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ct opentext™
Observability and Service
Management Cloud Innovations

opentext Observability and Service Management Cloud Innovations User Guide

Contents

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Observability and
Service Management

Specifications

- Product Name: OpenText Service Management (SMAX)
- Version: CE 24.4
- Features: Cloud integration, observability, service desk management

Product Usage Instructions

- **Observability and Service Management Cloud Innovations**
  The product offers a range of observability and service management cloud innovations to enhance operational efficiency and customer service.
- **Service Management**
  Includes features like vulnerability management with remediation, HR service management, operational tech, and network discovery.
- **Observability**
  Provides metrics telemetry, health alerting, cloud network observability, integrated app, infrastructure, and network observability, log telemetry, application profiling, real usermonitori g with business impact profiling.
- **Platform**
  Features Aviator widget and remediation assistance, multi-tenant operations platform, new JATO UI, private cloud event management,off-cloud app observation, and increased third-party connectors.

**Observability and Service Management Cloud Four-Quarter Roadmap**
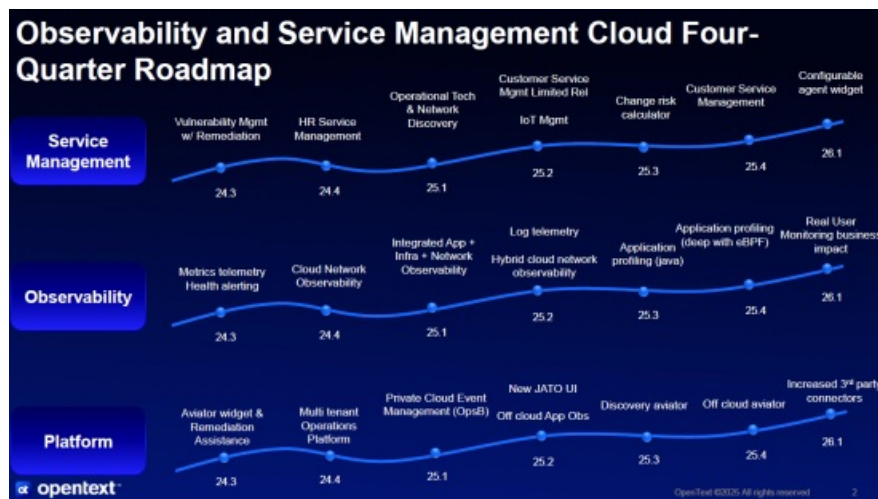
Reduce overall cloud spend.

- Monitor cloud spending with granularity.
- Gather powerful insights for optimizing the usage of clouds
- Put cloud spend guardrails around teams that provision cloud resources (e.g., Developers) to prevent overspending
- Tame mismanaged accounts with real-time budget governance and ML/AI-based insights
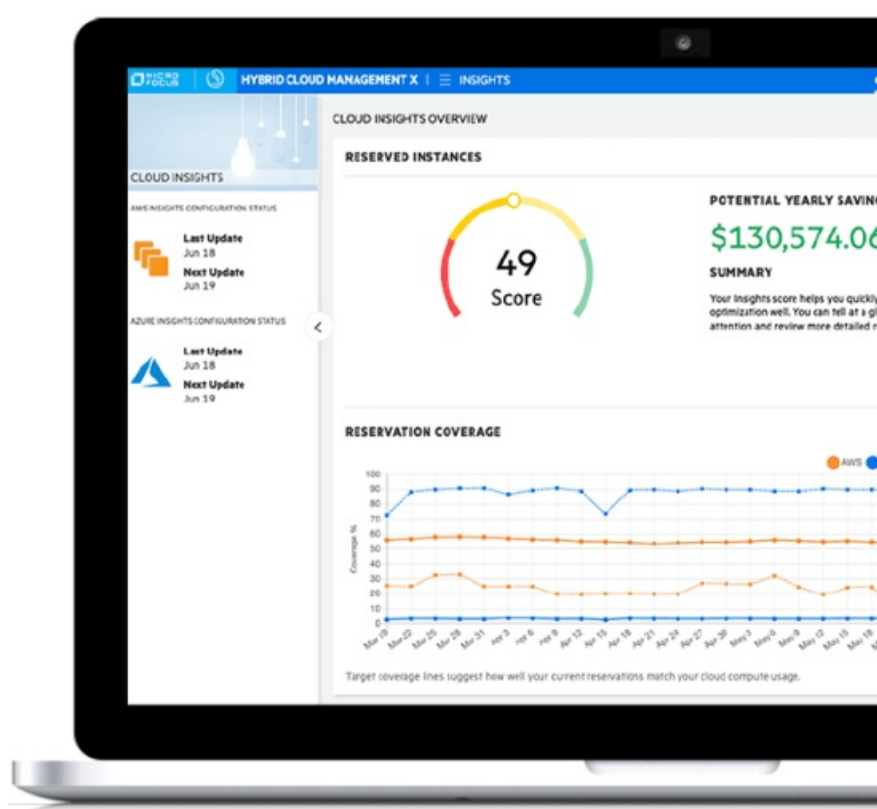
Eliminate service desk costs and upgrade user experiences with an OpenAI API and private LLM virtual agent.

