FUTURE READY OPERATIONS: ENHANCING TRUESIGHT OPERATIONS MANAGEMENT WITH BMC HELIX AIOPS AND OBSERVABILITY

In today's continuously evolving IT environment, staying ahead sometimes means embracing both the tried and true and the cutting cutting-edge For organizations deeply invested in TrueSight Operations Management, the prospect of integrating advanced artificial intelligence (AI) capabilities might seem like a leap into the unknown. However, the future of operational excellence lies in blending existing strengths with the latest innovations. This is where BMC Helix AIOps and observability come into play, offering a bridge to the future. BMC Helix AIOPs is called as BMC Helix Service Monitoring Tile in the Helix Portal Landing Page.

I have had several inquiries regarding the feasibility of using existing TrueSight Operations Management and connecting it to the award-winning functionality of BMC Helix AIOps and observability. Customers are asking if they can adopt the latest BMC Helix AIOps and observability tools without replacing TrueSight Operations Management with BMC Helix Operations Management.

This blog previews the best practice steps and use cases for customers to connect TrueSight Operations Management to BMC Helix AIOps using BMC Helix Intelligent Integrations, and guidance to helpcustomers using TrueSight Operations Management who want to adopt both BMC Helix Operations Management and BMC Helix AIOps and observability to improve operational efficiency, reduce costs, and yield the benefits of a modern, highly available, cloud-native platform.

Working with available use cases

Use case 1— TrueSight Operations Management and BMC Helix Operations Management event data workflow using BMC Helix Intelligent Integrations

- Download, install, and configure the TrueSight Operations Management connector.
- Once the connection and integration are successful, send events to it.
- Through the connector, the events are propagated to BMC Helix Operations Management.

- As a next step, when we do any event operation like a closing event in TrueSight Operations Management, we will see the corresponding event closing in the BMC Helix Operations Management
- Please note there is no back propagation, as of now, of event status from BMC Helix Operations Management to TrueSight Operations Management.
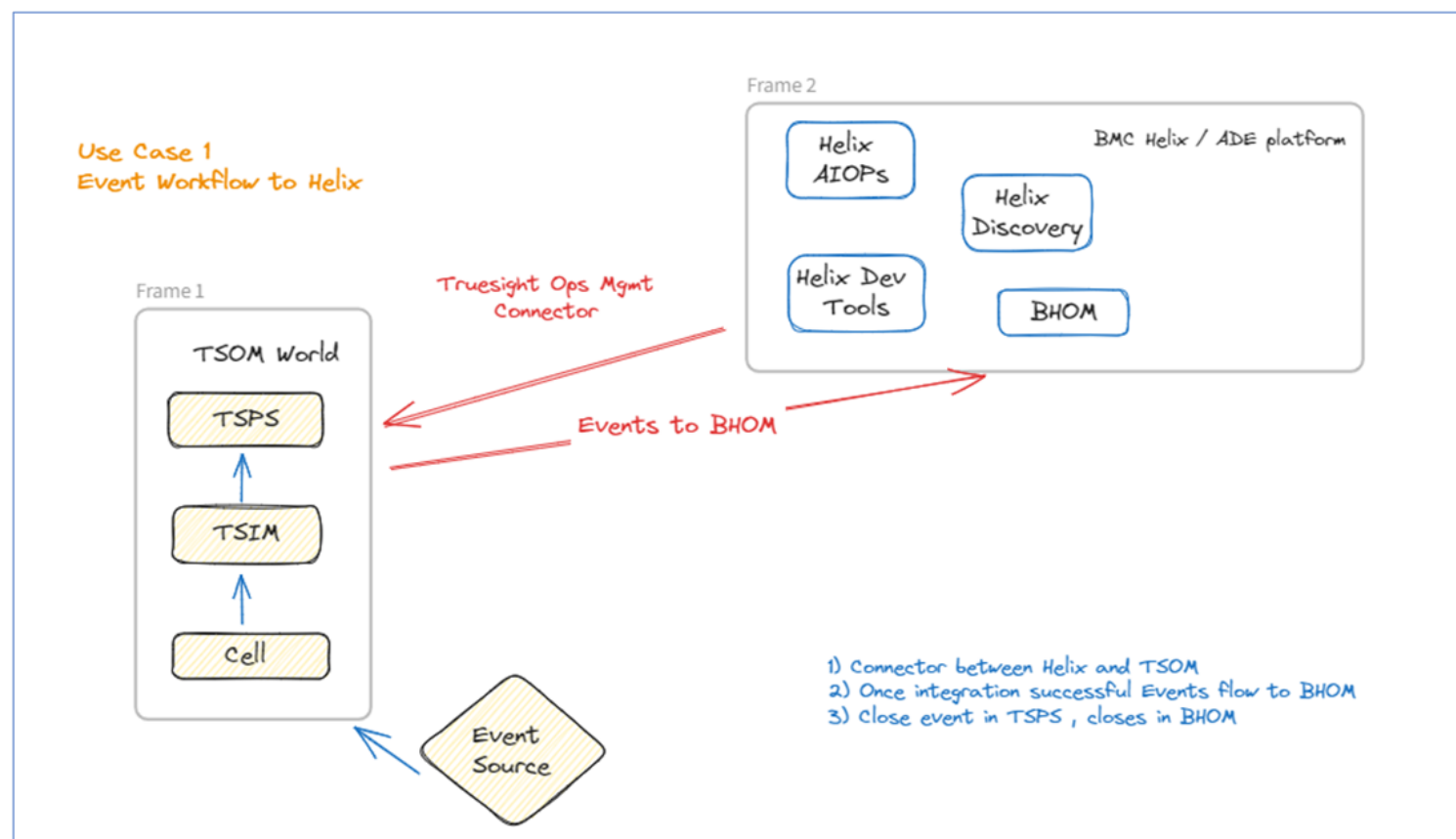

