

Aeroprise Mobility for BMC Remedy Proof of Concept Guide



Supporting

Aeroprise Mobility for BMC Remedy

August 3, 2009

Contacting BMC Software

You can access the BMC Software Web site at <http://www.bmc.com/>. From this Web site, you can obtain information about the company, its products, corporate offices, special events, and career opportunities.

United States and Canada

Address BMC Software, Inc. 2101 CityWest Blvd.
Houston TX 77042-2827

Telephone 713 918 8800 or
800 841 2031

Fax 713 918 8000

Outside United States and Canada

Telephone (01) 713 918 8800

Fax (01) 713 918 8000

Copyright 2009 BMC Software, Inc. or licensors, as an unpublished work. All rights reserved.

BMC Software, the BMC Software logos, and all other BMC Software product or service names are registered trademarks or trademarks of BMC Software, Inc.

IBM is a registered trademark of International Business Machines Corporation.

DB2 is a registered trademark of International Business Machines Corporation.

Oracle is a registered trademark, and the Oracle product names are registered trademarks or trademarks of Oracle Corporation.

All other trademarks belong to their respective companies.

BMC Software considers information included in this documentation to be proprietary and confidential. Your use of this information is subject to the terms and conditions of the applicable End User License Agreement for the product and the proprietary and restricted rights notices included in this documentation.

Restricted Rights Legend

U.S. Government Restricted Rights to Computer Software. UNPUBLISHED -- RIGHTS RESERVED UNDER THE COPYRIGHT LAWS OF THE UNITED STATES. Use, duplication, or disclosure of any data and computer software by the U.S. Government is subject to restrictions, as applicable, set forth in FAR Section 52.227-14, DFARS 252.227-7013, DFARS 252.227-7014, DFARS 252.227-7015, and DFARS 252.227-7025, as amended from time to time. Contractor/Manufacturer is BMC Software, Inc., 2101 CityWest Blvd., Houston, TX 77042-2827, USA. Any contract notices should be sent to this address.

Customer Support

You can obtain technical support by using the Support page on the BMC Software Web site or by contacting Customer Support by telephone or e-mail. To expedite your inquiry, please see “Before Contacting BMC Software.”

Support Web Site

You can obtain technical support from BMC Software 24 hours a day, 7 days a week at http://www.bmc.com/support_home. From this Web site, you can

- read overviews about support services and programs that BMC Software offers
- find the most current information about BMC Software products
- search a database for problems similar to yours and possible solutions
- order or download product documentation
- report a problem or ask a question
- subscribe to receive e-mail notices when new product versions are released
- find worldwide BMC Software support center locations and contact information, including e-mail addresses, fax numbers, and telephone numbers

Support by Telephone or E-mail

In the United States and Canada, if you need technical support and do not have access to the Web, call 800 537 1813. Outside the United States and Canada, please contact your local support center for assistance. To find telephone and e-mail contact information for the BMC Software support center that services your location, refer to the Contact Customer Support section of the Support page on the BMC Software Web site at http://www.bmc.com/support_home.

Before Contacting BMC Software

Before you contact BMC Software, have the following information available so that Customer Support can begin working on your problem immediately:

- product information
 - product name
 - product version (release number)
 - license number and password (trial or permanent)
- operating system and environment information
 - machine type
 - operating system type, version, and service pack or other maintenance level such as PUT or PTF
 - system hardware configuration
 - serial numbers
 - related software (database, application, and communication) including type, version, and service pack or maintenance level
- sequence of events leading to the problem
- commands and options that you used
- messages received (and the time and date that you received them)
 - product error messages
 - messages from the operating system, such as file system full
 - messages from related software



TABLE OF CONTENTS

| | |
|--|-----------|
| Overview | 5 |
| Objective | 5 |
| How Does It Work? | 5 |
| Success Criteria | 5 |
| What Is Included? | 5 |
| Proof of Concept Functionality | 7 |
| BMC Remedy Service Desk | 7 |
| BMC Remedy Change Management | 8 |
| BMC Remedy Asset Management | 8 |
| Technical Specifications | 10 |
| Supported BMC Remedy Applications | 10 |
| Supported Mobile Devices and Operating Systems | 10 |
| BlackBerry Enterprise Server Configuration | 11 |
| BMC Remedy Configuration | 11 |
| Required Customer Personnel | 12 |
| Project Sponsor | 12 |
| Process Subject Matter Experts (SME) | 12 |
| Representative End Users | 12 |
| System Administrator | 13 |
| BlackBerry Enterprise Server Administrator | 13 |
| BMC Remedy Administrator | 13 |
| Sample Proof of Concept Schedule | 14 |