- Stay secure with a private LLM: Keep confidential and intellectual property securely inside your network.
- Reduce costs: Reduce the burden on, and need for, tier 1 service desk agents and automate smart routing of tier 2 escalations.
- Impress users with contextual conversations: Engage them with natural language through generative AI chatbots.
- Resolve issues faster: Smart search provides incident resolution steps, and automation fulfills requests
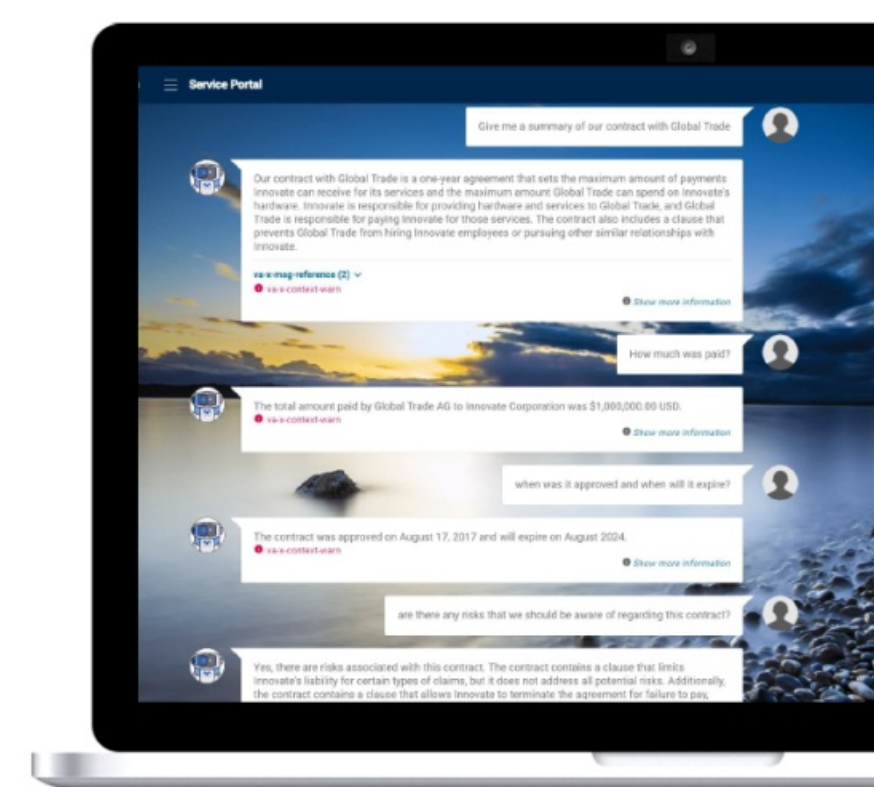
Reduce service desk costs and elevate user experiences with a private LLM virtual assistant.

- Stay secure with a private LLM: Keep confidential and intellectual property securely inside your network.
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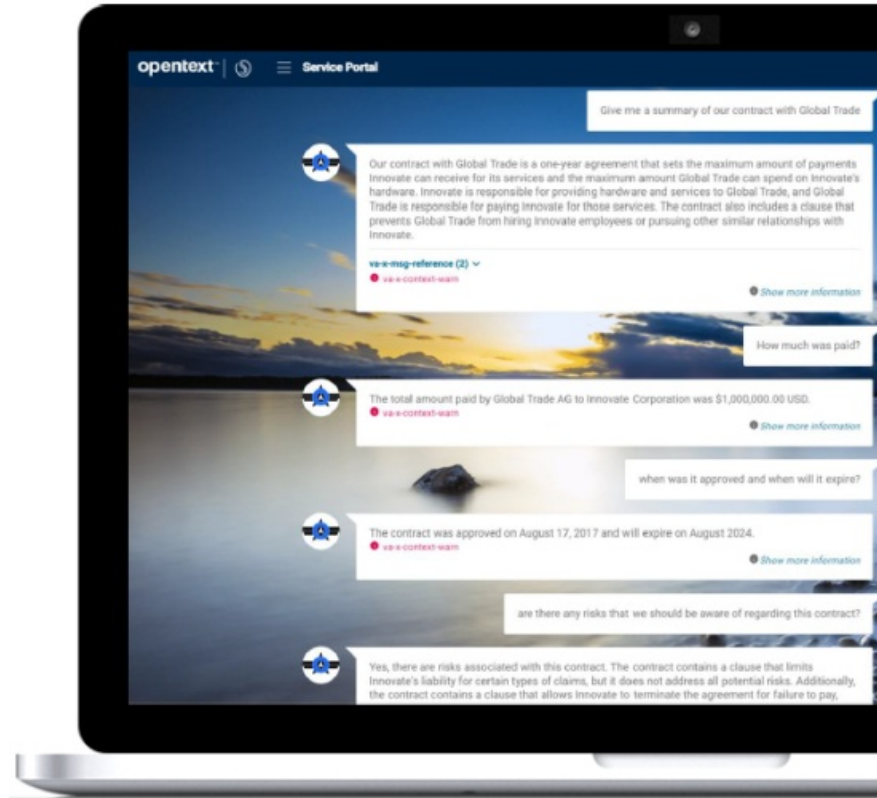

OpenText Service Management (SMAX) now integrates with OpenText Core Content Management (Core Content) to empower service agents with relevant, easy-to-access business data.

