



HP Service Automation Reporter software

Data sheet



HP Service Automation Reporter software provides a comprehensive, cross-tier operational repository for reporting, and it effectively automates changes in your data center.

Flexible reporting and seamless change automation

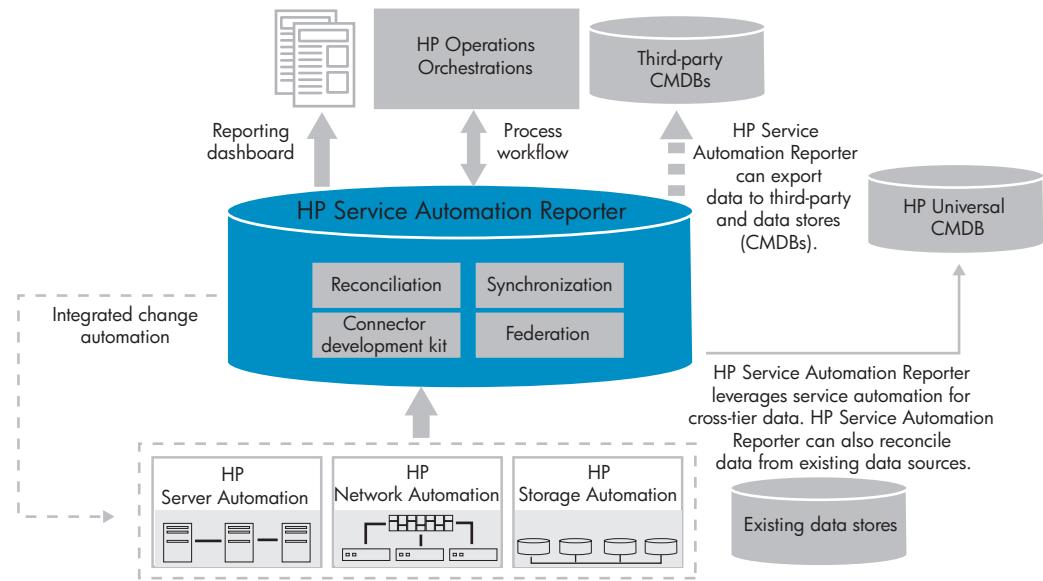
Today's IT organizations need to deliver high service levels at lower costs and resource commitments because of security, corporate governance and compliance requirements. These requirements are in addition to traditional IT management tasks, such as software license compliance, hardware refreshes, patching, software deployment, lifecycle management and others. To address these needs, many IT organizations are turning to best practices such as the Information Technology Infrastructure Library (ITIL) to streamline their IT processes and improve efficiencies. The success of these initiatives depends on an accurate, automated and up-to-date centralized repository, describing all of your enterprise's data center assets and configurations.

Built on a scalable automation platform with enhanced security features, HP Service Automation Reporter software is a flexible reporting engine for data centers, and it offers seamless change automation. Leveraging HP Data Center Automation Center software, including HP Network Automation software, HP Server Automation software and HP Storage Automation software, HP Service Automation Reporter automatically populates and maintains all of your infrastructure configuration items (CIs), their detailed attributes and their inter-dependencies. Once populated, you can make changes to configure or remediate your IT infrastructure with a single click. HP Service Automation Reporter records all operational data associated with the change information, allowing you to quickly audit your IT infrastructure.

HP Service Automation Reporter also offers open bi-directional interfaces to easily integrate its data with existing databases as well as ecosystem applications and processes.

Flexible reporting engine

HP Service Automation Reporter acts as a repository for cross-tier IT data and can reconcile data across existing data sources. HP Service Automation Reporter can also export data to third-party applications, processes and data stores.



Automate IT changes across your enterprise.

Automatically populate your CMDB with complete cross-tier infrastructure and operational data.

A configuration management database (CMDB) is the key infrastructure data store in ITIL. Without accurate and comprehensive CMDB data, ITIL implementations will fail. In today's complex IT environment, manually populating a CMDB is expensive, time intensive and difficult to maintain. Individually integrating siloed data from disparate tools also produces an incomplete database.

HP Service Automation Reporter automates the process of discovering and accurately maintaining your cross-tier IT infrastructure, including software applications, servers, networks and storage devices, across your enterprise and populates your CMDB with data. HP Service Automation Reporter also automatically and proactively records operational changes in your environment. For example, HP Service Automation Reporter not only tracks changes to a router, but it tracks who made a change, when it was made and whether the change was approved. By providing a comprehensive and accurate operational repository, HP Service Automation Reporter helps you implement ITIL processes successfully across your entire organization.