Figure 1. Use case 1 flow (TSPS is TrueSight Presentation Server, a component of TrueSight Operations Management).
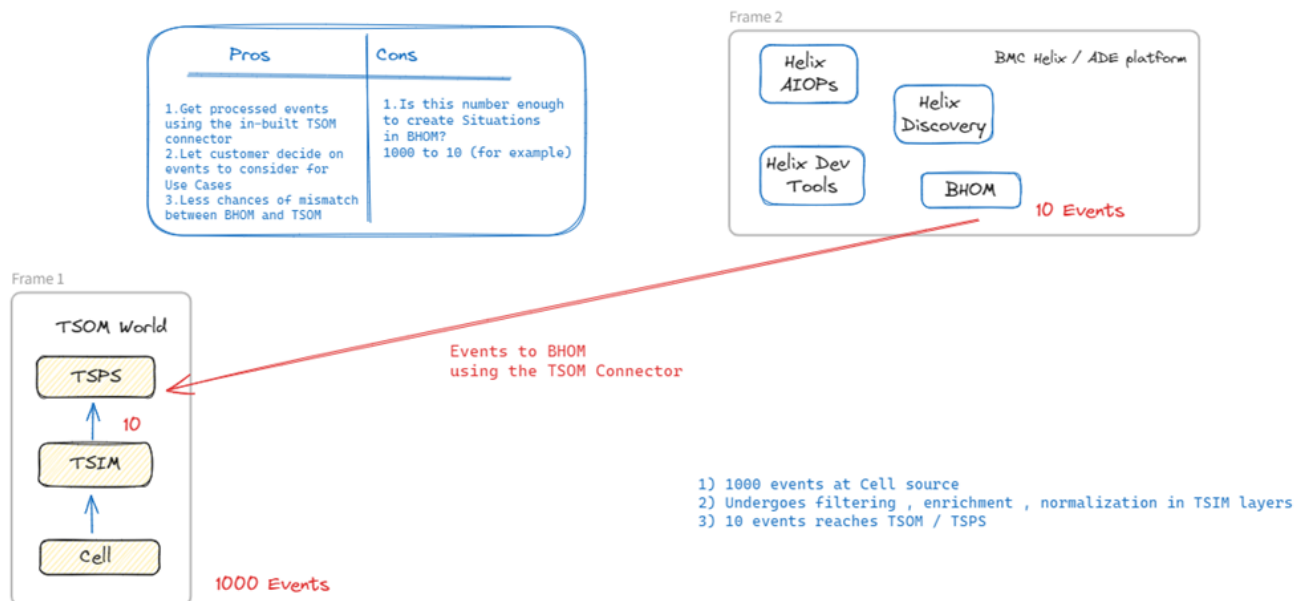
Figure 2. Use case 1 flow with pros and cons.

Use case 2—TrueSight Operations Management and BMC Helix Operations Management event data topology using BMC Helix Intelligent Integrations.

