



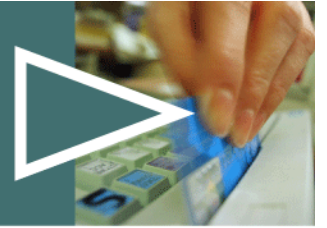
ACTIVATE BUSINESS WITH THE POWER OF IT.™



Patch and Maintenance notes Victorian User Group Meeting – 14th August 2008

Martin Kivlighon

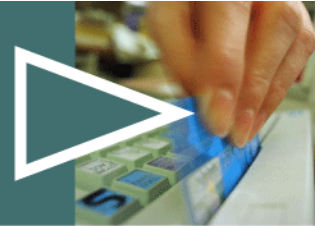
ITSM 7 patches overview



ITSM 7 cumulative patches are in the number 0xx series.. Patches include the following:

- All previous fixes will be incorporated into the patch release
- All associated executables, dlls, etc. that are required will be included in the patch release
- All fixes included in this patch release will be rolled into future patches (**patch 008 is a special case – see following slides**)

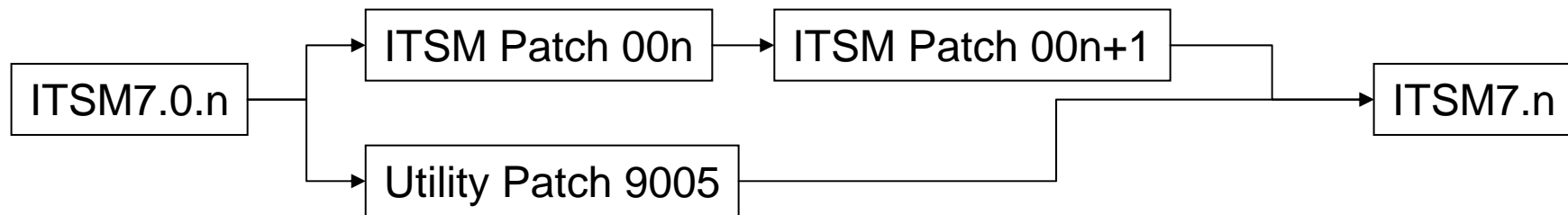
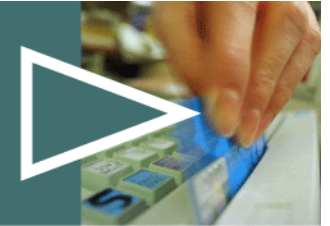
ITSM 7 utilities and add-in patches



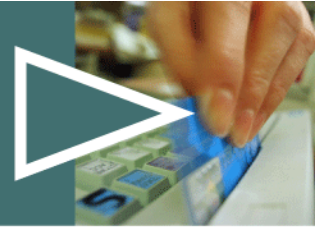
Utilities and add-ins for ITSM 7 are number 9xxx series. A history of ITSM 7 utilities and add-ins are:

- 9001 –MIGRATION UTILITIES ITSM 6 to ITSM 7.
- 9002 - OPTIONAL ADD-ON: Incident Task Templates
- 9003 - Tool that allows the bulk loading and validation of the foundation data for ITSM 7
- 9004 - add-on patch for Incident Management and SLM Integration. It fixes performance issues related to Incident/ SLM integration and gives more visibility to the SLM data.
- 9005 - Data Management tool foundation, process setup, and transaction data is entered into spreadsheets, which is then loaded into BMC Remedy IT ServiceManagement (ITSM). Also provides a new data wizard to modify foundation data throughout all applicable Data Management forms and in configuration item (CI) records in BMC Atrium Configuration Management Database (BMC Atrium CMDB). Update of 9001.

Example ITSM Patches plus Data Management Tool

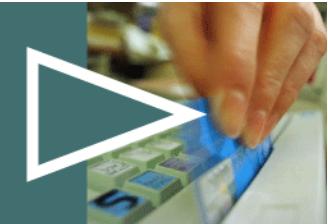


ITSM patch 008 is not cumulative – Why not?



Introduced a new patch installer framework -

- Introduced the concept of individual application patches (vs. patching the entire suite). Our customers were getting into situations where they wanted to have the applications at different patch levels due to risk/customizations/etc...
- Going forward, the patches will again be cumulative per application. The primary reason for no longer maintaining a cumulative patch was to be able to provide the capability to patch a specific application.



BMC Remedy ITSM v7.0.x patch 008 Install Selection

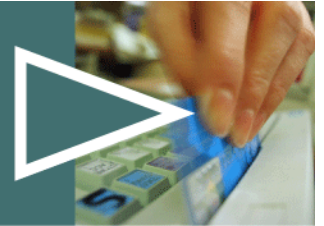
- Introduction
- License Agreement
- Choose AR Server Install ...
- Connection Information
- Choose Install Folder
- Version Summary**
- Pre-Installation Summary
- Installing...
- Applying Patch...
- Install Complete

Select ITSM products

	Product	Version	Patch	Languages
<input checked="" type="checkbox"/>	BMC Remedy Asset Management	7.0.03	007	en
<input type="checkbox"/>	BMC Remedy Change Management	7.0.03	007	en
<input type="checkbox"/>	BMC Remedy Incident Management	7.0.03	007	en
<input checked="" type="checkbox"/>	BMC Remedy Problem Management	7.0.03	007	en

InstallAnywhere by Macrovision

Having a Reliable Maintenance Plan



› What should a maintenance plan include?

- Follow Customization guidelines
- Document all changes to ITSM and CMDB
- Continued training
- Regular review BMC Compatibility Matrix Chart
- Regular review of BMC Support Web Site (<http://www.bmc.com/support>)
- Regular review of BMC Developer Community (<http://developer.bmc.com>)
- Run test of performance and accuracy of routine items often – benchmarks
- Run regular comparison reports or workflow actions of CMDB data
- Identify potential problem areas and ensure those problem areas are not encountered
- Establish goals for ITSM and CMDB and ensure those goals are being achieved
- Monitor Action Request System actions that effect ITSM and CMDB