



ONPOINT
from **INTACT**

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Table of Contents

Our Mission	2
What is ONPOINT?	3
Manage	6
Enhance	7
Optimize	8
ONPOINT Offerings	
Asset Management	
Asset Manager	10
BDNA	11
Cherwell	12
Connect-It	14
Automation	
Network Automation	16
Operations Orchestration	17
Configuration Management	
BDNA	20
UCMDB	21
Universal Discovery	22
ServiceNow	23
Monitoring	
Business Process Management	26
Business Service Management	27
Network Node Manager	29
Operations Manager	30
Real User Monitoring	31
SiteScope	32
Splunk	33
Service Management	
Cherwell	36
Service Manager	38
ServiceNow	40
Line Sheet	43



Our Mission

At Intact, our mission is to help you realize the full value of your IT investment. In a world where “business as usual” is no longer enough, we’re here to smash the status quo and make you a hero.



What is ONPOINT?

ONPOINT is the post-implementation solution that focuses on helping you manage, enhance, and optimize your software investments.

MANAGE

Daily administration, maintenance, and support of your software to keep things humming.

ENHANCE

Continuous rollout of standard software capabilities to improve productivity.

OPTIMIZE

Strategy for the long haul by driving adoption and enthusiasm, enabling power users, and communicating wins.



ONPOINT

Offerings



Manage

ONPOINT Manage is the first of three tiers in the ONPOINT Managed Services suite, designed around keeping your systems operational.

By ensuring tools are up and running with consistent availability, ONPOINT Manage gives you the time to focus on strategic, growth-fueling initiatives.

ONPOINT Manage includes:

Daily Administration and Support

Preventative, Scheduled,
and Operational Maintenance

Troubleshooting and Break Fix

- ▶ Operational: Daily, Weekly, & Monthly Activities
- ▶ Administration: Unlimited, Requestable Activities

Enhance

ONPOINT Enhance is the second of three tiers in the ONPOINT Managed Services Suite, involving the continuous rollout of standard software capabilities that improve productivity.

These technical improvements are always tied to a business outcome, maximizing the full value of your software investment.

- ▶ Every Enhancement has a Point Value
 - ▶ Enhancements are categorized as Standard and Non-Standard:
 - ▷ Standard Enhancements have Pre-Defined Outputs and Scope
 - ▷ Non-Standard Enhancements are Custom
-



Optimize

ONPOINT Optimize is the third of three tiers in the ONPOINT Managed Services Suite, focused on building a cohesive strategy for your sustainable success.

By constructing your technology roadmap, driving adoption, and developing a meaningful and targeted communications plan, ONPOINT drives value for the long haul.

-
- ▶ All Manage and Enhance customers may purchase Optimize.
 - ▶ Optimize customers purchase access to all Optimize components, and then choose where to allocate their hours.
 - ▶ Optimize activities are available across the following areas: Monitoring, ITSM, ITAM, ITOM, and Configuration Management.

ONPOINT

Asset Management

Asset Manager (AM)



Manage

Administration	Offering	Frequency
	Create a User in AM	On Request
	Configure User Rights Management in AM	On Request
	Create a Role in AM	On Request
	Data Archival in AM	On Request
	Backup AM Database Description	On Request
Operational	Offering	Frequency
	Check AMP Service is Running	Daily
	Check AM Web Services is Running	Daily
	AM Performance Diagnostics	Weekly or Monthly
	Delete History	Dependent on Customer

Enhance

Standard	Offering	Points
	OP <i>Integrate AM with another HP tool</i>	54
	Create a Data Integration (Connect-It or other ETL)	16
	Create a Workflow within AM	10
	Create a Wizard in AM	10
	OP <i>Create a Report in AM</i>	5
	Stand Up AM Web	12
	Create a View in AM	5
	Create a Generic Software Counter	25
	Create an IBM Software Counter	25
	Create a Microsoft Software Counter	20
	Create an Oracle Software Counter	20
	Create a Symantec Software Counter	20
Non-Standard	Offering	Points
	Enhance Processes in AM	Tailored
	Implement End-to-End ITAM	Tailored
	Implement an AM Module	Tailored
	Harden AM	Tailored
	Integrate AM with a Third Party Tool	Tailored
	Request UX Design Improvements	Tailored
	Upgrade AM	Tailored
	Create a Non-Standard Software Counter	Tailored