- Save service agent time by reducing their need to switch between applications.
- Improve service delivery by empowering service agents with an easy, compliant way to access and manage business data.
- Safeguard business data in a secure, compliant central repository.
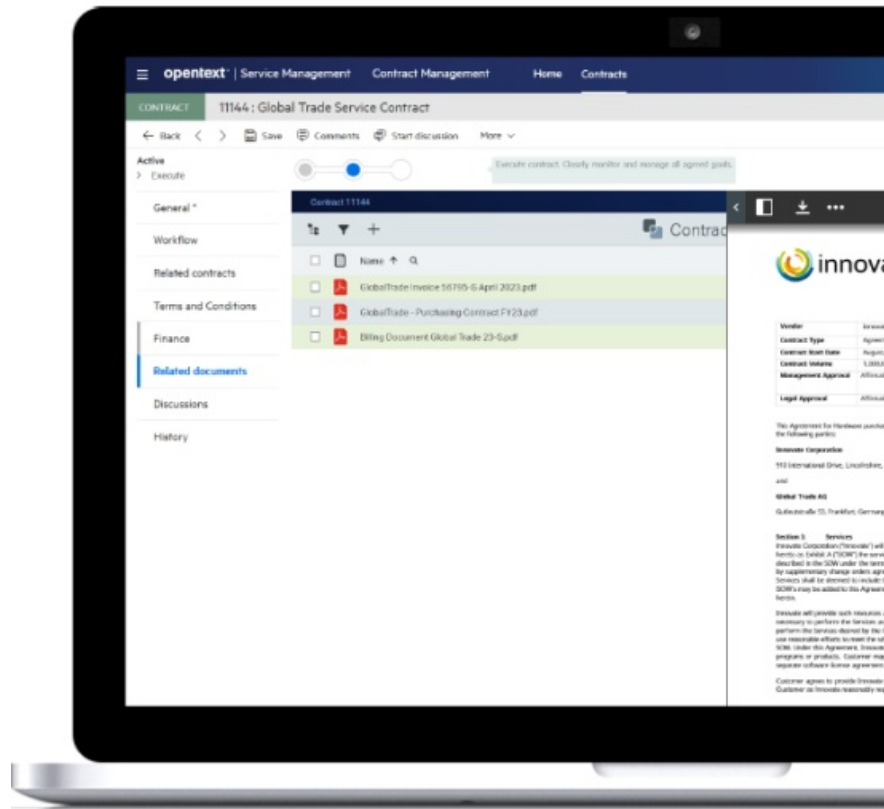
Cloud (SaaS) and off-cloud OpenText Service Management (SMAX) customers can elevate user experiences and cut support costs with OpenText IT Operations Aviator.

- Elevate user experiences. Empower users to resolve common support requests with the help of private generative AI chatbots.
- Cut support costs. Free up overburdened agents by putting generative AI chatbots to work on Tier 1 support tasks.
- Keep data private. Use a generative AI service that runs on a private LLM, enforces access control, and has built-in safeguards to make sure responses to user questions are ethical and appropriate.
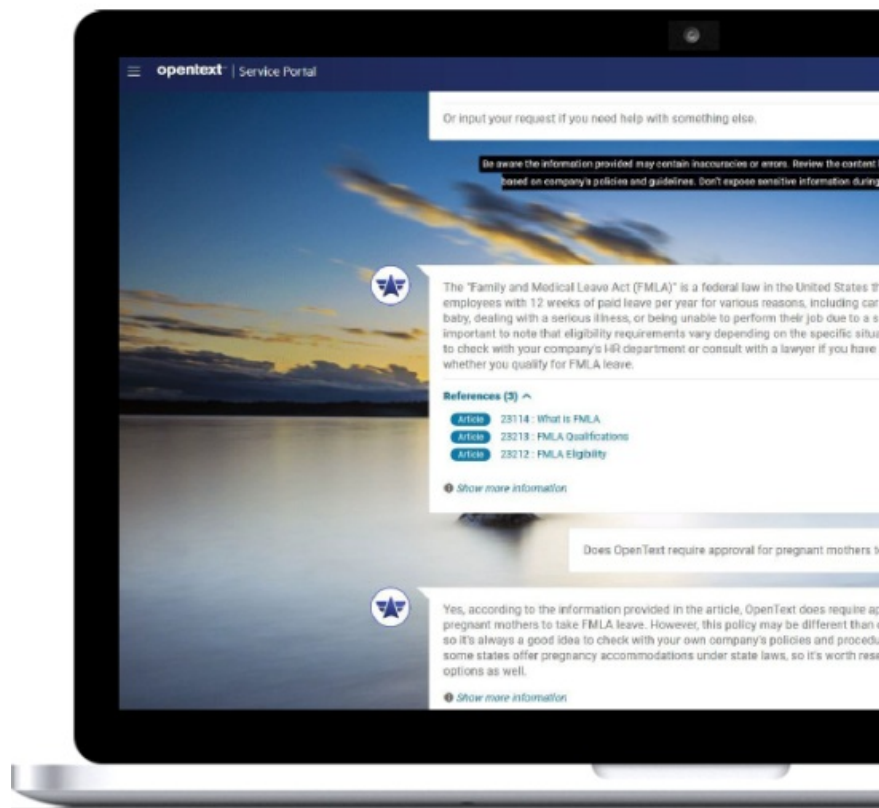
Turn junior admins into expert troubleshooters fast

