



# HPE IMC SERVICE OPERATION MANAGEMENT SOFTWARE

## Intelligent Management Software



### WHAT'S NEW

- Real-time, accurate configuration database.
- Integration with alarming and configuration center.
- Centralized knowledge base for self-resolution of network issues.
- Complete service operation flow management.

### OVERVIEW

The HPE IMC Service Operation Manager (SOM) Software platform is an Intelligent Management Center (IMC) module that focuses on operations and management flow to provide full IT lifecycle management adhering to ITIL v3.0 including services like policy design, operation, and configuration improvement.

The IMC SOM Software provides controls, measures, and audit capabilities for configuration changes, fault identification, and recovery, reducing IT manual involvement and cost by allowing end users to recognize known network issues and track service requests.

## FEATURES

### Lifecycle Management of IT Network Operations

The HPE IMC Service Operation Manager (SOM) Software provides lifecycle management of IT network operations from ticket creation to status checks to execution and resolution.

End users can manage and recognize their own network issues and track service requests, reducing overall IT involvement.

Configuration management allows for the automated and manual setting of control mechanisms and audit configuration changes.

Integration with alarming reduces maintenance by enabling problem recognition, improving network efficiency, stability, and quality.

### Customization of Networking Experience

The HPE IMC Service Operation Manager (SOM) Software tailors flow management to operations management based on predefined templates appropriate for an organization.

Leverage a centralized knowledgebase for issue resolution and problem identification.

Easily interfaces between end users and administrators to reduce IT time in both operations and management.

## Technical specifications

## HPE IMC Service Operation Management Software

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**Differentiator**

HPE IMC Service Operation Manager Software provides full lifecycle support for IT operations and management.

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**Platform required**

HPE Intelligent Management Center Enterprise Software  
HPE Intelligent Management Center Standard Software

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**Technical notes**

See the HPE IMC Standard or Enterprise Platform data sheet for the required software environment.

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For additional technical information, available models and options, please reference the [QuickSpecs](#)

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### Operational Services from HPE Pointnext Services

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- Deploy
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- Operate and improve
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- Greenlake Management Services
- Retire and sanitize
- IT Training and personal development

### Other related services

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**Defective Media Retention** is optional and allows you to retain Disk or eligible SSD/Flash Drives replaced by HPE due to malfunction.

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