServiceWatch-discovered CIs are translated to HP UCMDB's CI format. The transformation results in CIs that are identical to HP UCMDB-discovered components. This CI-to-CI mapping is configurable via metadata configuration files that allow any type of ServiceWatch-discovered CIs, attributes and relationships to be translated and imported as HP UCMDB objects.

The integration uses the following processes to populate HP CMDB objects:

- CIs inside the HP CMDB that are part of the business service are identified and marked as business service members by adding the business service name as a Ci attribute.
- The integration checks the relationships in between each CI and its business service. If the ServiceWatch-discovered application flow indicates a change is needed, the relationship is updated and any missing CIs are added in the HP CMDB.

Important note: The integration does *not* populate hosts and network devices in the HP CMDB. These need to have been already discovered and stored in the HP CMDB.

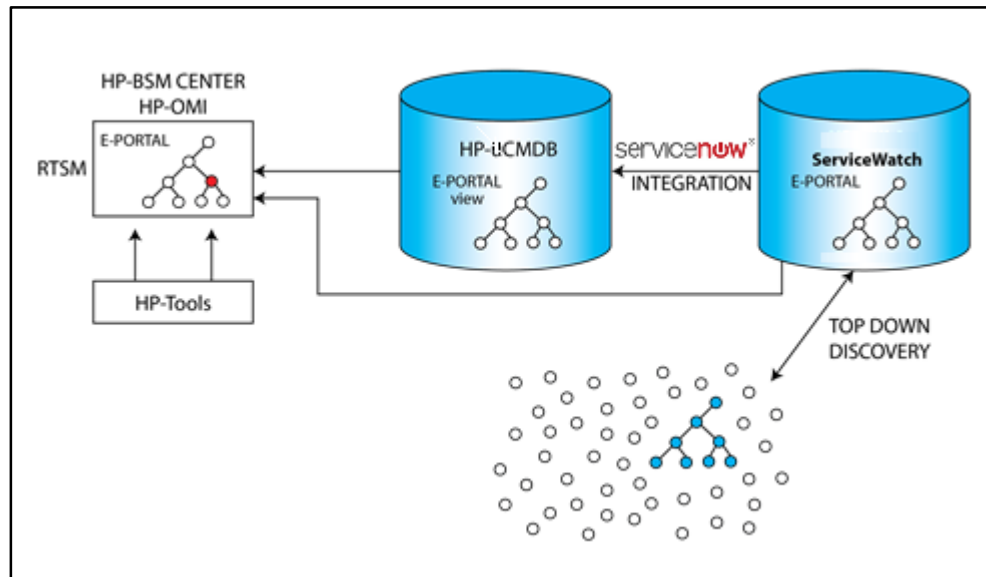
The integration program performs these steps:

- Extracts from ServiceWatch business services are exported to the HP CMDB
- For each business service, all of its CIs and connections are extracted and the integration:
 - ✓ Creates a business service CI in HP UCMDB if it does not already exist
 - ✓ Loops over business service CIs and converts them to HP UCMDB CIs
 - ✓ Tries to match ServiceWatch CIs with HP UCMDB CIs
 - If there is no match, it creates the HP UCMDB CI
 - ✓ Creates connections between the CIs
 - ✓ Creates connections between the business service and all of its CIs
 - ✓ Creates a business service view on HP UCMDB

The integration currently supports all major CIs and CI subtypes defined in the HP UCMDB. The full CI list is in [APPENDIX A: LIST OF SUPPORTED CI TYPES](#). Any CI that does not have a subtype in HP UCMDB is tagged as a Generic UCMDB CI. Extending support for new CIs is based on customer needs [Figure 1](#) shows graphically how the integration works.

Figure 1 is a graphic illustration of how the ServiceWatch and HP UCMDB integration works. ServiceWatch uses a unique “top-down” discovery method to map the business service and all of its associated CIs. The integration runs as a batch file on a Microsoft Windows server and retrieves business service data from ServiceWatch via a web services API, translates the retrieved data to HP UCMDB CI types, and populates the CIs (if necessary) and their relationships in the HP CMDB.