- Get instant insights fast: Provide troubleshooters with instant information specifically about the problem they are working on from vendor documentation and your knowledge base
- Reduce resolution time: Get a list of suggested steps to remediate the problem
- Get started fast: just turn on the OpenText AI Operations Management Aviator plug-in
- Stay secure with a private LLM: Keep confidential and intellectual property securely inside your network
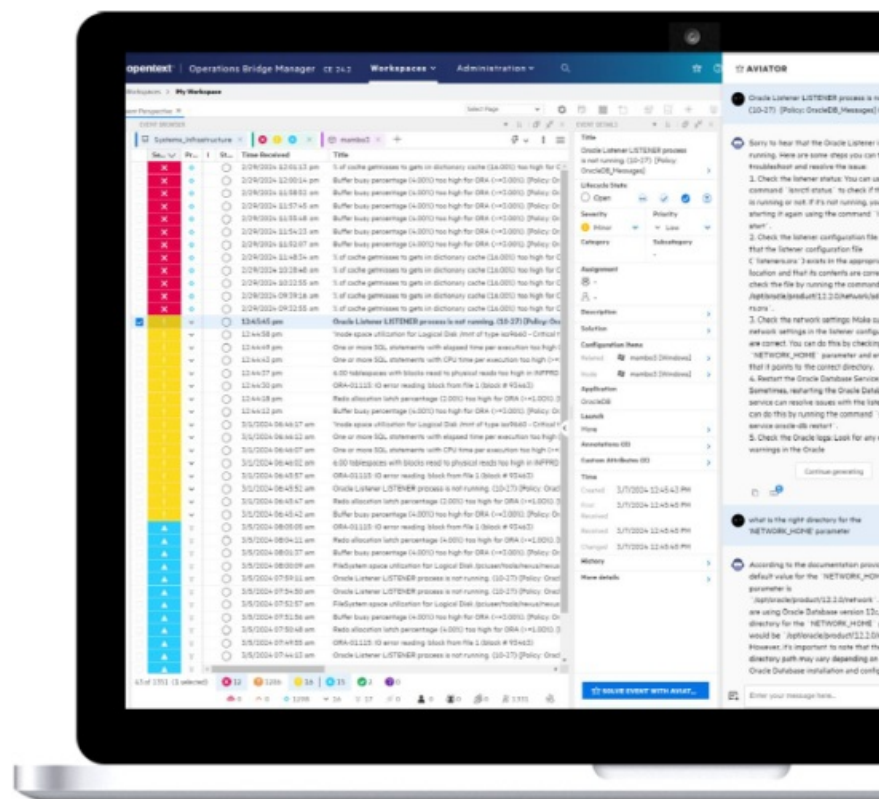

Boost service desk agent productivity with GenAI that suggests solutions

- Expedite ticket handling. Reduce time to fulfill requests by helping agents understand incoming tickets and find solutions with suggested responses.
- Elevate user experiences. Offer users superior support—whether GenAI self-service or agent-assisted—so that everyone can get back to work faster.
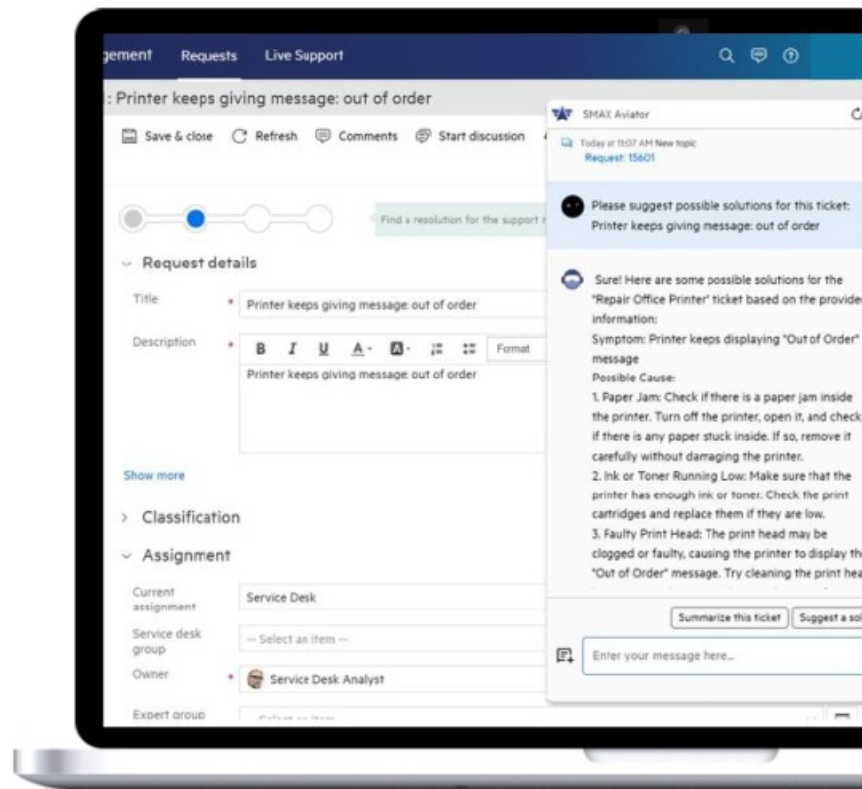