- Download, install, and configure the TrueSight Operation Management connector.
- Configuration Items (CIs) created manually in TrueSight Operation Management will get ingested into BMC Helix Operations Management.
- In BMC Helix Operations Management, we will observe the CIs getting ingested. In BMC Helix Discovery, we will see these CIs as generic elements.
- In BMC Helix Service Monitoring, we will not see these CIs as these are created manually in TrueSight Operations Management.
- Please note there is no back propagation, as of now, of event status from BMC Helix Operations Management to TrueSight Operations Management.
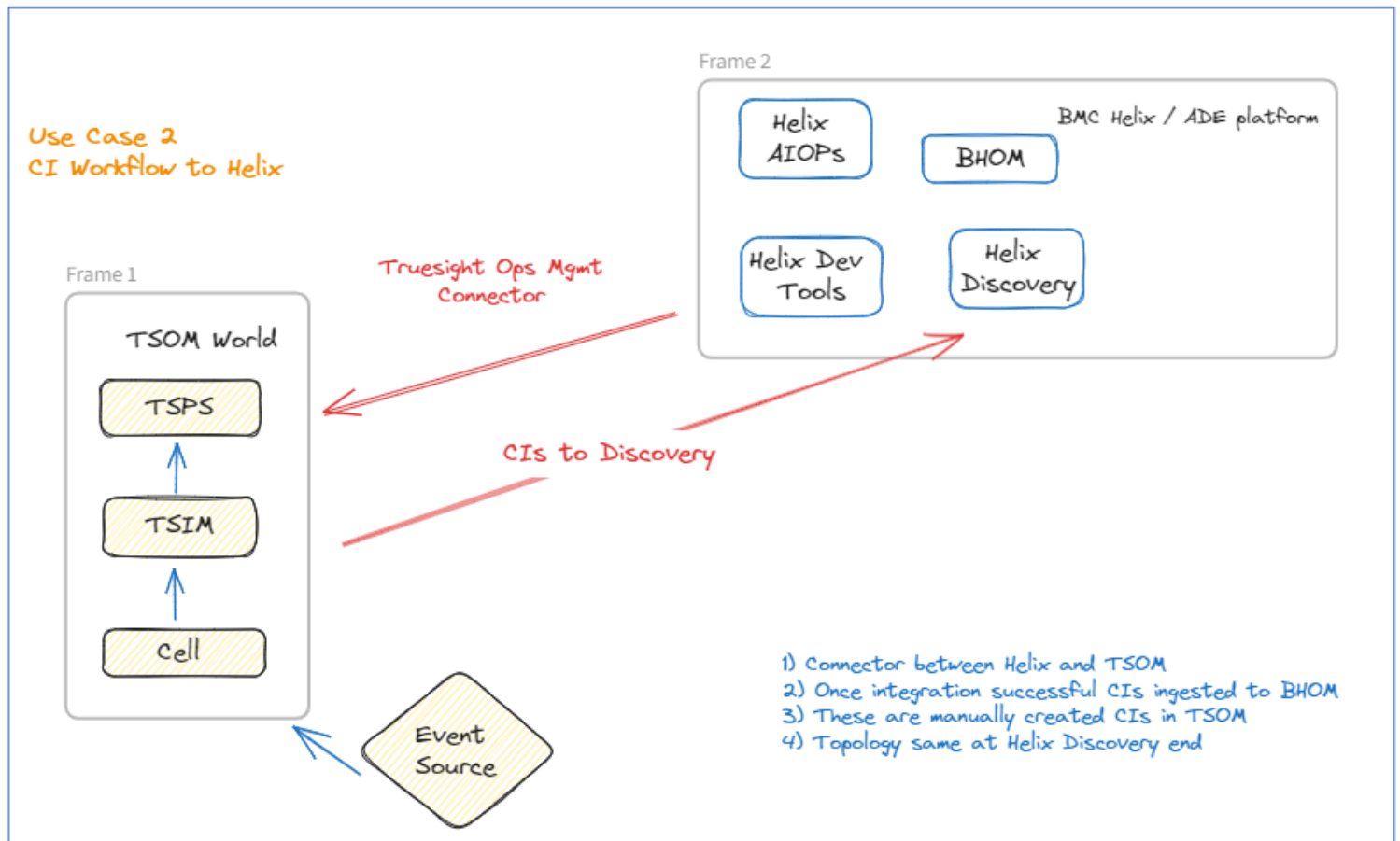
Figure 3: Use case 2 flow.

