

SOLUTIONS BROCHURE

Simplify Your IT Transformation

IT Operations Management

Business success in a digital-first world depends on your IT organization's ability to transform at the same pace as your business — delivering resilient services with agility while preserving performance and providing governance.

But running and transforming your business at the same time is hard. Digital services are delivered with an ever-changing mix of traditional and cloud-based technologies supported by incompatible tools collected over decades. The resulting complexity overpowers conventional management methods and classic organization structures, raising the risk of outages, cost overruns, vulnerabilities—and stalled digital transformations.

Cutting through all that complexity to transform at scale requires a new approach. That's what the Digital Factory delivers.



The Digital Factory

A new way to scale your transformation

Unlocking the power of your digital business requires a shift in focus from selling products to reimagining what customers need and how to deliver it. But many IT Ops teams are built to support employees, not revenue-generating services. And the complexity of today's IT environments doesn't empower them to bring innovative ideas to life fast enough.

The Digital Factory changes all that — simplifying IT complexity so you can scale your digital transformation.

What is a Digital Factory?

A Digital Factory is a delivery organization for one or more digital offerings. Each Digital Factory is composed of a vertically aligned cross-functional team equipped with reusable tools and repeatable processes for building new services, solutions, or experiences. Each team reports to one business owner and all team members are aligned to the same goals.

An organization may stand up any number of Digital Factories—all of which are supported by a center of excellence where core IT operations reside. Within this structure, technology teams become experts in their offerings, duplicate toolsets disappear, and consistent governance prevails.