Cost-effective app observability with OpenTelemetry

- Instrument once, analyze anywhere: Enable insights across apps using OpenTelemetry's portability and avoid clunky and outdated proprietary instrumentation
- Troubleshoot application issues faster: Quickly identify the golden signals at the code level and leverage guided workflows to assist junior SREs in isolating problems
- Cost-effective observability: an intuitive SaaS-based observability tool that won't break your budget like overpriced APM vendors
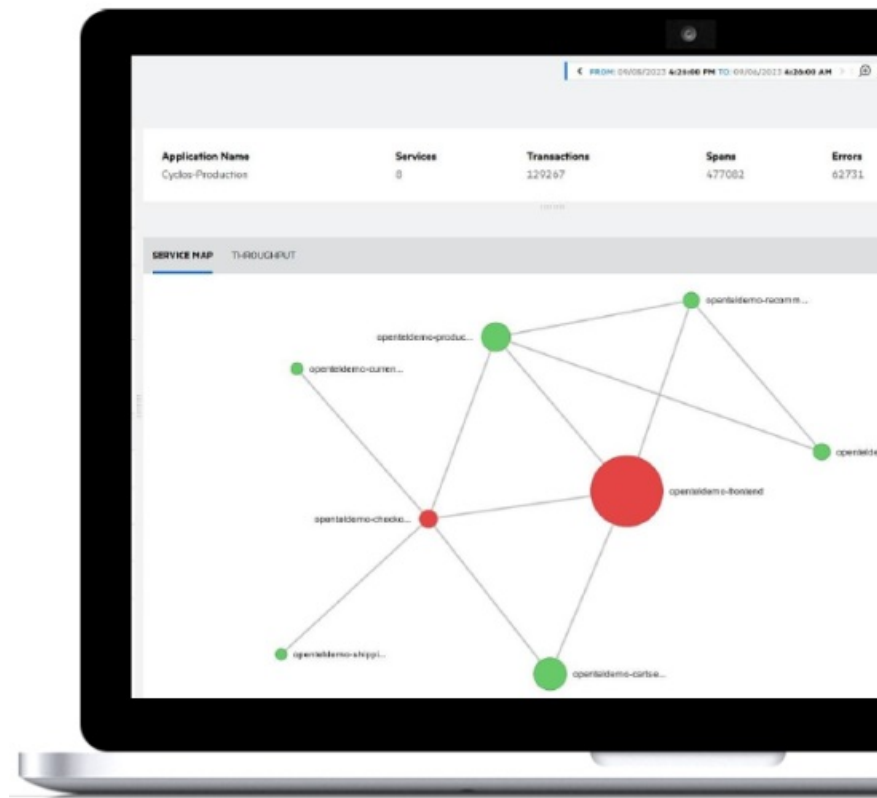
End-to-end observability from the data center to the cloud

- Gain observability across infrastructure, networks, and applications to illuminate the underlying nature of application performance issues beyond symptomatic events
- Close gaps in observability with cost-effective and intuitive SaaS-based observability tools that won't break your budget like overpriced APM vendors
- New! Troubleshoot application connectivity issues faster with OpenText Core Infrastructure Observability, delivering observability into public cloud networks and connections between data centers and clouds
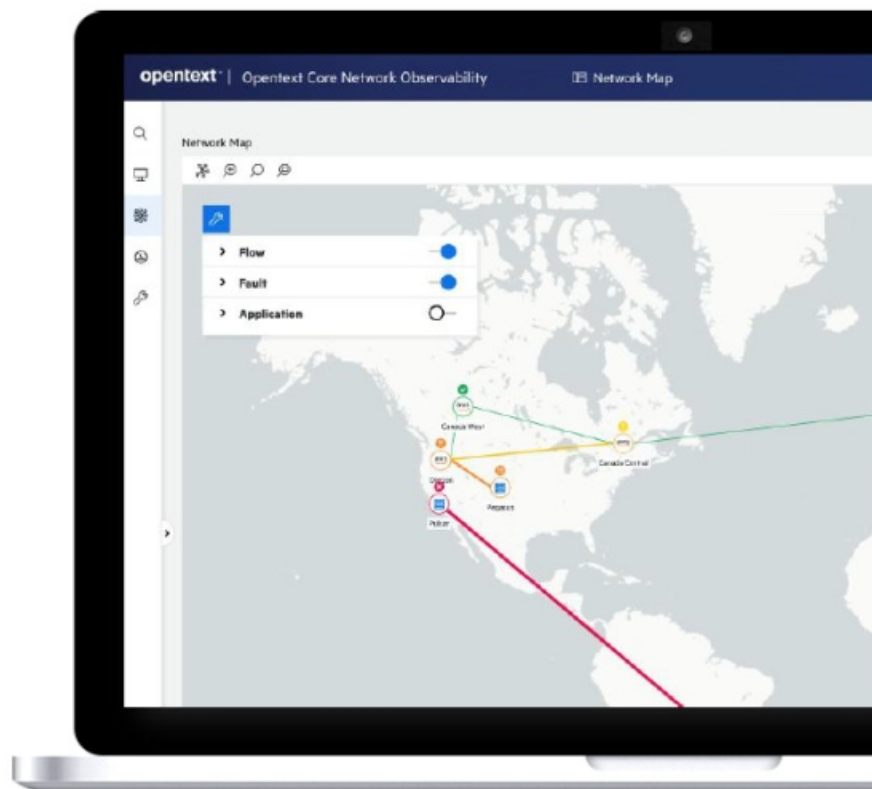
FedRAMP® Authorized, secure IT operations for U.S. federal agencies

