



HP OpenView Service Navigator Value Pack

Requests Due by April 8, 2005

The HP OpenView Service Navigator Value Pack enhances the HP OpenView Operations for UNIX product by providing Service Configuration, a new graphical user interface for Service Navigator, designed for maximum efficiency and ease-of-use. Key features include:

- **Easy-to-use console** – The Service Navigator Value Pack comes with a graphical user interface, designed for maximum efficiency and ease-of-use. Wizards and editors help you to quickly set up service views for Service Navigator.
- **Shared objects** – The Service Navigator Value Pack is built using state-of-the-art object-oriented methodologies. As a result, Service Navigator objects are shared objects that can be re-used in multiple service views. This reduces your maintenance effort and keeps your configuration at a manageable size.
- **Out-of-the-box status rules** – A selection of the most commonly used propagation and calculation rules is available with the Service Navigator Value Pack. This helps you reduce the number of status rules required for your configuration.
- **Mapping OVO messages to objects** – It can be cumbersome to map OVO messages to Service Navigator services, but with the Service Navigator Value Pack this is fast and easy. You no longer need to change and redistribute any message source templates. With the Service Navigator Value Pack installed, the OVO management server is automatically configured to provide default service names, which the Service Navigator Value Pack maps to objects.

The Service Navigator Value Pack is built using HP OpenView Service Desk technology. When using the Service Navigator Value Pack together with Service Desk, both products store their data in a shared repository which allows you to merge infrastructure data and business service information into one service view:

- **Service Desk integration** – The Service Navigator Value Pack shares a common data repository with HP OpenView Service Desk. If you are using Service Desk and the Service Navigator Value Pack, you can access Service Desk objects from within the Service Navigator Value Pack and include these objects in your service hierarchies.
- **Service Pages integration** – Service Pages are secure web pages that enable Service Desk customers and specialists to report problems and access data over the Internet. Service Pages have been integrated in the Service Navigator operator console so that operators can access Service Desk data in the context of a specific service.