SL1 Adoption

SL1 Adoption PowerPack version 103

Chapter

1

Introduction

Overview

The minimum SL1 platform level is now 11.1

This manual describes how to configure the *SL1 Adoption* PowerPack.

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What Does the SL1 Adoption PowerPack Monitor?

The *SL1 Adoption* PowerPack gives customers real-time visibility into their adoption and investment of SL1 and PowerFlow.

The *SL1 Adoption* PowerPack includes:

- Dynamic Applications to collect daily summarization data for SL1
- A Device Template that aligns a credential to the PowerPack's Dynamic Applications
- SL1 Dashboards that provide visibility of the daily summarization data collected

Installing the SL1 Adoption PowerPack

Before completing the steps in this manual, you must import and install the latest version of the *SL1 Adoption* PowerPack.

TIP: By default, installing a new version of a PowerPack overwrites all content from a previous version of that PowerPack that has already been installed on the target system. You can use the *Enable Selective PowerPack Field Protection* setting in the Behavior Settings page (System > Settings > Behavior) to prevent new PowerPacks from overwriting local changes for some commonly customized fields. (For more information, see the *System Administration* manual.)

To download and install a PowerPack:

1. Download the PowerPack from the ScienceLogic Support Site.
2. Go to the PowerPack Manager page (System > Manage > PowerPacks).
3. In the PowerPack Manager page, click the [Actions] button, then select *Import PowerPack*.
4. The Import PowerPack dialog box appears:

5. Click the [Browse] button and navigate to the PowerPack file.
6. When the PowerPack Installer modal appears, click the [Install] button to install the PowerPack.

NOTE: If you exit the PowerPack Installer modal without installing the imported PowerPack, the imported PowerPack will not appear in the PowerPack Manager page. However, the imported PowerPack will appear in the Imported PowerPacks modal. This page appears when you click the [Actions] menu and select *Install PowerPack*.

Chapter 2

Configuring the SL1 Adoption PowerPack

Overview

The following sections describe how to configure and discover SL1 for monitoring using the *SL1 Adoption*PowerPack:

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Prerequisites

To configure SL1 to use the *SL1 Adoption* PowerPack, you must first have the following information:

- An agreed upon cost for manually collecting triage data
- Identify your primary Database Server or the VIP device that sits before the Database Servers
- A credential with SQL access to the SL1 Database Server

NOTE: The PowerPack defaults to the "EM7 CDB" credential, but depending on when your system was first installed, this could be "EM7 DB" or "SL1 DB". If the MariaDB credential was changed at the time of your installation, make sure the "SL1 DB" or "EM7 DB" credentials reflect the changed password.

- Identify a device to represent your ServiceNow instance, or *create a virtual device* to represent the ServiceNow instance
- Create a *credential* for the collection of MTTR data for ServiceNow incidents created by SL1

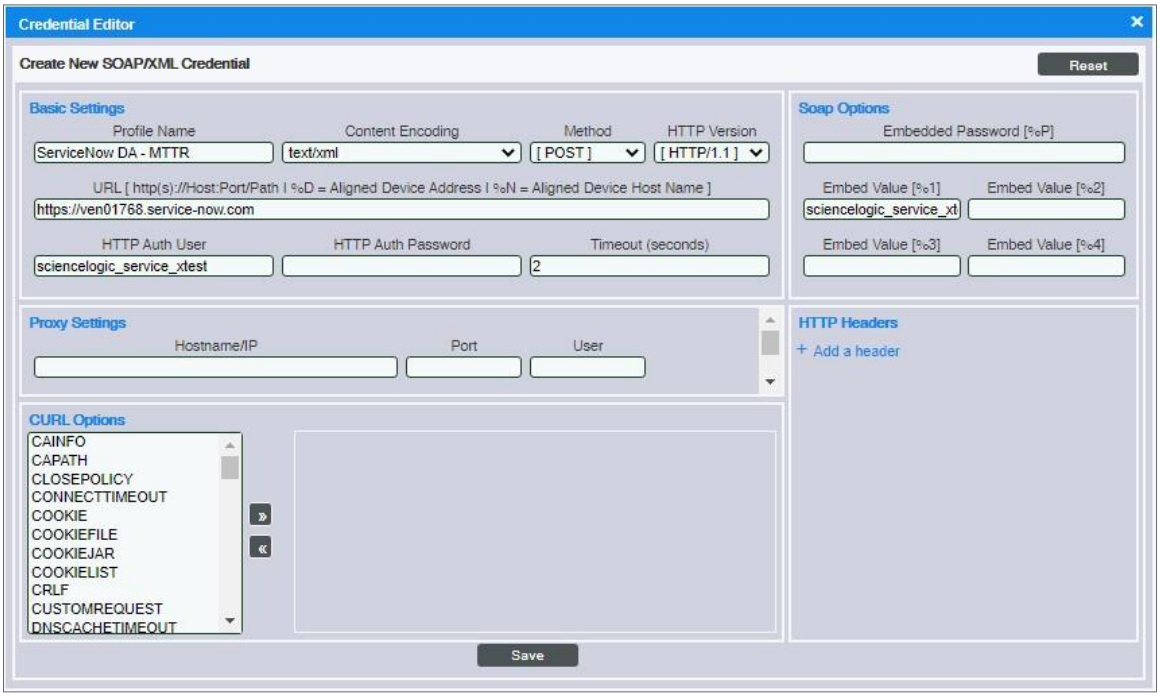
Creating a Credential for ServiceNow MTTR Data