Manage

Administration	Offering	Frequency
	Create a User in BDNA	On Request
	Manage Users in BDNA	On Request
	Create a Group in BDNA	On Request
	Normalize & Technopeodia Scheduling	On Request
	Create a Role in BDNA	On Request
Operational	Offering	Frequency
	Manage Normalize in BDNA	Weekly
	Manage Technopeodia Sync in BDNA	Weekly
	User Console Tuning	Monthly
	Data Platform Maintenance	Monthly

Enhance

Standard	Offering	Points
	Create Analyzer Report in BDNA	10
	Create Interactive Report in BDNA	10
	Create a Dashboard in BDNA	10
	Add a New Data Source to BDNA	50
Non-Standard	Offering	Points
	Upgrade BDNA	Tailored
	Create APIs for BDNA	Tailored
	Customize BDNA Data Extractor	Tailored

Manage

Administration

Offering

- Create a User in CAM
- Configure User Rights in CAM
- Create a Role in CAM
- Backup CAM
- Archive Data in CAM
- Manage Security Groups in CAM
- Modify Toolbars in CAM
- Manage IP Ranges for Discovery
- Manage Agents for Discovery

Frequency

- On Request
- On Request
- On Request
- On Request
- On Request
- On Request
- On Request
- On Request
- On Request

Operational

Offering

- Review Logs for Warnings and Errors
- Check Server Manager and Ensure Processes are Running
- Monitor DB Backups
- Monitor Scheduled Jobs
- Monitor Server Health and Performance
- Monitor License Utilization
- Monitor Discovery Jobs

Frequency

- Daily
- Daily
- Daily
- Daily
- Monthly
- Monthly
- Daily

Enhance

Standard	Offering	Points
	Create a Report in CAM	12
	Create a Field in CAM	2
	OP Create a Widget in CAM	7
	Modify a Contracts Form	10
	Modify an Order Form	10
	Create a Generic Software License Report	25
	Create an IBM Software License Report	25
	Create a Microsoft Software License Report	20
	Create an Oracle Software License Report	20
	Create a Symantec Software License Report	20
Non-Standard	Offering	Frequency
	Integrate CAM with UCMDB	Tailored
	Integrate CAM with SCCM	Tailored
	Integrate CAM with Cherwell SM	Tailored
	Upgrade CAM	Tailored
	Integrate with Third-Party Software	Tailored
	Integrate with AD	Tailored
	Create a Non-Standard Software License Report	Tailored

OP = Popular Items

Connect-It



Manage

Administration	Offering	Frequency
	Create a Schedule in Connect-It	On Request
	Run Connect-It as a Service	On Request
Operational	Offering	Frequency
	Monitor Schedules in Connect-IT	Daily

Enhance

Standard	Offering	Points
	OP <i>Create a Custom Data Transfer Scenario in Connect-It</i>	16
	OP <i>Create a Custom Data Export Scenario in Connect-It</i>	16
Non-Standard	Offering	Points
	Create a Non-Standard Data Transfer Scenario in Connect-It	Tailored
	Create a Non-Standard Data Export Scenario in Connect-It	Tailored

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Automation

Network Automation (NA)



Manage

Administration	Offering	Frequency
	Create NA Password Rules	On Request
	Create a Dynamic Device Group	On Request
	Create a User in NA	On Request
	Manage Users in NA	On Request
	Update Drivers in NA	On Request
	Create a Static Device Group in NA	On Request
Operational	Offering	Frequency
	Monitor Device syslog	Weekly
	Manage ACL for Devices	Weekly
	Monitor NA Health	Weekly

Enhance

Standard	Offering	Points
	Create a Driver in NA	28
	Deploy a New Software Image	22
	Create a Report in NA	32
	OP Create a Workflow in NA	30
Non-Standard	Offering	Points
	Create a Non-Standard Driver in NA	Tailored
	Create a Custom Script in NA	Tailored

Operations Orchestration (OO)



Manage

Administration	Offering	Frequency
	Create a User in OO	On Request
	Deploy OO Flow to Central	On Request
	Create a User Role in OO	On Request
Operational	Offering	Frequency
	Monitor Discovery Jobs	Daily
	Restart Discovery Jobs	On Request
	Index UD DB Table	Monthly