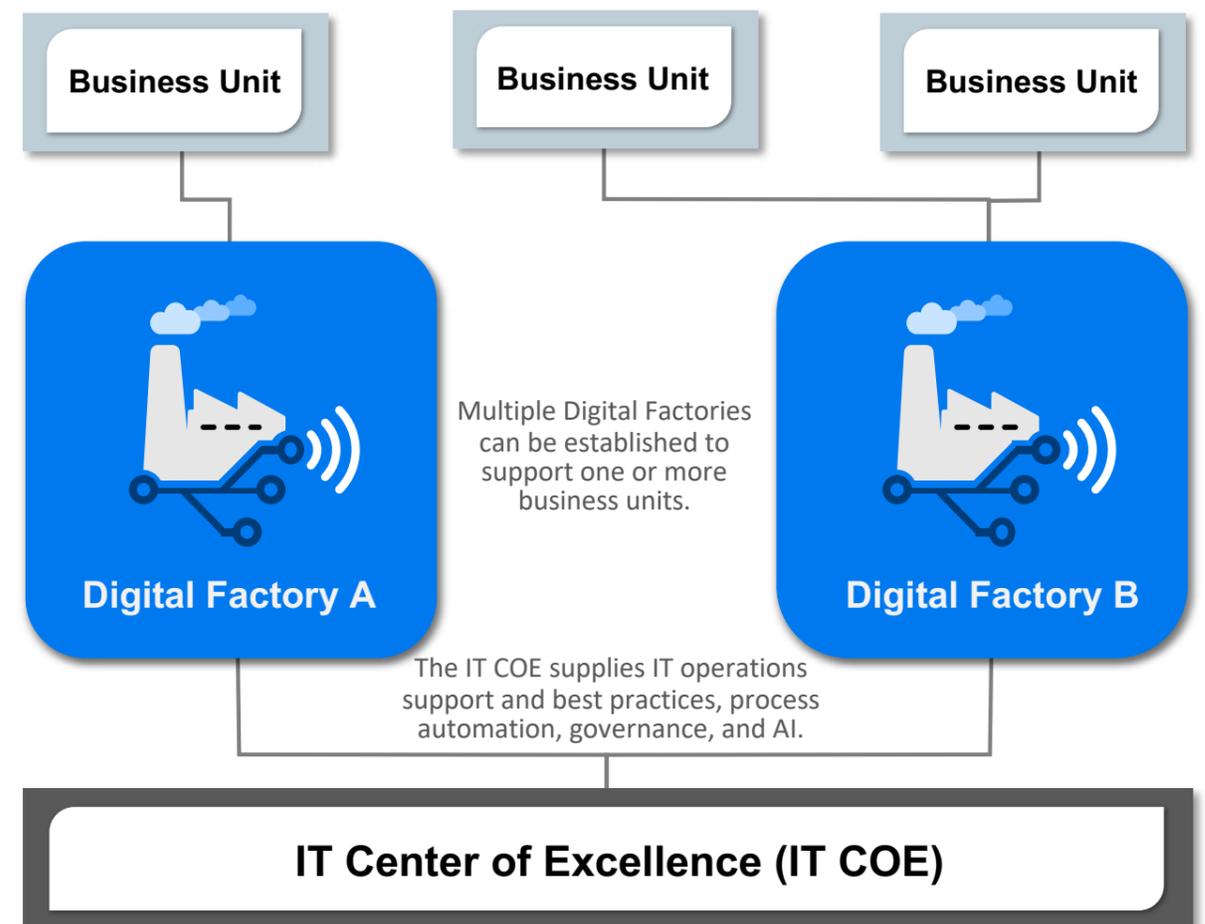
How to build a Digital Factory

The quickest way to build a modern Digital Factory is to use proven IT4IT™ value streams. IT4IT best practices, assembled and maintained by the Open Group, help you connect your IT management capabilities across multiple Digital Factories and the entire enterprise.

At Micro Focus, we built our own Digital Factory aligned with IT4IT, and our experts within Micro Focus can help you do the same.

But getting to a scalable Digital Factory requires overcoming four key challenges.

The Digital Factory Organizational Model



The Reality of IT Transformation — 4 Key Challenges

Today's high-pressure business conditions and complex technology environments present four key challenges that IT operations teams must overcome to adopt the Digital Factory approach:

- 1 Diverse providers increase the friction of user and IT interactions.**
- 2 A wide variety of service and resource requests must be fulfilled.**
- 3 Each new service makes maintaining a positive experience more difficult.**
- 4 Services must meet security, compliance, and cost controls—regardless of their delivery model.**

In their attempts to ease these pressures, many organizations end up making matters worse. They collect separate automation tools for each computing environment—public cloud, private cloud, on premises, and mainframe. Then they add new tools to care for each new technology as it is adopted. To link the tools, teams often employ scripts or custom integrations. But scripts are fragile. They depend on stable endpoints and only select experts know their attributes or how to maintain them.

Before long, the tools become technology islands. Siloed teams develop separate processes and integration sets to fill in the gaps, leading to costly outages, sluggish responses, and vulnerabilities. Lacking a consistent value stream strategy to direct process development—and a common automation backbone across the organization—IT cannot transform with agility. Impatient with slow, manual service on every level, business users adopt rogue technology to do their jobs.

The rise of IT automation platforms

IT automation platforms have emerged as a way to help IT manage the explosion of apps, tools, data—and user demands. But not all platforms are created equal. Some claim broad coverage but offer only paper-thin functionality. Others are blank slates impaired by the downside of custom coding—namely, brittle integrations that lead to unpredictable costs, lengthy implementation cycles, and painful upgrades. No one needs that extra drama.

What is needed is an automation platform that positions IT Ops teams to quickly adopt the Digital Factory approach, connect key enterprise functions without friction, and become a true center of excellence that drives business success.

Micro Focus OPTIC is that platform.



Micro Focus OPTIC

The Operations Platform for Transformation, Intelligence, and Cloud

IT Ops teams can no longer afford to spend time and money herding redundant tools, maintaining brittle integrations, and consuming seasoned staff with the care of separate toolchains.

Now, with Micro Focus OPTIC, they don't have to.

Based on the IT4IT standard, the OPTIC platform makes it possible to quickly build a Digital Factory and adopt an industry-proven, value stream approach to IT transformation.

Here's how that works in practice: Unified by the OPTIC platform, Micro Focus IT operations management solutions automate key functional areas across your hybrid environment. OPTIC's built-in best practices content—plus shared data, interfaces, and machine learning—connects everything you do. That means you can keep your toolchain options open—retaining tools that work well and filling in operational gaps with Micro Focus IT Operations Management (ITOM) solutions.

With our OPTIC-driven solutions, you can quickly build a Digital Factory center of excellence, simplify your IT transformation, and demonstrably contribute to digital business success.

Building on what works

With OPTIC, you don't need to eliminate the past to make way for the future. Building on what works, you can cut through complexity to:

Transform without drama

Convert IT into a modern Digital Factory center of excellence built on IT4IT.