Overview

Objective

The **Aeroprise Mobility for BMC Remedy Proof of Concept (PoC)** allows customers to evaluate a mobile IT service management solution in their own IT environments. Aeroprise Mobility for BMC Remedy extends fields, forms, menus and workflow to handheld devices. Users can update, create and search incident and asset records from the field, while managers can review and approve change requests anywhere, anytime.

How Does It Work?

Customers select one application to mobilize from the BMC Remedy IT Service Management Suite, including Service Desk, Asset Management and Change Management. Aeroprise Mobility for BMC Remedy will then be installed, configured and deployed at the customer site, where users have two weeks to evaluate the solution on BlackBerry and Windows Mobile devices. For details about the three-day implementation, see PoC schedule on page14.

Success Criteria

The PoC is designed to ensure users gain a deep understanding of the solution's wide range of benefits. The PoC, therefore, is determined a success only if:

- 1) The implementation described in this document is accomplished with full participation of all required customer personnel
- 2) The product functionality described in this document can be demonstrated by a representative end user

What Is Included?

In addition to the implementation of Aeroprise Mobility for BMC Remedy, participating customers receive support services, such as:

- **Application Review of One of the Following BMC Remedy Applications:**
 - Service Desk
 - Asset Management
 - Change Management
- **Installation and Configuration of the Aeroprise Mobile Gateway Server**

The Aeroprise Mobile Gateway server lets users select which BMC Remedy forms, fields, menus and active links to mobilize. It should be installed on a dedicated physical or virtual server.



- **Installation and Configuration of the Aeroprise Smart Client**

The Aeroprise Smart Client is software on the BlackBerry and Windows Mobile devices. It allows users to log into BMC Remedy applications and download specific records.

- **Installation of One of the Following BMC Remedy Application Templates:**

- Incident Management
- Asset Management
- Change Approvals

Proof of Concept Functionality

Aeroprise Mobility for BMC Remedy is built around mobile IT Infrastructure Library (ITIL) best practices. The PoC activates the mobile service management processes necessary to gauge productivity gains, service improvements, MTTR and other key performance indicators. During the PoC, customers can evaluate the features and functionality of one the following BMC Remedy applications.

BMC Remedy Service Desk

- 1) Update Incident Records:
 - a. Status
 - b. Status Reason
 - c. Work Info Summary
 - d. Assignments
 - e. Resolution information
 - i. Resolution
 - ii. Resolution Category

- 2) Alerting (*One type of user and manager alert triggered by any of the following fields*):
 - a. Priority
 - b. Assigned Users
 - c. Assigned Groups
 - d. Incident Location

- 3) Create Incident Records:
 - a. Required fields:
 - i. Summary
 - ii. Notes
 - iii. Status
 - iv. Status Reason
 - v. Impact
 - vi. Urgency
 - vii. Priority
 - viii. Customer Information
 1. First Name
 2. Last Name
 3. Company
 4. Phone
 5. Region
 6. Site
 7. Site+

- ix. Work Info Summary
- x. Operational Categorization
- xi. Product Categorization
- b. Triggering required active links
- c. Downloading relevant menus

- 4) Search Incident Records:
 - a. Customer Name
 - b. Incident Category
 - c. Assignee
 - d. Status
 - e. Location

BMC Remedy Change Management

- 1) Update Approvals:
 - a. Approval Status
 - b. Notes
- 2) Alerting:
 - a. Assigned Approvers
- 3) Search Approvals:
 - a. Assignment
 - b. Status
 - c. Approval Type