Enhance

Standard	Offering	Points
	OP <i>Create a Flow in OO</i>	14
Non-Standard	Offering	Points
	Create a Non-Standard Flow in OO	Tailored
	Upgrade OO	Tailored

OP = Popular Items

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Configuration Management

Manage

Administration	Offering	Frequency
	Create a User in BDNA	On Request
	Manage Users in BDNA	On Request
	Create a Group in BDNA	On Request
	Normalize & Technopeodia Scheduling	On Request
	Create a Role in BDNA	On Request
Operational	Offering	Frequency
	Manage Normalize in BDNA	Weekly
	Manage Technopeodia Sync in BDNA	Weekly
	User Console Tuning	Monthly
	Data Platform Maintenance	Monthly

Enhance

Standard	Offering	Points
	Create Analyzer Report in BDNA	10
	Create Interactive Report in BDNA	10
	Create a Dashboard in BDNA	10
	Add a New Data Source to BDNA	50
Non-Standard	Offering	Points
	Upgrade BDNA	Tailored
	Create APIs for BDNA	Tailored
	Customize BDNA Data Extractor	Tailored

UCMDB



Manage

Administration	Offering	Frequency
	Create a User in UCMDB	On Request
	Manage Users in UCMDB	On Request
	Create a Group in UCMDB	On Request
	Index Tables in UCMDB	On Request

Operational	Offering	Frequency
	Test login	Daily
	Check Probe Connectivity	Daily
	Verify DB Backups	Weekly
	Check Server Utilization	Daily
	Check for Broken Links in JMX Console	Weekly
	Check Backup Disk Space	Monthly
	Check Server Statistics from JMX Console	Daily
	Check Probe Performance in JMX Console	Weekly
	Review Error Log	Weekly
	Check and Test all Active Integration Adapter Connections	Daily
	Clear Probe Data Cache	As Needed
	Restart Application	Weekly

Enhance

Standard	Offering	Points
	Integrate UCMDB with another HP tool	17
	Create a Report in UCMDB	10
	Create a View in UCMDB	10
	Create an Enrichment Rule in UCMDB	11
	Create a Model in UCMDB	13
	Deploy Cumulative Upgrade Package (CUP) in UCMDB	8
	Request Data Analysis in UCMDB	8

Non-Standard	Offering	Points
	Harden UCMDB	Tailored
	Upgrade UCMDB	Tailored
	Configure an Adapter in UCMDB	Tailored
	Modify a Discovery Job in UCMDB	Tailored

= Popular Items



Universal Discovery (UD)



Manage

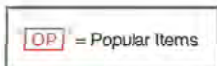
Administration	Offering	Frequency
	Manage IP Ranges in UD	On Request
	Manage Credentials in UD	On Request
	Test Connectivity in UD	On Request
Operational	Offering	Frequency
	Monitor Discovery Jobs	Daily
	Restart Discovery Jobs	As Needed
	Index UD DB table	Monthly

Enhance

Non-Standard	Offering	Points
	Create a Discovery Pattern in UD	Tailored
	Modify a Discovery Job in UD	Tailored
	Request Discovery Data Analysis	Tailored

Enhance

Standard	Offering	Points
	Activate Discovery	5
	Enhance Discovery	22
	Install and Configure MID Server	16
	Create a CI (Manual)	3
	Import Information from another Source (XML, Excel, CSV)	6
	Configure "Help the Help Desk"	16
	Create a CI class	6
	Build a CMDB Query	10
	Build a Service Mapping Query	12
	Build a Combination Query	14
	Create a Map Indicator	8
Non-Standard	Offering	Points
	Integrate with an Existing External CMDB	Tailored
	Import Information from another Source	Tailored
	Setup Discovery	Tailored





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Monitoring

Business Process Management (BPM)



Manage

Administration	Offering	Frequency
	Change BPM Script Version	On Request
	Schedule Script Runtimes in BPM	On Request
	Baseline BPM Transaction Threshold	On Request
	Create a Webtrace	On Request
Operational	Offering	Frequency
	Check Application and Transaction KPIs	Daily
	Monitor BPM Alerts	Daily
	Adjust BPM Sizing	Monthly
	Monitor BPM Server Performance	Weekly