- Deliver modern IT services with codeless configs, ITIL best-practice templates, and AI-powered work options.
- Maximize asset value on budget by optimizing ROI of your software and hardware assets through their lifecycles.
- Achieve true IT visibility for faster resolutions and reduced change risk through accurate IT discovery.
- Drive agency value through comprehensive strategic portfolio management and investment optimization while ensuring projects are on time, within budget, and satisfy goals.

Faster incident resolution with more complete discovery of network OT and IoT devices

- Gain a deeper understanding of your networks with Advanced Discovery of Network. Use our spiral discovery to get more detailed configuration information and service mapping for network dev, ices resulting in faster troubleshooting and incident resolution when the network is involved.
- Increased visibility into operational technology (OT) and Internet of Things (IoT) devices for a more complete single source of configuration truth for an organization.
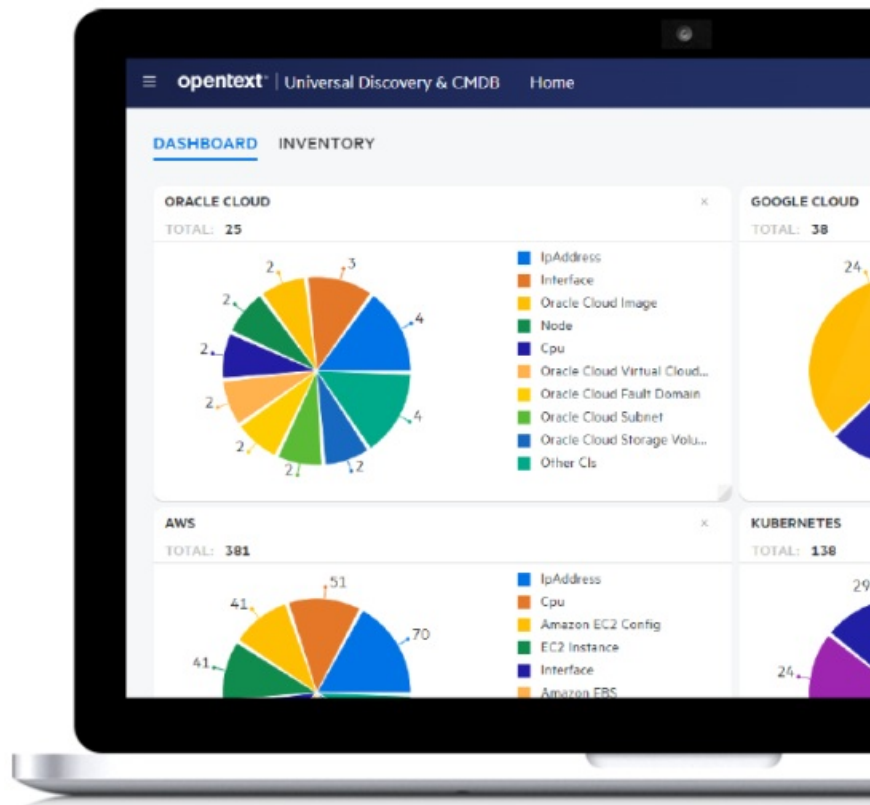
Simplify event management with OpenText AI Operations Management Express – Private. Cloud

- **Eliminate maintenance and upgrade hassles**

  Offload OBM maintenance and upgrades to take advantage of regular innovations and explore the full OBM feature set.

- **Retain your customizations and data .privacy**

  Single-tenant private cloud ensures privacy while supporting your unique configurations.

- **Implement quickly with reduced costs**

  Fast deployment with entry-level pricing

- **Remain current with the latest releases**

 Access new features and premium capabilities in a development environment.

Improve application reliability with correlated logs and service level ma .nagement

Log management

- Faster access to relevant e-data in the context of your application/service.
- Quickly identify important messages:
  Utilize search, alerting, and in the future,eanomaly algorithms to identify the key messages relevant inside the large amount of log messages