Use case 3—TrueSight Operations Management with a configuration management database (CMDB) and service models integrated into BMC Helix Operations Management topology using BMC Helix Intelligent Integrations

- Download, install, and configure the TrueSight Operation Management connector.
- This is like use case 2, the only difference here is the service models are created in the CMDB and published from the CMDB to TrueSight Operations Management.
- BMC Helix Discovery will show the same topology.
- In BMC Helix Service Monitoring (BMC Helix AIOps), we will see the business service models.
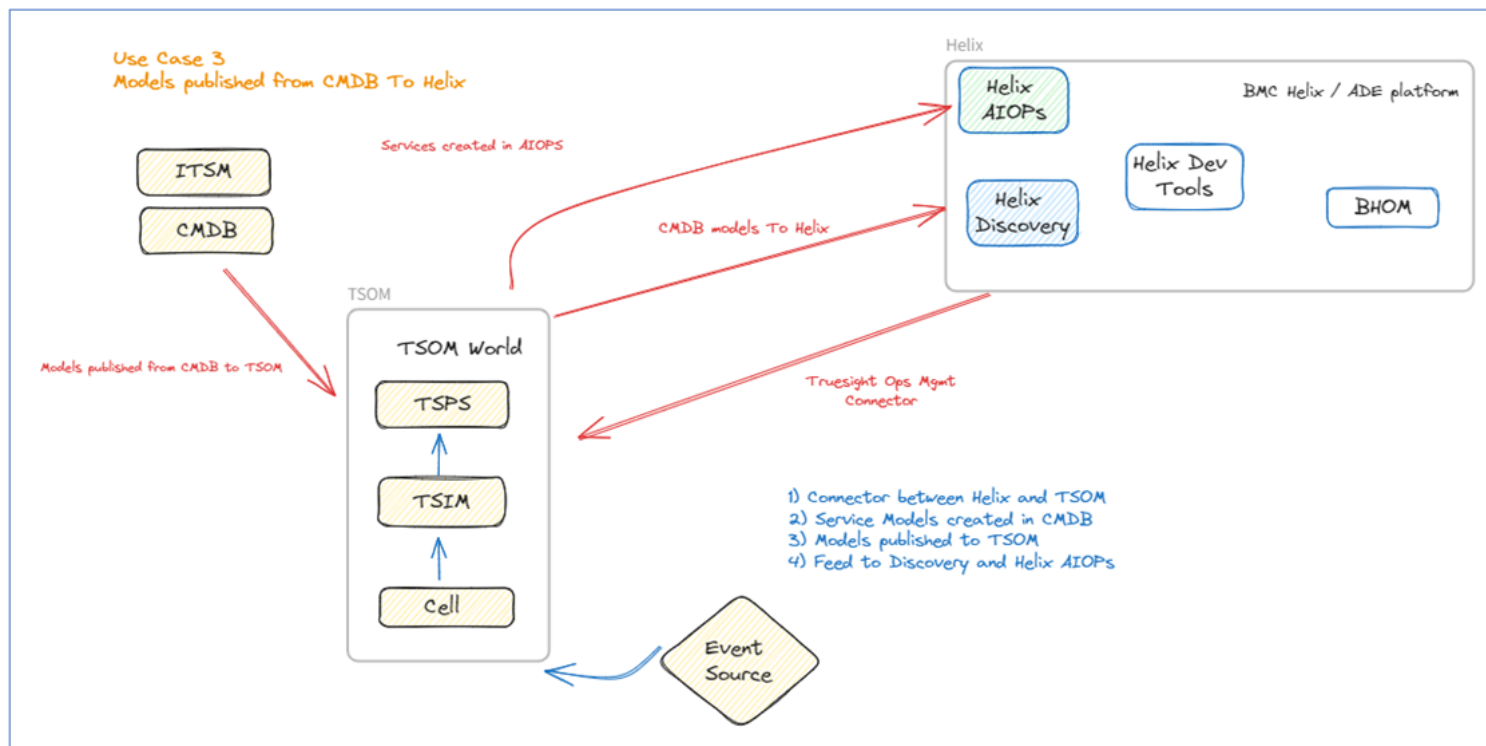
Figure 4. Use case 3 flow.

Use case 4—TrueSight Operations Management monitoring vCenter

- Add monitoring policy for vCenter KM in TrueSight Operations Management.
- vCenter hierarchy builds up in TrueSight Operations Management.
- We can see the vCenter CI in BMC Helix Discovery.
- We observe that the hierarchy does not have multilevel topology as in TrueSight Operations Management.

There is no use case diagram for this.

This completes the best practice steps you can use when trying to integrate TrueSight Operations Management with BMC Helix Service Monitoring (AIOps) using BMC Helix Intelligent Integrations.

For each of the four use cases, we have recorded a five-minute video demonstration, which can be obtained by request by emailing sayan_banerjee@bmc.com

Conclusion

These use cases help IT teams that want to stay with TrueSight Operations Management while adopting BMC Helix Operations Management with AIOps and using BMC Helix Service Monitoring.