Improve the intelligence of your IT infrastructure data.

HP Service Automation Reporter ships with several pre-defined reports that quickly address enterprise ITIL and compliance requirements, including Sarbanes-Oxley (SOX) and Control Objectives for Information and related Technology (COBIT). It provides a rich analytic framework to create ad hoc, structured or historical trend analysis reports. HP Service Automation Reporter also provides intuitive interfaces so you can search and drill down into CI data efficiently from across your enterprise.

Get closed-loop change process management.

Effective change management is critical for ITIL and CMDB implementations. HP Service Automation Reporter is integrated with HP Operations Orchestration, which provides flexible change process workflows and connectors to many IT management applications, such as service desk and monitoring systems. HP Operations Orchestration includes more than 2000 pre-built workflows, flow templates and operations for common data center environments. With out-of-the-box integration, you can automate standard change processes, such as end-to-end compliance and remediation, for efficiency, accuracy and repeatability of your processes.

HP Service Automation Reporter capabilities

Feature	Description
Provides cross-tier automation and operational visibility	Get comprehensive and detailed visibility into your applications and their CIs. You can see and analyze the software applications, servers, networks and storage devices that deliver your business applications.
Manages and executes changes proactively	Get seamless change automation capabilities. With a single click, you can make changes to any IT infrastructure item in real time. HP Service Automation Reporter also integrates all operational data associated with a change, helping you perform change audits and meet regulatory compliance.
Uses open interfaces to integrate easily with third-party tools and reconcile existing data	Import data using open interfaces: Web Services API and SQL-based JDBC. The HP Service Automation Reporter Connector Development Kit (CDK) lets you configure and reconcile data stored in your existing data stores, such as Microsoft® Excel and SQL databases, with HP Service Automation Reporter data. You can also export data to other CMDBs, such as HP Universal CMDB software and BMC Atrium, or bootstrap your ITIL implementations.
Is built on the proven, scalable HP Data Center Automation Center architecture	Support hundreds of thousands of CIs, located in multiple geographies and organizations.
Supports CI-based access control for security and integrity	Implement fine-grained security boundaries to limit CI access, views and functions, such as reports and automation, to authorized users.
Provides an extensible reporting framework built on a rich data model	Create custom, ad hoc, scheduled or historical trend reports to meet your enterprise reporting needs. HP Service Automation Reporter offers an extensible analytic framework and provides several out-of-the-box reports that address common ITIL and compliance requirements.

Quickly integrate your enterprise IT ecosystem.

Today's enterprises typically maintain critical IT information in several databases. HP Service Automation Reporter provides configurable, JDBC™-based integration technology to reconcile data from existing application data stores, such as Microsoft® Excel and Extensible Markup Language (XML) documents and SQL-based databases. HP Service Automation Reporter also offers out-of-the-box integration with several enterprise applications, such as BMC Remedy software and BMC Atrium CMDB software. Through integration with HP Operations Orchestration, HP Service Automation Reporter lets you leverage a rich set of pre-built connectors to IT management applications. HP Service Automation Reporter also offers open interfaces to extract, integrate and federate HP Service Automation Reporter data with other CMDBs.

Part of HP Data Center Automation Center

HP Service Automation Reporter offers seamless change automation capabilities. Leveraging other HP Data Center Automation Center solutions, such as HP Network Automation, HP Server Automation and HP Storage Automation, HP Service Automation Reporter lets you make real-time changes to any area of your IT infrastructure with a single click. HP Service Automation Reporter also documents all operational data associated with a change for auditing and compliance requirements.

Key features and benefits

- Automate CMDB maintenance: Decrease manual processes for creating and maintaining your application and infrastructure data, and record all changes to your infrastructure.
- Achieve rapid return on investment (ROI): Implement an operational database for reporting quickly through discovery automation, and get fast results and improved change and compliance management through seamless integration with other HP Data Center Automation Center solutions.
- Add value to your IT ecosystem quickly: Reconcile existing databases with open and standards-based interfaces, and get out-of-the-box integrations with many management applications and processes.

A complete solution

Comprehensive training

HP provides a comprehensive curriculum of HP Software and IT Service Management courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network optimization and responsiveness, and achieve better return on your IT investments.

With more than 30 years experience meeting complex education challenges worldwide, HP knows training. This experience, coupled with unique insights into HP Software products, positions HP to deliver the optimum training experience. For more information about these and other educational courses, visit www.hp.com/learn.

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HP Services

Get the most from your software investment

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