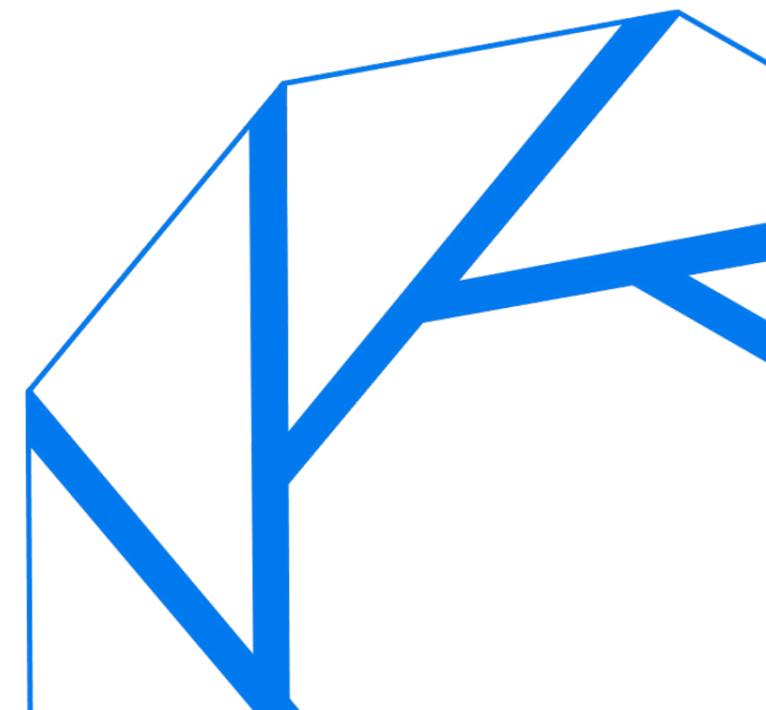
Harness built-in intelligence

Gain all the benefits of smart tools without paying more.

Optimize your cloud usage

Extend operational best practices while retaining cloud agility

It's your path to winning in the digital arena..



4 Ways Micro Focus Simplifies IT Complexity

1 Reduce the friction of IT service consumption

The diversity of services in hybrid IT creates friction for users who must learn multiple interfaces and processes to request services. The heavy burden on support staff who must manage those requests and processes slows progress down.

With **Micro Focus service management solutions**, you can move towards the self-driving IT your business craves via codeless automation. Business and IT users expect a superior service experience and that's what they get through an intuitive, personalized, no-wait self-service portal; automated responses; and virtual agents powered by machine learning. There's no better way to streamline work and unburden your support staff.

3 Bring clarity to problems and resolutions

As more services are delivered through more cloud and corporate channels, the difficulty of maintaining high performance and determining the root cause of problems grows exponentially. Traditional monitoring tools are no match for the enormous, fast-growing volumes of data and events. As the user experience plummets, time spent on manually intensive troubleshooting rises.

With **Micro Focus service assurance solutions**, you can shift to automated, AI-based operations powered by full-stack AIOps. With patented algorithms and the OPTIC Data Lake, you can automatically detect patterns and filter causes from symptoms—spotting anomalies and transforming volumes of data into actionable insights for faster problem resolution. You can gain a clearer view of the health of your services—across cloud and on-premises resources. And you can direct actions based on business priorities—automating remedial actions to eliminate manual work, reduce business downtime, and cut IT operations costs.

2 Deliver at the speed of DevOps

Business and DevOps teams have an insatiable demand for rapid resource provisioning. When IT is too slow to respond, they adopt cloud and third-party services without involving IT. The resulting inconsistencies can impact the quality, speed, and scale of delivering services and infrastructure.

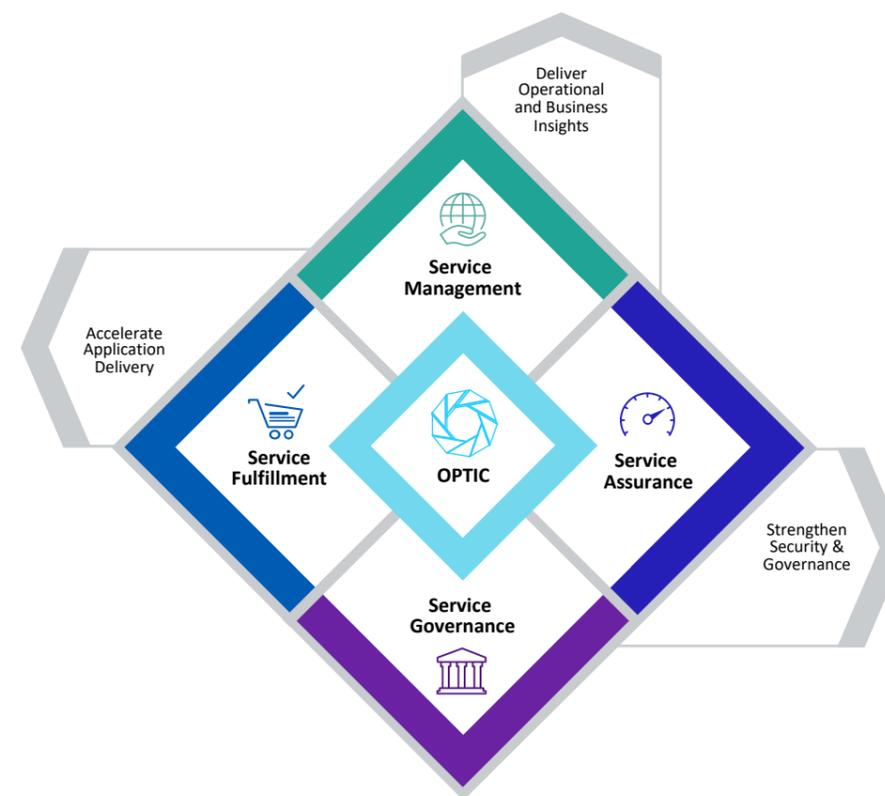
With **Micro Focus service fulfillment solutions**, you can automatically design and deploy cloud-agnostic services across hybrid environments—helping users help themselves to best-fit services and reducing fulfillment cycle times. You can easily deploy and manage complex services running on multicloud, hybrid cloud, and legacy platforms—where flexible automation can satisfy a wide range of resource requests through a streamlined service catalog.

