

ResultsPositive

Asset Manager and Universal Discovery



Asset Manager & Universal Discovery Implementation Services

HP Platinum Partner

ResultsPositive is a leader in IT Management consulting delivering Strategy, Planning, and Governance, Project & Portfolio Management, IT Financial Management, Business Intelligence, Mobility, Application Lifecycle Management, and Cloud & Automation solutions to medium sized and Fortune 500 companies. As both an HP Platinum Partner and HP ASMP-S Support Provider, ResultsPositive has the experience, support, and training necessary to turn your complex IT processes into tangible business solutions.

What We Do

ResultsPositive provides configuration and implementation services catered to each customer's unique environments and processes. Utilizing industry best practices, below is a summary of what a typical HP Asset Manager and HP Universal Discovery & Configuration Management Database configuration servers include:

HP Asset Manager (4-6 weeks)

- Conduct solution confirmation sessions with key stakeholders to confirm usage of out-of-the-box asset and portfolio management capabilities
- Develop and document solution based on customer requirements confirmed during solution confirmation sessions
- Tailor and configure asset portfolio forms and associated lifecycle workflow based on customer approved solution design
- Tailor and configure software asset management forms and associated lifecycle workflow based on customer approved solution design
 - Configure and setup software license counters to track and report software utilization and compliance per solution design

- Plan and conduct unit testing of configured solution components
- Customer will coordinate the planning and conduct of User Acceptance Tests

HP UD and UCMDB (4-6 weeks)

- HP's Universal Discovery
 - Discovery of targeted configuration items (CIs)
 - Inventory Capabilities of targeted CIs
- HP's Universal Configuration Management Database (UCMDB)
 - Population of discovered CIs
 - Reporting capabilities of UCMDB

Training (1-3 weeks)

ResultsPositive utilizes a three pronged training approach including Functional, Administrative, and Train the Trainer classes.

Administrative Knowledge Transfer

- Provide formal knowledge transfer sessions to augment daily interactions and in-formal knowledge transfer activities as part of project activities:





Post Implementation Services (Optional)

Provide post implementation product and solution support services. These services will assist the Customer team in triaging and responding to customer inquiries and questions concerning newly released solution. These services can be provided on-site or remote based on customer request and direction.

- Provide coaching and product expert support services over initial four weeks following implementation
- Provide minor remote configuration support if needed to make minor enhancement based on customer feedback
- Assist customer in escalating product support items with HP Product Support

- Prepare and conduct knowledge transfer sessions on software products and configured solutions
- Conduct knowledge transfer/education sessions with ongoing Functional and Technical Administrator(s)

Train the Trainer – End User Solution Training Services

The following “Train the Trainer” end user solution training sessions are instructor led, hands-on training sessions focusing on educating users on the to be configured business process and the technology solutions to enable and support the processes and the associated roles. The final list of training courses are typically confirmed in conjunction with the review and approval of the solution design documents.

- Review and confirm audience, training courses, associated training materials and approach for the Train the Trainer sessions
- Develop training materials and conduct the following “Train the Trainer” end user solution training sessions.

UCMDB Training Topics

- End User
 - CI Type Manager
 - Topology Query Language
 - The Report Manager
 - The IT Universe Manager
 - Performing Discovery
- Administrative
 - Introduction to UD and Foundational Concepts
 - Define UD
 - Types of Discovery
 - CMS Architecture

- Administrative (Cont’d)
 - UD Architecture, Installation and Deployment
 - Installation
 - Configuration
 - Licensing
 - UD Control Panel
 - Define Mgmt Zones
 - Spiral Discovery
 - Discovery Templates
 - Data Center Discovery
 - Agent-less Discovery vs. Agent-based Discovery
 - UDAT Deployment
 - Inventory Discovery

Asset Manager Training Topics

- End User Introduction to Asset Manager Courses
- Asset Portfolio Management Lifecycle Courses
- Software Asset Management Lifecycle Courses

The Train the Trainer sessions will be provided over one week which allows some courses to be delivered twice to support and prepare the trainers as needed. These end user training courses are based on an allotted number hours for training course development, preparations and course delivery. During the solution design sessions, the specific training courses will be confirmed allowing adjustments to fit customer requirements as long as the total number of courses and/or allotted training hours remains within project estimates.



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Make a Difference