Enhance

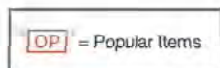
Standard	Offering	Points
	OP <i>Create a BPM Script</i>	11
	Create a BPM Alert	4
	Add a BPM Location	3
	Deploy a BPM server	2
	Update a BPM server	2
Non-Standard	Offering	Points
	Harden BPM	Tailored
	Upgrade BPM	Tailored
	Create a Non-Standard BPM Script	Tailored

Business Service Management (BSM)



Manage

Administration	Offering	Frequency
	Add Recipient Information in BSM	On Request
	Add Recipient Notifications in BSM	On Request
	Modify Schedules in BSM	On Request
	Manage BPM Instances in BSM	On Request
	Manage User Groups in BSM	On Request
	Schedule Downtime in BSM	On Request
	Create a User in BSM	On Request
	Create a Role in BSM	On Request
Operational	Offering	Frequency
	Check System Health in SiS/SAM	Daily
	Test Login	Daily
	Check Probe Connectivity	Daily
	Backup DBs in BSM	Weekly
	Check Server Utilization	Weekly
	Check for Broken Links in JMX Console	Weekly
	Check Backup Disk Space	Monthly
	Check Server Statistics from JMX Console	Daily
	Check Probe Performance	Daily
	Run Appropriate Siebel Deployment Tests	Daily



Business Service Management (BSM)



Enhance

Standard	Offering	Points
	OP <i>Integrate BSM with another HP tool</i>	54
	OP <i>Create a Report in BSM</i>	9
	Create a BSM Alert	4
	Create an Enrichment Rule in RTSM	10
	OP <i>Create a Model in RTSM</i>	13
	OP <i>Create a View in RTSM</i>	13
	Configure an SLA in BSM	15
	OP <i>Create a Monitoring Dashboard in BSM</i>	15
	Create an Event Policy in BSM	22
	Add a Rule to an Event Policy in BSM	5
	Deploy BSM	28
	Create a Topology Policy in BSM	6
Non-Standard	Offering	Points
	Harden BSM	Tailored
	Upgrade BSM	Tailored
	Create a Non-Standard BSM Script	Tailored

Network Node Manager (NNMi)



Manage

Administration	Offering	Frequency
	Incident Management - Trap Management	On Request
	Incident Management - Dampening	On Request
	Incident Management - Deduplication	On Request
	Incident Management - Enrichment	On Request
	Incident Management - Suppression	On Request
	Incident Management - Pairwise/Batch	On Request
	Trap Trimming	On Request
	Create a User in NNMi	On Request

Enhance

Standard	Offering	Points
	Discover Nodes in NNMi (Auto-Discovery)	19
	Discover Nodes in NNMi (Manual Import)	19
	Create a Node Group in NNMi	20
	Map a Node Group in NNMi	6
	Create an Interface Group in NNMi	20
	Setup an Interface Monitor in NNMi	20
	Create a Custom Poller in NNMi	10
Non-Standard	Offering	Points
	Configure a Community String in NNMi	Tailored

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Operations Manager (OMi)



Manage

Administration	Offering	Frequency
	Create a User in OMi	On Request
	Create a Group in OMi	On Request
Operational	Offering	Frequency
	Check Application Server Log	Daily
	Check for High Volume of *.hprof Files	Daily
	Clean Event Waiting Queue	Daily

Enhance

Standard	Offering	Points
	OP <i>Integrate OMi with another HP tool</i>	50
	OP <i>Create/Modify a Monitoring Solution in OMi</i>	26
	Create an Alert in OMi	4
	Create a Monitor in OMi	8
	Create a Workspace in OMi	4
	Automate Actions in OMi	7
	OP <i>Create an Event Correlation Rule in OMi</i>	8
	Create Indicator Mappings in OMi	6
	Create a Propagation Rule in OMi	8
	Create an Assignment Rule in OMi	8
	Deploy an OMi Agent	5
Non-Standard	Offering	Points
	Upgrade OMi	Tailored
	Integrate OMi with a Third Party tool	Tailored
	Create a Non-Standard Monitor in OMi	Tailored
	Automate Non-Standard Actions in OMi	Tailored
	Configure OMi with other Ops Bridge Tools	Tailored