4 Implement transparent guardrails for IT

Hybrid environments are the perfect place for vulnerabilities to hide and costs to covertly grow. Spotting service weaknesses concealed across multiple clouds, on-premises systems, and extended networks is a daunting task. And the uncontrolled consumption of cloud resources can generate unexpected expenses.

With **Micro Focus service governance solutions**, you can overcome current tool limitations to identify server vulnerabilities, visualize patch compliance status at the service level, automatically remediate compliance responses, and optimize cloud use. In these ways, you can reduce the risk of security breaches and unplanned expenditures while enabling business teams to quickly adopt a Digital Factory approach.

Micro Focus IT Operations Management Functional Areas



Cut complexity

across four key IT functional areas—Service Management, Service Fulfillment, Service Assurance, and Service Governance—all connected by the OPTIC platform with machine learning and automation.

Build agility

by moving to a Digital Factory approach based on IT4IT value streams.

Grow value

by accelerating application delivery, offering business and operational insights, and strengthening security and governance.

“Unlocking the power of your digital business requires a shift in focus from selling products to reimagining what customers need and how to deliver it.”



Service Management Simplify service consumption

The digital economy has changed the way people work, driving expectations for consumer-grade user experiences with intelligent, personalized self-service, and zero wait time. Manual IT Service Management (ITSM) and Enterprise Service Management (ESM) tools cannot satisfy these demands. What's more, they are expensive to deploy, run, and maintain. Lacking visibility into the impact of service changes and incidents, IT teams are unable to get ahead of problems, control outages, curb costs, or influence user perceptions regarding IT support.

Micro Focus offers a single, combined solution for ESM, ITSM, ITAM, and cloud management. Powered by built-in machine learning, this out-of-the-box solution drives greater productivity and faster issue resolution, resulting in fewer recurring service outages and lower ticket volumes. A unified self-service portal empowers IT and business users. Entirely codeless configurations revolutionize upgrades and simplify tuning processes. And automated discovery with service topology mapping elevates change success rates and reduces unplanned downtime. With these capabilities, you can deliver an engaging service management experience that saves your team time and money.

One self-service portal for all

Extend service delivery beyond IT with one fully integrated, easy-to-use self-service portal. Empower IT and business users with natural language search, social collaboration options, and 24x7 smart virtual agents with embedded machine learning. Mobile ticket submissions are a breeze—users just send a snapshot from their phones.

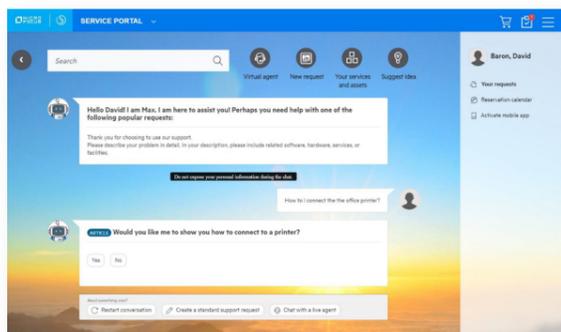
Automated workflows and resolutions

Get more done by automating IT and non-IT workflows and tasks. Resolve issues faster and eliminate incident recurrences with insights gained from machine learning. Build configurations without any code and deploy them freely—in-cloud or on premises. When upgrades happen, your entirely codeless configurations remain perfectly intact. There's no need rework the same adjustments over and over again. You can move forward with elevated IT efficiency and lower costs.