Figure 1: Graphic illustration of how the integration works

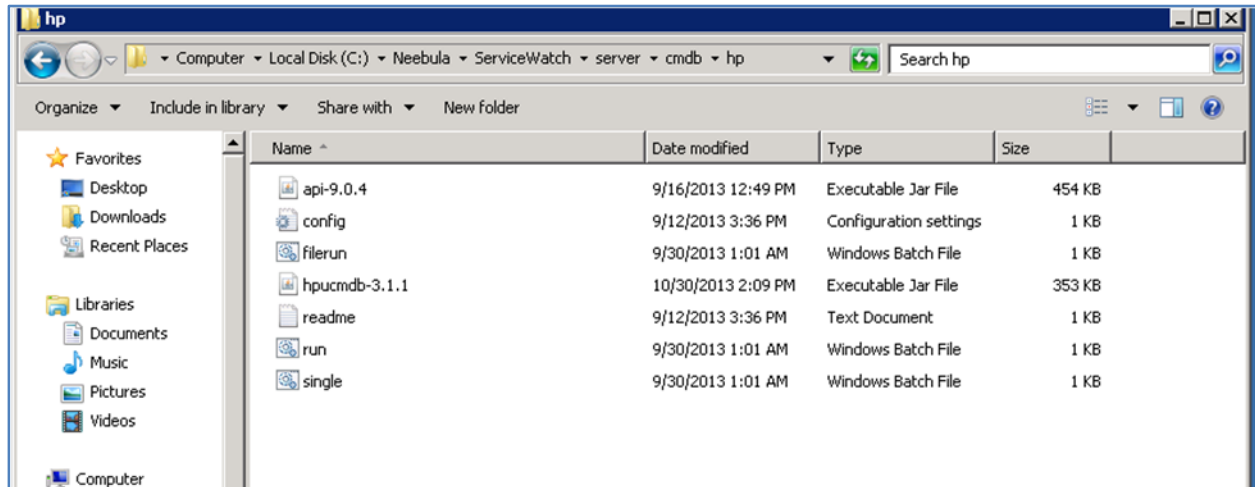


Installation and Configuration

Installation

The integration files are distributed as part of the ServiceWatch installation package and are located in the **\ServiceWatch\server\cmdb\hp** path. The following files are included in the package:

Figure 2: Contents of the ServiceWatch > server > cmdb > hp folder



The **run.bat** file populates all the active ServiceWatch business services in the HP CMDB. The **single.bat** file populates a single business service into ServiceWatch. The **config.properties** file is where you configure the integration.

Configuration

1. Open the **config.properties** file. You will see the following parameters:
ucmdb.host = xxx
ucmdb.port = 8080
ucmdb.user = admin
ucmdb.psw = admin

bsm.host = xxx
bsm.port = 80
bsm.user = admin
bsm.psw = admin
2. Populate the HP UCMDb host, port and credentials in this file.
3. If you want to populate the HP BSM with the models, specify their connection details here also.

Running the Integration

The integration has two batch files that can be scheduled:

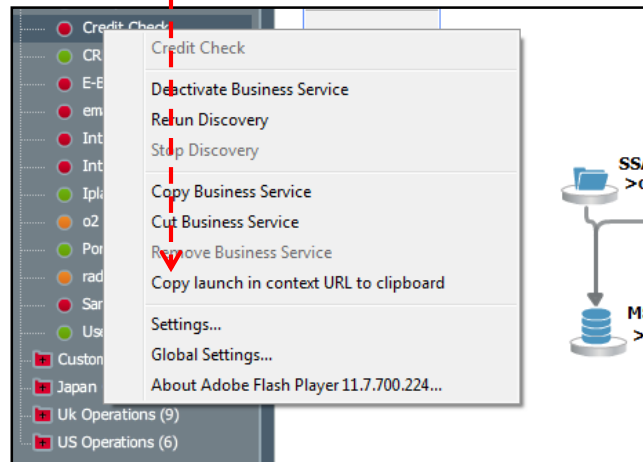
run.bat has no parameters. It copies all the active ServiceWatch business services to HP UCMDB.

single.bat: receives one parameter, the **bsid**. This number represents the business service. This file populates only this one business service and its CIs in the HP CMDB.

You can schedule the running of these .bat files to suit your update policies.

To obtain a **bsid**, right-click the desired business service in ServiceWatch and select the **Copy launch in context URL to clipboard** option in the pop-up menu.

Figure 3: Business Service right-click pop-up menu



The pasted URL will be similar to <http://localhost:8080/ui/?screen=monitor&bsid=117541>

Insert the number after the **bsid=** as the value for the parameter in the **single.bat** file.

In this example, 117541 will create a model of **Credit Check** in the HP UCMDB.

Appendix A: List of Supported CI Types

- ✓ Application Servers:
 - WebSphere
 - WebLogic
 - JBoss
 - Tomcat
- ✓ Database Servers:
 - Oracle
 - DB2
 - Microsoft SQL Server
- ✓ Web Servers:
 - Apache
 - iPlanet
 - Microsoft-IIS
- ✓ Load balancers
 - F5
- ✓ All other applications will be mapped to the RunningSoftware CI.