BMC Remedy Asset Management

- 1) Update Asset Records (*All or some of the following fields can be modified*):
 - a. CI ID+
 - b. Serial Number
 - c. CI Name
 - d. Product Categorization
 - e. Region
 - f. Site Group
 - g. Site+
 - h. Floor Room
 - i. Received Date
 - j. Installation Date
 - k. Available Date
 - l. Last Scan Date

2) Create Asset Records/Configuration Items:

- a. Required fields
 - i. Product Name+
 - ii. Model/Version
 - iii. Manufacturer
 - iv. Supplier Name+
 - v. Company+
 - vi. Primary Capability
 - vii. Capability List
 - viii. System Role
 - ix. Status Reason
 - x. Impact
 - xi. Urgency
 - xii. Priority
 - xiii. Users Affected
- b. Triggering required active links
- c. Downloading relevant menus

3) Search Asset Records/Configuration Items:

- a. Asset ID Scan
- b. Serial Number Scan
- c. Location
- d. Status
- e. Asset Type/Category
- f. Received, Installation, Available or Last Scan Date

Technical Specifications

Supported BMC Remedy Applications

The following BMC Remedy IT Service Management applications are supported in the PoC. *(Additional versions are supported in a full deployment.)*

1. BMC Remedy Service Desk
 - a. 6.x
 - b. 7.x
2. BMC Remedy Change Management
 - a. 6.x
 - b. 7.x
3. BMC Remedy Asset Management
 - a. 6.x
 - b. 7.x

Supported Mobile Devices and Operating Systems

The following mobile devices and operating systems are supported in the PoC. *(Additional devices are supported in a full deployment.)*

4. BlackBerry Operating Systems:
 - a. 4.2
 - b. 4.3
 - c. 4.5
 - d. 4.6
5. BlackBerry Smartphones:
 - a. BlackBerry Bold
 - b. BlackBerry Curve
 - c. BlackBerry 8800 Series
6. Windows Mobile Operating Systems *(device must have touch screen)*:
 - a. Windows Mobile 5
 - b. Windows Mobile 6
7. Motorola Bar Code Scanners:
 - a. Motorola MC75 3G Worldwide Enterprise Digital Assistant
 - b. Motorola MC70 Handheld Mobile Computer
 - c. Motorola MC55 Enterprise Digital Assistant

BlackBerry Enterprise Server Configuration

If a BlackBerry Enterprise Server (BES) is used during the PoC, there are two items involving the BES administrator.

1) Mobile Data System (MDS)

MDS is a service included in the BES. In some environments, however, the MDS service is turned off. MDS allows the Aeroprise Smart Client on the BlackBerry to properly communicate with the Aeroprise Mobile Gateway. The BES administrator needs to ensure the MDS is turned on.

2) BES Policy

The customer's BES policy would also need to be reviewed to ensure participating PoC users have the appropriate network security access.

BMC Remedy Configuration

To activate Aeroprise Mobility for BMC Remedy, it is necessary to upload an Aeroprise definition file, which contains 19 active links, to the BMC Remedy solution. The active links do not impact the normal functions of BMC Remedy; they only fire when a user is accessing BMC Remedy from the Aeroprise Smart Client. The active links are all named “_AERO” for easy identification.

It should also be noted that Aeroprise Mobility for BMC Remedy is middleware built to mobilize specific fields, forms, menus and active links without affecting any business rules. That is, mobile users must adhere to the same processes as the basic desktop users. Hence, if the BMC Remedy administrator has set restrictions around, for example, search and record creation, those limitations will be reflected in the PoC.

Required Customer Personnel

The following is a list of required personnel resources, their tasks and estimated participation (%) in the three-day PoC implementation.

Project Sponsor

The Project Sponsor is responsible for the customer's overall PoC participation. The Project Sponsor assists by:

- 1) Ensuring the IT environment is prepared prior to the PoC implementation
- 2) Engaging all necessary teams to ensure the proper participation during the PoC
- 3) Providing access to facilities where the PoC will be implemented
- 4) Managing all resource issues that may arise during the PoC

The time required by a Project Sponsor in a standard three-day PoC implementation varies between 50% and 100%. It should be noted that the Project Sponsor also will need to spend time preparing for the PoC implementation.