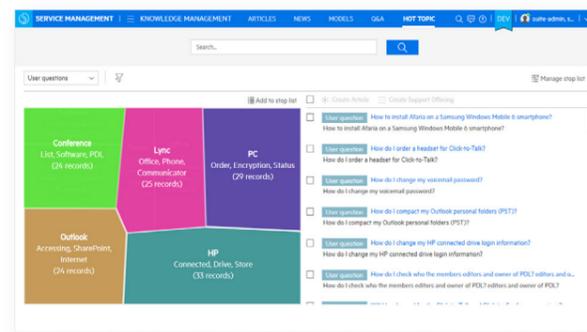
Agile, informed change management

Execute changes quickly and successfully to support your high-speed digital business. Continuously discover the hardware, software, and services across your environment—and know that your work is based on current information. Understand configuration item interdependencies, along with their relationship to business services, and manage them in a single view. Most importantly, proactively assess the risk or impact of proposed changes—and use machine learning to execute ongoing IT improvements. Your success rate for change and service quality will rise. So will IT's reputation.

Your digital storefront for IT



User Self-service Portal



Hot Topic Analytics

Service Fulfillment Meet resource demand at the speed of DevOps

Delivering services across hybrid boundaries is complex and costly. The variety and volume of resource environment requests from IT, business units, and app development teams is overwhelming. If you are slow to respond, business teams go rogue—consuming cloud or third-party services without IT involvement. Conventional methods for provisioning business-specific hybrid and tiered environments take too long—no one has the patience for traditional IT implementation projects anymore. Finally, “cloud-only” approaches can provision quickly but may also bring unacceptable levels of budget waste—maintaining the relevancy of in-house, private-cloud environments.

Micro Focus provides a powerful set of capabilities for enterprise-wide service design and fulfillment. With our solutions, business and developer teams enjoy faster self-service provisioning that removes deployment complexity. Infrastructure teams can efficiently aggregate, design, and provision services across multicloud and data center environments. IT teams can design and deliver services composed of any resource—from traditional IT to container and cloud-native technologies—and enable cloud strategies that are vendor independent. In short, IT can quickly and cost-effectively meet business resource needs and keep digital transformation on track.

Simplified delivery of complex environments

Make it easy for users to find, request, and consume enterprise services through a portal featuring natural language processing, smart search, AI-based conversational virtual agents, and mobile apps. Automate resource provisioning, including deployment-time options and user guidance to improve service-catalog browsing. And gain a clear, real-time understanding of the health and distribution of deployed resources from a single dashboard. That's how you deliver a better, more consistent user experience at a low cost.

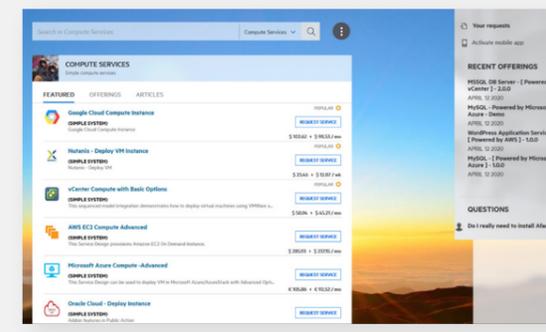
Adaptable designs and brokering

Minimize the need for custom deployments with a streamlined set of adaptable service blueprints that deliver a wide range of resources—going far beyond the capabilities of rigid automation templates. Abstract a service from its underlying technology to rapidly fulfill resource requests while dramatically reducing the number of catalog designs your team must maintain. Advance your digital transformation by delivering anything as an on-demand service—from simple operating system images to full-stack, tiered business application environments. Every user gains access to the multicloud or on-premises services they need, and you retain critical oversight visibility.

Automated, scalable deployments

Orchestrate the flexible execution of any service, software, or infrastructure deployment—along with Day Two lifecycle management actions that include de-provisioning. Automate any IT process and direct other tools with out-of-the-box integrations and a massive content library. And use deployment-time choices to execute resource requests. With less manual effort, you can improve quality and speed up delivery.

Your multicloud resource vending machine



Infrastructure as catalog or code



Cloud-agnostic service designs

Service Assurance Detect and fix issues automatically

The complexity of today's hybrid IT environments obstructs issue monitoring and resolution. Operational data volumes are massive, thanks especially to IoT adoption. Finding root causes and remediating incidents is manually intense and painfully slow. Poor user experiences threaten brand loyalty and revenue streams. With too much to do, IT teams have trouble aligning their efforts to business priorities. Despite these issues, IT must somehow accelerate MTTR, cut costs, demonstrate incremental value to the business, and partner effectively with development teams to improve application delivery.

Micro Focus empowers IT with a business-prioritized view of service health and performance across multiple clouds, traditional applications, and networks. Your operations teams gain full visibility into their hybrid estates, remediating problems with full-stack AIOps and uncovering insights related to customer behavior. You can collect operational IT data into the single-view OPTIC Data Lake to deliver faster fixes, valuable insights, and lower costs. Working with us, you'll satisfy business users and DevOps teams in your digital enterprise.