To configure SL1 use the *SL1 Adoption* PowerPack, you must first create a SOAP/XML credential to collect MTTR data for ServiceNow incidents created by SL1.

To configure a SOAPXML credential:

1. Go to the Credential Management page (System > Manage > Credentials).
2. Click the [Actions] button and select *Create SOAP/XML Host Credential*.

3. Enter values in the following fields:



- *Profile Name*. Type a name for the credential.
- *Hostname/IP*. Use the URL for your ServiceNow instance.
- *HTTP Auth User*. Type the username of the PowerFlow user that communicates with the ServiceNow API.
- *Embed Value [%1]*. Type the ServiceNow user that will create, update, and resolve incidents.

4. Leave all other fields set to the default values. Click the [Save] button.

Setting the Cost of Manual Triage Collections

To set the cost of your manual triage collections, perform the following steps:

1. Go to the Organizational Account Administration page (Registry > Accounts > Organizations).
2. Find the System organization and click its wrench icon ( ). The Organization Summary page appears.

3. Click the [Properties] tab to open the Organization Properties page :

4. In the *Longitude* and *Latitude* fields, enter the cost of manually collecting triage data, then click the [Save] button.

NOTE: Only the value in the *Longitude* field will be used, but SL1 requires both fields to have a value. You cannot save if only one field is populated.