Service level compliance

- Keep your business reliable: Create, manage, and inspect Service Level Objectives (SLOs) with real-time alerts generated for threshold breach violations in SLO error budget
- Broad Coverage: Create SLOs for application services, on-premise infrastructure, and Cloud IaaS and PaaS services
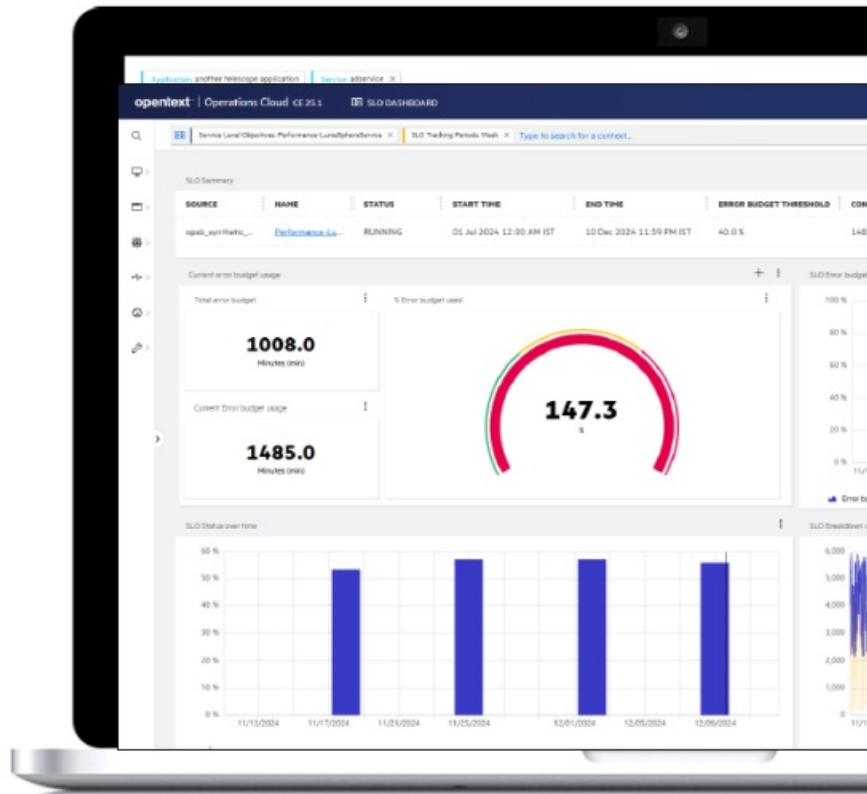
Simplify network management with a private cloud deployment of OpenText Network Observability

- Reduce IT infrastructure costs and complexity with a new secure, single-tenant, private cloud deployment option
- Remain current with the latest releases through always version current (N-2) deployments, getting new features quickly without the need for installation, upgrades, and maintenance
- All the capabilities of Network Operations Management:
    - Single view for SDN, virtual, and physical networks
    - Advanced change monitoring
    - Enterprise scalability and device support
    - Automated compliance with network policies
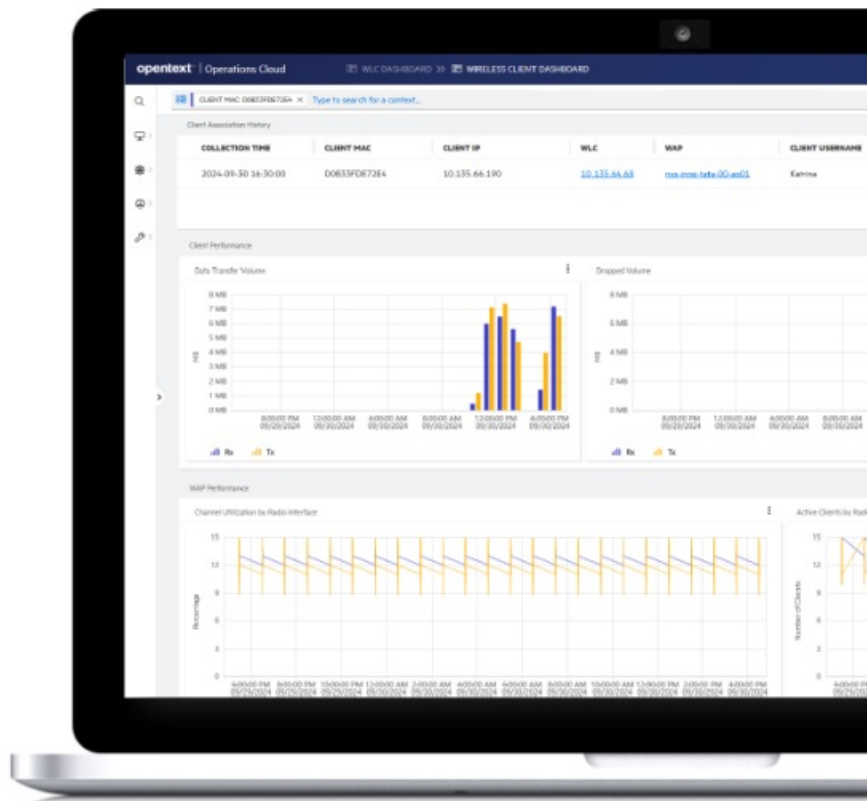
Accelerate vulnerability remediation with seamless Tenable integration