End-to-end monitoring

Gain full visibility into your hybrid IT estate. Expand your view with agent or agentless monitoring across cloud, physical, and containerized environments. Discover IT resources and dependencies, including deep cloud topologies, then use that data to build and continuously update business-service models that fast-track problem solving. Consolidate all monitored data—including data collected from 200+ third-party tools—into a single pane of glass. No need to rip and replace anything.

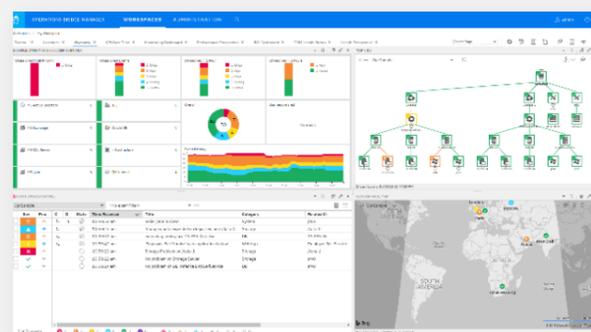
High performance machine learning and remediation

Spot red flags, uncover root causes, and resolve issues faster. Automate log, event, and metric analytics with machine learning. Swiftly analyze data from any source to detect anomalies and automate remedial actions with 8,000+ runbooks. You can reduce event volumes by up to 90 percent—and stop wasting time on noise.

Actionable insights

Present operations through a business lens. Build dashboards that stakeholders can access from any device to see the real-time impact of IT operations on the business. Provide fast feedback to developers. Help DevOps and business teams make better decisions, and they'll see you as a strategic partner.

Your discovery, monitoring and remediation solution—powered by full-stack AIOps



Consolidated Monitoring Status



Business Value Dashboard

Service Governance Implement transparent guardrails

With limited visibility into the state of service risk within multiple clouds and data centers, IT struggles to reduce vulnerabilities and maintain compliance. Until you can clearly see risk from the service-level, security breaches, audit failures, regulatory fines, brand damage, and ungoverned costs are inevitable. You need a way to preserve application availability while improving operational efficiencies and cutting operational costs.

Micro Focus provides a proactive, consistent approach to configurations, patching with remediation, and cost governance across heterogeneous servers, databases, middleware, networks, and cloud services. Our approach gives IT teams the tools they need to act as governance guardrails—keeping all hybrid services compliant, secure, and on track—while giving IT the tools to transparently direct cloud spending across the organization.

Patch, vulnerability, and compliance management

Reduce IT compliance and vulnerability risks for multicloud and multivendor server operating systems, databases, middleware, and networks. Overcome the limitations of existing tools. Implement a more consistent configuration and patching process. And maintain a more consistent compliance state for datacenters and networks while proactively tracking software, configurations, and running states.

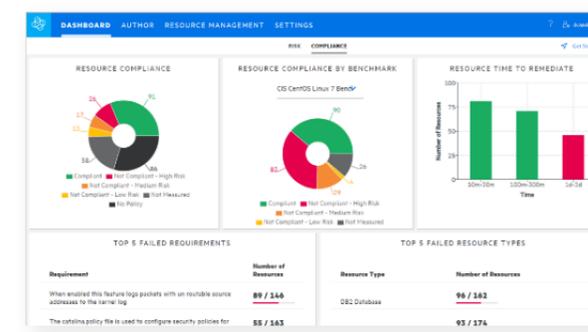
Enterprise-scale configuration and lifecycle management

Centrally manage server and network configuration drift for even the largest enterprise environments. Visualize the impact of configurations on network health—then solve problems faster. And boost operator productivity and engineering effectiveness by replacing manual configuration maintenance with built-in automation.

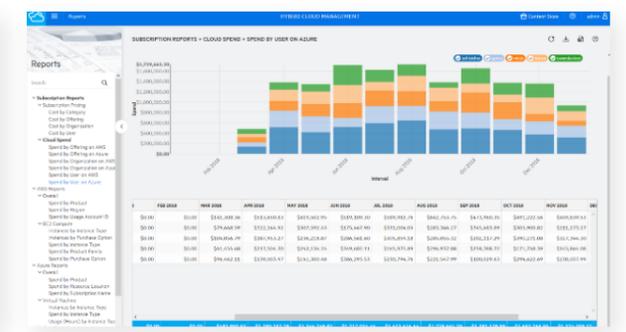
Cloud cost governance

Focus and optimize public cloud spending and use. Keep public cloud spending visible and intentional with policy-based governance, recommendation analytics, cost-saving recommendations, and show-back reporting. Control business unit consumption and costs. And do all these things without slowing your teams down.