Process Subject Matter Experts (SME)

The Process SMEs should have a deep understanding of the current incident, change, asset management processes. During the PoC, the Process SMEs assist with:

- 1) Knowledge about how specific IT processes might be affected by mobility
- 2) Insight into the impact possible IT process changes might have on the business

The time required in a standard three-day PoC implementation should be no more than 40% and will be spread across all three days.

Representative End Users

The Representative End Users play an important part in evaluating how mobility affects IT service processes. The 3-5 required end users, who will learn to use the Aeroprise Smart Client, also assist by:

- 1) Participating in User Acceptance Testing
- 2) Providing feedback

The time required in a standard three-day PoC implementation should be no more than 50% and will be spread across all three days.

System Administrator

The System Administrator assists by:

- 1) Providing persistent network connections between the BMC Remedy and Aeroprise Mobile Gateway servers
- 2) Providing persistent network connections between the Aeroprise Mobile Gateway and the BlackBerry Enterprise Server (if one is required)
- 3) Preparing the Aeroprise Mobile Gateway server:
 - a. Windows 2000 or Windows Server 2003
 - b. 2GB of RAM
 - c. 1GB of available Hard Drive space
 - d. No running Internet Information Services (IIS)

The time required in a standard three-day PoC implementation is roughly 30% and will be spread across all three days.

BlackBerry Enterprise Server Administrator

The BES Administrator is needed to ensure several items, including:

- 1) Properly connect BlackBerry devices to the BES
- 2) Turn on MDS
- 3) Appropriately configure BES policies, see page 11

The time required in a standard three-day PoC implementation is roughly 30% and will be spread across all three days.

BMC Remedy Administrator

The BMC Remedy Administrator is needed to ensure several items, including:

- 1) Pre-implementation BMC Remedy application review
- 2) Ensure the Aeroprise Mobile Gateway can be configured to use a full BMC Remedy Administrator license
- 3) In environments where non-employees are not allowed access to computers, the BMC Remedy Administrator needs to install and configure the solution, with assistance from Aeroprise.

The time required in a standard three-day PoC implementation varies between 30% and 100% and will be spread across all three days.

Sample Proof of Concept Schedule

| DAY 1 | TIME | TASKS | PARTICIPANTS |
|-------|---------------|---|--|
| | 8:30 - 9:00 | Introductions | Project Sponsor, Process Subject Matter Experts, Representative End Users, BES Admin, Remedy Admin, System Admin |
| | 9:00 - 10:00 | PoC review session | Project Sponsor, Process Subject Matter Experts, Representative End Users, BES Admin, Remedy Admin, System Admin |
| | 10:00 - 12:00 | Business Process/Mobilization Review | Project Sponsor, Process Subject Matter Experts, Representative End Users, Remedy Admin |
| | 12:00 - 1:00 | Lunch Discussions | Project Sponsor, Process Subject Matter Experts, Representative End Users, Remedy Admin |
| | 1:00 - 5:00 | Server Installation/Configuration | Remedy Admin, System Admin |
| DAY 2 | TIME | TASKS | PARTICIPANTS |
| | 8:30 - 12:00 | Aeroprise Server Configuration | Remedy Admin, System Admin |
| | 12:00 - 1:00 | Lunch Discussions | Remedy Admin, System Admin |
| | 1:00 - 5:00 | Server Configuration Handheld Installation/Configuration | BES Admin, Remedy Admin, System Admin |
| DAY 3 | TIME | TASKS | PARTICIPANTS |
| | 8:30 - 10:30 | Initial Aeroprise End User Training | Process Subject Matter Experts, Representative End Users, BES Admin, Remedy Admin, System Admin |
| | 10:30 - 12:00 | End User Testing | Process Subject Matter Experts, Representative End Users |
| | 12:00 - 1:00 | Lunch Discussions | Project Sponsor |
| | 1:00 - 2:30 | PoC Success Criteria Review/ Wrap-Up Tasks | Process Subject Matter Experts, Representative End Users, BES Admin, Remedy Admin, System Admin |
| | 2:30 - 3:30 | PoC Q&A / Next Steps Session | Project Sponsor, Process Subject Matter Experts, Representative End Users, BES Admin, Remedy Admin, System Admin |



Notes