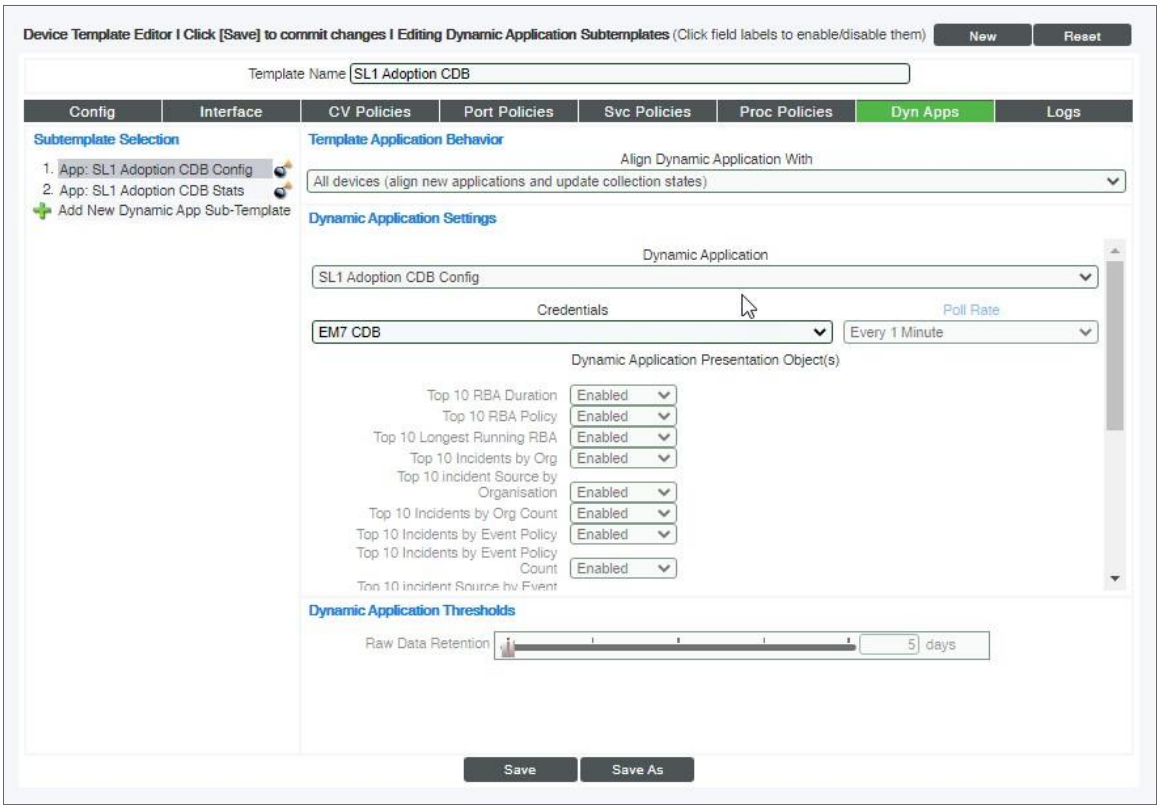
SaaS Customers

This PowerPack will work equally well on both on-premise and SaaS customers. SaaS customers will need to contact their Customer Success Manager to arrange for the SaaS SRE team to make a make a Collector available within the SaaS environment, discover the back end Data Engines and create a credential set for the Dynamic Applications to be aligned to.

Configuring the SL1 Adoption Device Template

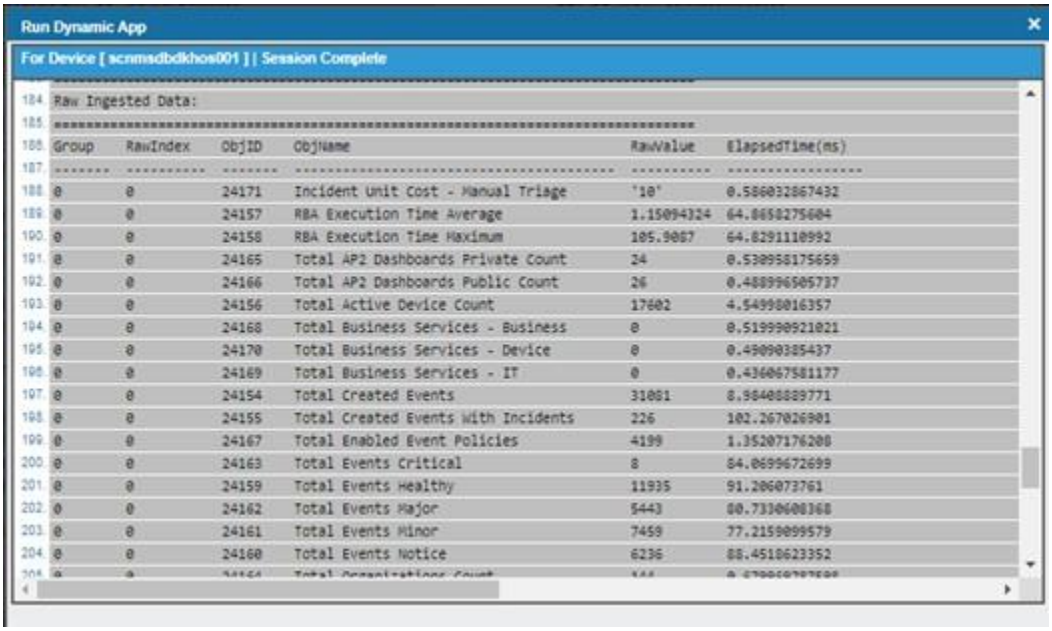
To configure the device template for your primary Database Server or VIP device, you will need to edit the device template provided in the PowerPack by performing the following steps:

1. Go to the Configuration Templates page (Devices > Templates, or Registry > Devices > Templates in the SL1 classic user interface).
2. In the Configuration Templates page, find the "SL1 Adoption CDB" device template and click its wrench icon ( ).



3. Click the [Dyn Apps] tab. In the *Credentials* field, ensure that the correct credential is selected ("EM7 CDB" is the default selection, but it could also be "EM7 DB" or "SL1 DB" depending on your system).
4. Click the [Save] button.
5. Find your primary Database Server or VIP device in the Device Manager page (Registry > Devices > Device Manager), select that device and in the *Select Actions* menu select *Modify with Template*.
6. Select the "SL1 Adoption CDB" from the list of available templates, then click Apply and then Confirm.
7. Wait for the next collector configuration push to complete.
8. Click the [Collections] tab.
9. Click the lightning bolt ( ) icon next to the "SL1 Adoption CDB Stats" Dynamic Application.
10. Review the log to confirm that the Dynamic Application is successfully retrieving data. You should see something like the following:

the SL1 Adoption Device Template



The dashboards included in the PowerPack will display only daily summarized data. To view this data, you can either:

- Wait for the data and check that the classic device dashboard is populating with raw and daily summarized data.
- Temporarily override the poll frequency of the "SL1 Adoption CDB Config" and "SL1 Adoption CBD Stats" Dynamic Applications for five minutes and wait for the daily summarization task to complete. Once data appears on the dashboards, remove the override.