Your transparent guardrails for IT



Patch Compliance Trends



Cloud Spend Report

OPTIC Platform Components

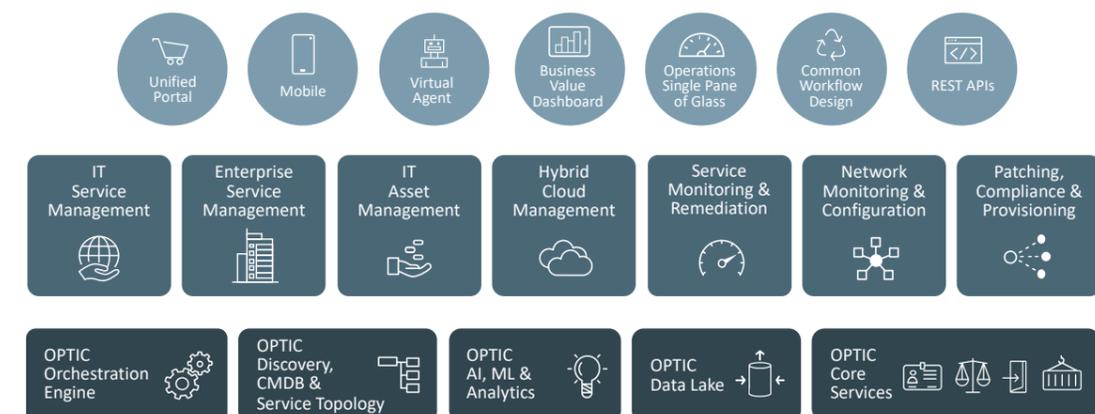
Unify and simplify key functions

The OPTIC platform makes practical transformations possible. A broad set of connectors builds on what already works—allowing you to retain valuable workhorse systems and fill in operational gaps as needed. Built-in, unlimited-use intelligence normalizes, stores, and makes sense of all the data produced in your IT environment—without extra costs. And out-of-the-box best practices content, along with flexible deployment options, allows you to discover, monitor, manage, and govern cloud services in tandem with your on-premises investments.

In all these ways, you can transform IT into a center of excellence capable of competing in the digital arena.

OPTIC's high-level architecture

The architectural diagram below shows three layers of OPTIC components. The top layer is shared interfaces. The middle layer is shared functionality. The bottom layer is OPTIC shared services. Together, these layers illustrate the elements that are packaged into OPTIC product offerings.



OPTIC Orchestration Engine

With OPTIC, you can employ a centralized automation approach that is aligned with IT4IT—anchoring end-to-end process automation to industry-proven value-streams.

The OPTIC orchestration engine—made up of Micro Focus Operations Orchestration (OO) and Micro Focus Robotic Process Automation (RPA)—is extensible, scalable, and vendor-agnostic. Micro Focus OO directs and works above other management tools to break down silos; integrate teams, tools, and technologies; and orchestrate almost any IT process using an out-of-the-box library of thousands of operations, workflows, and integration adapters—all available to “tune and go.” Micro Focus RPA combines screen (UI) and API steps to securely execute enterprise processes. RPA robots are resilient. They automatically recognize changes in application UIs and adapt accordingly. By automating tasks or complete processes with the powerful OPTIC orchestration engine, your team can save time, cut costs, and boost productivity.

OPTIC Discovery, CMDB & Service Topology

OPTIC's world-class hardware and software discovery capability—featuring automated service topology mapping—delivers accurate, real-time information on which to base IT actions. With a real-time view of configuration items and their interconnections, you can reconcile, manage, and present configuration item data regarding hardware, software, applications, and services across cloud and on-premises environments. OPTIC reveals the unique footprint of each business service—grounding your incident, problem, and change management decisions in reality—while prioritizing every action by business impact.

OPTIC AI, ML & Analytics

OPTIC gives you access to built-in, unlimited-use intelligence. There's no need to pay extra or worry about throttling smart actions the way you do with other vendor platforms.

Architected around AI, OPTIC is also inherently better performing. Smart virtual agents keep users productive while shrinking IT workload. Change and incident analytics identify patterns to proactively reduce risk to your services. Resilient robots automatically handle UI changes that would break other RPA solutions. And automated event correlation (AEC)—which leverages the OPTIC Data Lake to gain insights from operations data across applications, servers, and networks—analyzes patterns in the event stream, then uses those patterns to group events together. Event grouping reduces event volumes and accelerates problem isolation—so you can identify root cause faster.

