

### Overview

## Models

HP IMC Service Health Manager Software Module E-LTU

JG398AAE

## Key features

- Predefined and custom KPIs
- Visual service modeling
- Complete NQA link monitoring
- Comprehensive SHM reports

## Product overview

HP Intelligent Management Center (IMC) is a modular, comprehensive resource management platform. With its extensive device support, IMC provides true end-to-end management for the entire network, as well as the entire operation cycle. IMC Service Health Manager (SHM) is an IMC module that provides end-to-end service monitoring and service assurance through the visualization of infrastructure or network variance/factors that are in the service path.

SHM leverages data derived from other IMC components to yield critical performance metrics. SHM then aggregates key performance indicators (KPIs) to generate key quality indicator (KQI) metrics.

KQIs can be modeled to provide a visual representation of service-level agreement (SLA) obligations. With SHM, administrators can visually determine the level of quality for defined services and take proactive measures to maintain SLAs.

## Features and benefits

### Management

- **Predefined KPIs and custom KPIs**
  - **Comprehensive KPI collecting**  
predefines five KPIs (device monitoring, interface monitoring, NQA voice, NQA link, and NTA traffic) by extracting the KPI indexes from all IMC modules (including platform traps, performance, NQA, and NTA) to realize metered definitions of network performance
  - **Predefine abundant KQIs**  
allows you to predefine different KQIs, including device status, interface performance, NQA voice and link quality, and NTA host traffic
- **Visual service modeling**  
provides visual SLA modeling tools; allows you to define the service-related resources, set up a KQI/compound KQI, and then create evaluation policies to obtain a holistic view of the service
- **Complete network quality assurance (NQA) link monitoring**
  - **Comprehensive service quality monitoring**  
monitors delay; jitter; packet loss; and throughput of different services, including voice, video, network connectivity, and VRF
  - Multivendor device management
  - Support for NQA grouping based on service types
- **Real-time monitoring, audit, and alarm of NQA instances**
  - Instant management is the core function of NQA and allows you to configure test period, alarm mode, service level, service class, and device parameter through instant management

### Overview

- The real-time audit function helps solve problems when the configured instance cannot collect data normally
- The threshold values for alarms
- **Comprehensive SHM reports**  
includes daily, weekly, monthly, and annual service health monitoring reports

### Technical Specifications

#### HP IMC Service Health Manager Software Module E-LTU (JG398AAE)

<b>Minimum system hardware</b>	Operating environment requires client/server architecture; server requirements are listed below Intel® Pentium® 4 3.0 GHz processor 2 GB RAM memory 100 GB storage 1000 MB NIC
<b>Recommended system hardware</b>	3.0 GHz Intel® Xeon® or Intel® Core™2 Duo processor or equivalent processor 4 GB RAM memory 200 GB storage 1000 MB NIC
<b>Recommended software</b>	Windows® Server 2003 with Service Pack 2 Windows® Server 2003 X64 with Service Pack 2 and KB942288 Windows® Server 2003 R2 with Service Pack 2 Windows® Server 2003 R2 X64 with Service Pack 2 with KB942288 Windows® Server 2008 with Service Pack 2 Windows® Server 2008 X64 with Service Pack 2 Windows® Server 2008 R2 with Service Pack 1 Windows® Server 2008 R2 X64 with Service Pack 1 Red Hat Enterprise Linux 5 Red Hat Enterprise Linux 5 X64 Red Hat Enterprise Linux 5.5 Red Hat Enterprise Linux 5.5 X64 Red Hat Enterprise Linux 6.1 X64
<b>Minimum system hardware</b>	Client requirements Intel® Pentium® 4 2.0 GHz processor 1 GB RAM memory 20 GB storage 1000 MB NIC
<b>Recommended system hardware</b>	2.0 GHz Intel® Pentium® III or equivalent processor 1 GB RAM memory 20 GB storage 1000 MB NIC
<b>Recommended software</b>	Microsoft® Windows® XP
<b>Additional requirements</b>	Database: Microsoft® SQL Server 2005 Service Pack 3 (Windows only), Microsoft SQL Server 2008 Service Pack 3 (Windows only), Microsoft SQL Server 2008 Service Pack 3 (64-bit—Windows 64-bit only), Microsoft SQL Server 2008 R2 Service Pack 1 (Windows only), Microsoft SQL Server 2008 R2 Service Pack 1 (64-bit—Windows only), Oracle 11g Release 1 (Linux only), Oracle 11g Release 2 (Linux only), Oracle 11g Release 2 (64-bit—Linux only)
<b>Services</b>	Refer to the HP website at <a href="http://www.hp.com/networking/services">www.hp.com/networking/services</a> for details on the service-level descriptions and product numbers. For details about services and response times in your area, please contact your local HP sales office.

### Technical Specifications

To learn more, visit: [www.hp.com/networking](http://www.hp.com/networking)

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