ServiceNow Device Configuration

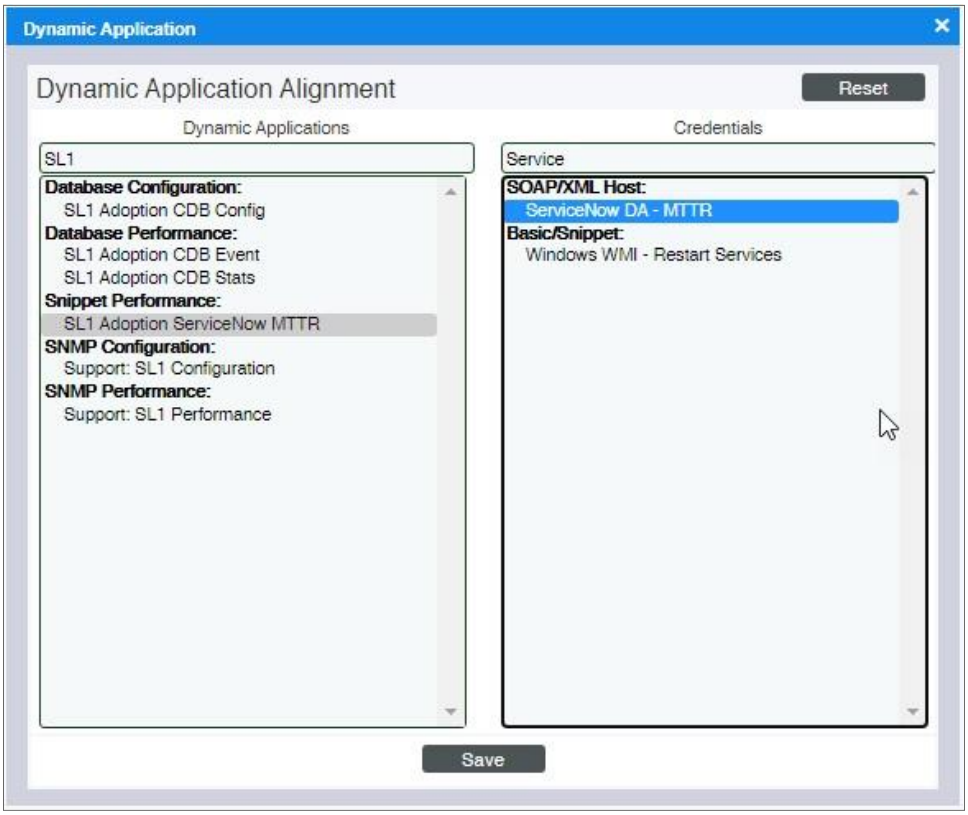
If you do not have an existing device in SL1 that represents your ServiceNow instance, you can create a virtual device:

1. Go to the Device Manager page (Devices > Device Manager, or Registry > Devices > Device Manager in the SL1 classic user interface).
2. From the [Actions] menu, select *Create Virtual Device*. The Create Virtual Device modal appears.
3. Enter values in the following fields:
    - *Device Name*. Name the virtual device "ServiceNow".
    - *Organization*. Select *System*.
    - *Device Class*. Select the *Virtual Device | Dynamic App Emissary* device class.
    - *Collector*. Select a collector with outbound internet access.

After creating your ServiceNow device, perform the following steps:

1. Go to the Device Manager page (Devices > Device Manager, or Registry > Devices > Device Manager in the SL1 classic user interface).

2. Find the device that represents your ServiceNow instance and click its wrench icon ( ).
3. Click the [Collections] tab.
4. In the Dynamic Application Collections page, click the [Actions] button and select *Add Dynamic Application*.
5. In the Dynamic Application Alignment window, select the "SL1 Adoption ServiceNow MTTR" Dynamic Application and the *ServiceNow credential* you created.



6. After the next collection cycle completes, go back to the [Collections] tab in your ServiceNow device and click the lightning bolt ( ) icon next to the "SL1 Adoption Service Now MTTR" Dynamic Application to verify connectivity and the collection of MTTR data.

Configuring SL1 Adoption Dashboards

The Sl1 Adoption Advanced and SL1 Tuning Candidates dashboards will now automatically align themselves to the devices running the relevant Dynamic Applications.

No manual adjustments of the dashboards should be required.

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