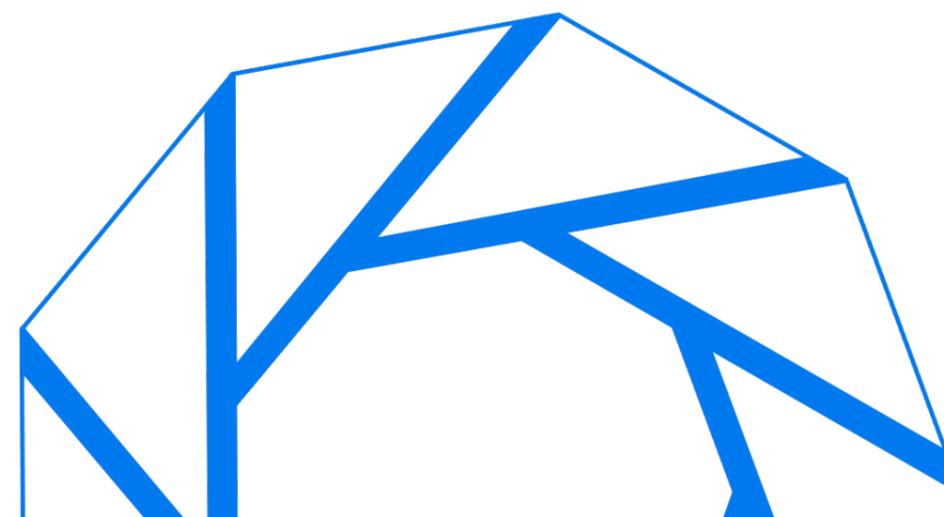
OPTIC Data Lake

The OPTIC Data Lake collects and normalizes operational data as it is ingested from Micro Focus and third-party products. In this way, it allows AI algorithms to see further across the scope of your operations data to mine additional insights. Based on Vertica for data warehousing and machine learning, the OPTIC Data Lake (previously known as COSO) is a foundational element employed by our solutions to improve the delivery of IT services.

OPTIC Core Services

OPTIC core services include identity management, single-sign-on capabilities, load balancing, an API gateway, container management, the OPTIC AppHub for streamlined installations, and our content marketplace.

Your center of excellence foundation



Cut Complexity. Build Agility. Grow Value.

Become a center of excellence

Your ability to simplify IT complexity and transform into a Digital Factory center of excellence has one clear outcome — your entire organization wins.

Accelerate Application Delivery

Underpin your release pipeline with production-ready, on-demand resources

The speed of DevOps demands faster, simpler IT service delivery of fully functional environments.

Using Micro Focus ITOM solutions, development leads and cloud admins can work together to define services that fulfill your resource needs for continuous delivery. Simple VMs, cloud images, or full-working hybrid environments can be built on demand or as part of your code pipeline. Automated deployment options allow a streamlined set of service definitions to deliver a wide variety of resources through self-service.

Our ITOM solutions also provide production-ready environments, including monitoring and backup capabilities. Using AIOps, you can visualize, analyze, and ensure the health of key IT services and applications while giving developers critical feedback to improve user satisfaction. Real-time status of application health ensures that Dev and IT Ops teams work together to focus on enhancing the user experience, providing business value, and differentiating your enterprise in the marketplace.

Deliver Operational and Business Insights

Keep IT contributions business-aligned and stakeholder-visible

IT service quality and responsiveness is immediately apparent to stakeholders and customers in this global digital world. Staying agile in your dynamic business environment increasingly requires business and IT teams to work together.

Micro Focus ITOM solutions help you align operations with the business using easily created custom or out-of-the-box dashboards. For example, OPTIC dashboards provide a holistic, real-time view of IT operations—highlighting IT contributions, key metrics, and status updates alongside your business-relevant statistics. Your key stakeholders stay continuously informed, business decisions are sharper, and IT's reputation as a strategic transformation partner is enhanced.

Strengthen Security and Governance

Reinforce and maintain your enterprise security posture

Enterprise security is a never-ending battle that escalates each day. Micro Focus ITOM solutions support your efforts to better secure business services by enabling your team to take a proactive approach to configuration, patching, and governance of data center and network environments. With OPTIC, your IT operations and security teams can work together to automate complete response actions—remediating or locking down resources while documenting all steps taken to facilitate continuous improvement.

Unlock the Power of Your Digital Business

The time has come to cut through the IT complexity that's holding your digital transformation back. With Micro Focus enterprise-ready ITOM solutions—all unified by the OPTIC automation platform—you can start now.

Convert IT into a Digital Factory—one built on IT4IT value streams and an automation platform with built-in intelligence. Connect key functions—service management, service fulfilment, service assurance, and service governance—with machine learning and automation. And establish IT Operations as a center of excellence defined by best practices.

No matter what your path to transformation, Micro Focus has the experience, scale, and flexibility to address your unique needs. Let's talk about how we can work alongside your team to cut complexity, build agility, and grow value—so you can participate fully in digital business success.



Learn more at microfocus.com/simplifyIT