- Instantly bring in scanning results: Import Tenable (or Qualys) scanning data effortlessly
- Align fixes with no manual effort: Auto-correlate vulnerabilities to patch requirements
- Focus on critical threats first: Assess risk & prioritize vulnerabilities (incl. impact analysis)
- Ensure reliable and consistent remediation: Automate & coordinate remediation at scale (incl. job management)
- Create transparency: Remediation results with dashboard insights
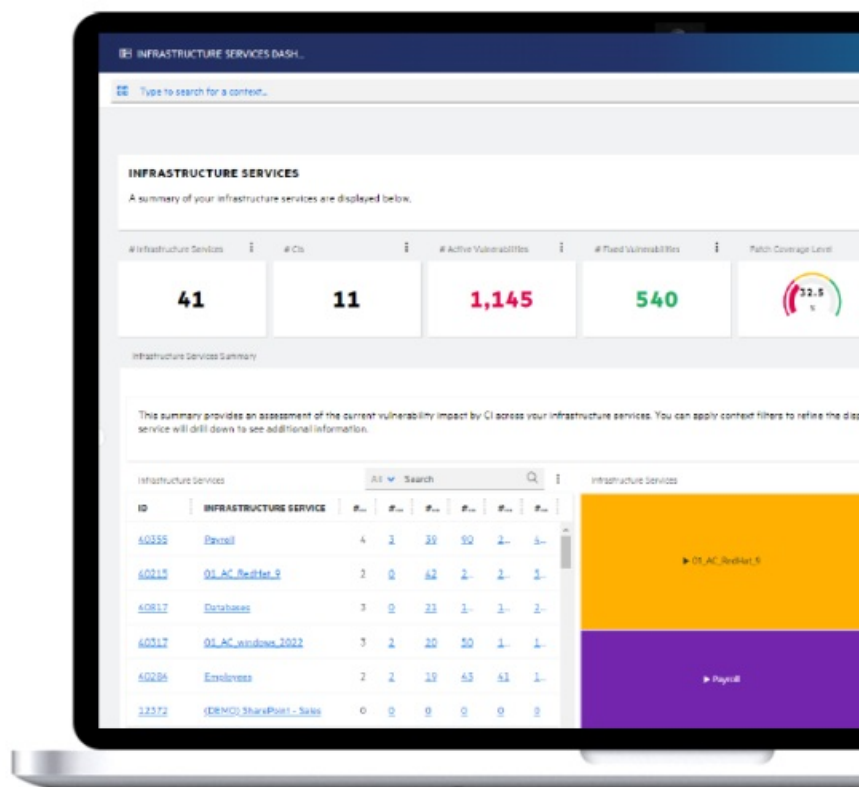
In addition to automating infrastructure vulnerability remediation, OpenText Observability and Service Management Cloud automates compliance with network policies—offering everything you need to proactively secure your environment and ensure continuous compliance.

Distribute expertise with OpenText Aviator for AI Operations Ma Managemen

- New! Workflow remediation: Recommends ideal remediation instructions based on existing workflows and runbooks.
- Unlimited expertise: Integrating custom KB and domain content enables OpenText IT Operations Aviator to provide quick insights to resolve issues across a full monitored IT landscape
- Enhanced operations productivity: Subject matter experts can review, update, and persist remediation instructions, available as part of events/tickets
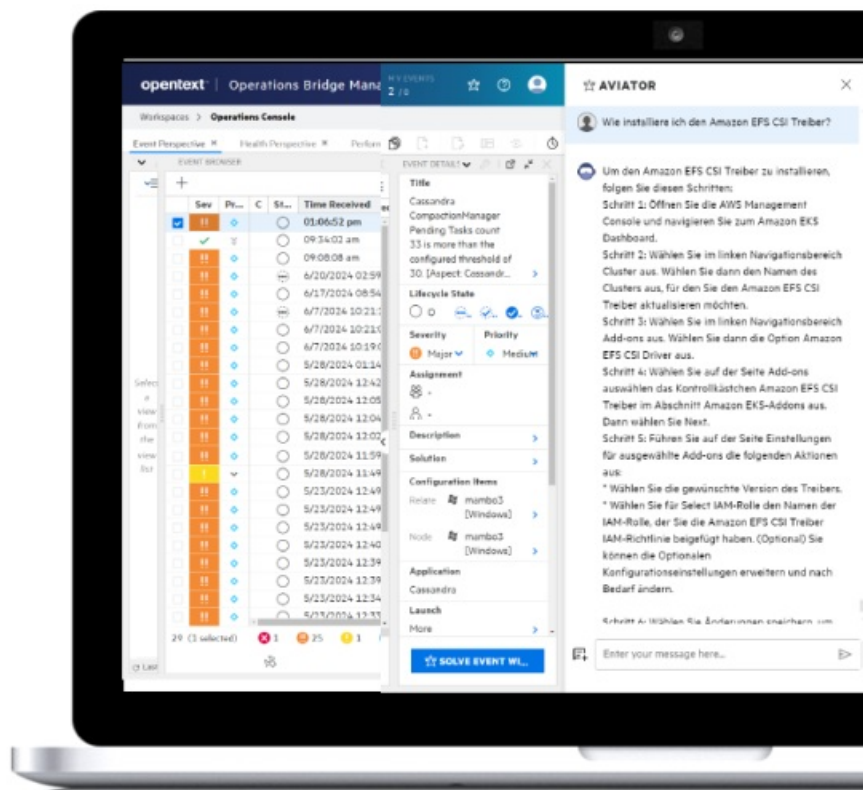

FAQs

- **What is the purpose of OpenText Service Management (SMAX)?**
  OpenText SMAX aims to streamline service desk operations, improve user experiences, and integrate relevant business data for service agents.
- **How can OpenText AI Operations Management help improve application reliability?**
  By providing correlated logs and service-level management, OpenText AI Operations Management enhances application reliability.

Documents / Resources
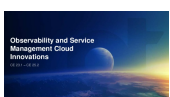
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Observability and Service Management Cloud Innovations, Service Management Cloud Innovations, Management Cloud Innovations, Cloud Innovations

References

- [**User Manual**](#)