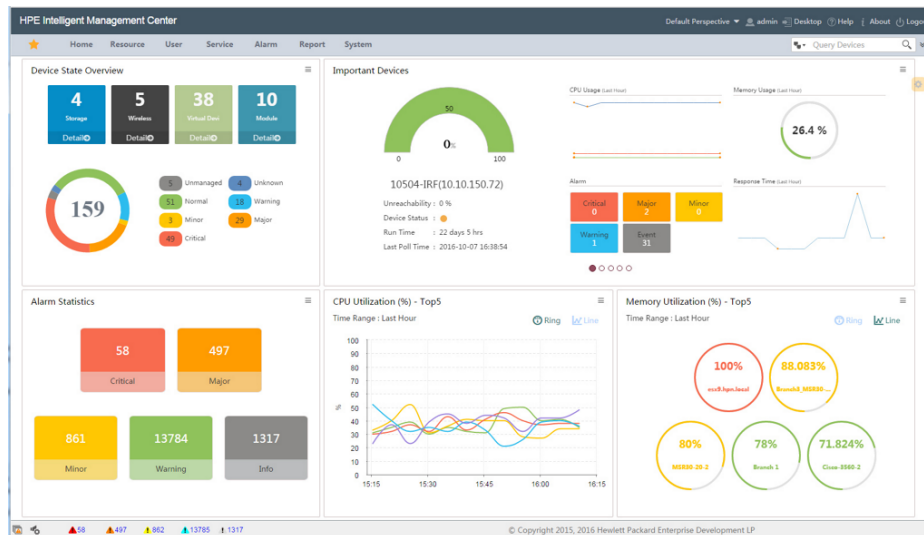


HPE IMC Service Operation Management Software

HPE Networking IMC Service Operation Management Software Module
License E-LTU (JG139AAE)



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 Networking IMC Service Operation Management Software Module License E-LTU

Product Number	JG139AAE
Differentiator	HPE IMC Service Operation Manager (SOM) E-LTU provides full lifecycle support for IT operations and management (O&M). SOM focuses on the O&M flow to control, measure, and audit network changes, fault identification, and recovery.
Platform required	HPE Intelligent Management Center Enterprise Software HPE Intelligent Management Center Standard Software
Technical notes	For fewer than 500 nodes, 1 CPU is enough From 500 to 2,000 nodes, there should be 2 CPUs or 1 dual-core CPU For more than 2,000 nodes, there should be 4 CPUs or 2 dual-core CPUs For more than 5,000 nodes, a hierarchy architecture should be used.



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

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Experts can help you map out your path to hybrid cloud and optimize your operations.

Managed services

HPE runs your IT operations, giving you unified control, so can focus on innovation.

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Optimize your entire IT environment and drive innovation. Manage day-to-day IT operational tasks while freeing up valuable time and resources.

- HPE Complete Care Service: a modular service designed to help optimize your entire IT environment and achieve agreed upon IT outcomes and business goals. All delivered by an assigned team of HPE experts.
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