Real User Monitor (RUM)



Manage

Administration	Offering	Frequency
	Create Users in RUM	On Request
	Manage Users in RUM	On Request
Operational	Offering	Frequency
	Check Server Engine Logs	Daily
	Check Jboss and Tomcat Server Logs	Daily
	Check Core Server Logs	Daily
	Check System Health in RUM & Investigate Errors or Warnings	Weekly

Enhance

Standard	Offering	Points
	OP <i>Configure an Application in RUM</i>	15
	Create a RUM alert	4
	Enable a RUM Monitor	4
Non-Standard	Offering	Points
	Upgrade RUM	Tailored
	Harden RUM	Tailored
	Integrate RUM with another Tool	Tailored

OP = Popular Items



SiteScope (SiS)



Manage

Administration	Offering	Frequency
	Create a User in SiS	On Request
	Manage Users in SiS	On Request
	Create a Role in SiS	On Request
	Deploy Remote Servers in SiS	On Request
Operational	Offering	Frequency
	Check SiS Health Monitors	Daily
	Check SiS Event Log Monitor	Daily
	Check SiS Server Statistics	Weekly
	Check Audit Log for Unplanned/Unauthorized Changes	Weekly
	Check Monitor Skip Log	Weekly
	Check Health Map & Performance Statistics Logs	Weekly
	Check Ratio of Monitors Waiting: Monitors Running is 1:2 or More	Weekly

Enhance

Standard	Offering	Points
	OP <i>Create a Monitor in SiS</i>	6
	OP <i>Create a Monitoring Solution for Infrastructure in SiS</i>	17
	OP <i>Create a Monitoring Solution for an Application in SiS</i>	17
	Create an Alert in SiS	4
	OP <i>Create a Report in SiS</i>	6
Non-Standard	Offering	Points
	Upgrade SiS	Tailored
	Harden SiS	Tailored

Manage

Administration	Offering	Frequency
	Create/Delete an Index	On Request
	Move an Index	On Request
	Create/Delete a User	On Request
	Create/Delete a Role	On Request
	Modify a Role	On Request
	Enable/Disable an App	On Request
	Schedule a Report	On Request
	Delete a Knowledge Object	On Request

Operational	Offering	Frequency
	Run a Distributed Search Health Check	Weekly
	Run a Cluster Bundle Replication Health Check	Weekly
	Run a Resource Usage/Capacity Check	Daily
	Evaluate Peer Oversubscription	Weekly
	Monitor Data Volume Anomalies	Weekly
	Run Search Activity Health Checks	Daily
	Run Index Performance Health Checks	Weekly
	Run KV Store Health Checks	Weekly
	Monitor Errors	Daily

Enhance

Standard	Offering	Points
	Install a Search Head	4
	Install an Indexer	4
	Install a Universal Forwarder	4
	Install a Splunk App	4
	Install a Third-Party App	10
	Create a Report	6
	Create a Dashboard	10
	Create a Pivot Report	3
	Create a Scheduled Search	4
	Create a Search-Based Lookup	4
	Create a Calculated Field	2
	Create a Macro	2
	Create an Alert & Action	4
	Create an Alias	2
	Create a Workflow Action	2

= Popular Items

Enhance

Non-Standard	Offering	Points
	Set Up a Search Head Cluster	Tailored
	Set Up an Indexer Cluster	Tailored
	Set Up a Parallel Reduce Search Processor	Tailored
	Set Up a Multi-Site Indexer Cluster	Tailored
	Install a Splunk Add-On	Tailored
	Install a Third-Party Add On	Tailored
	Create a Complex Dashboard	Tailored
	Create a Data Model	Tailored
	Create a Summary Index	Tailored
	Create an External Lookup	Tailored
	Onboard Custom Data	Tailored
	Optimize Search/Report/Dashboard Performance	Tailored
	Update Splunk Core Software	Tailored
	Update Splunk or a Third-Party App	Tailored
	Update Splunk or a Third-Party Add-On	Tailored
	Set up a Deployment Server	Tailored
	Set Up a Monitoring Console	Tailored
	Modify a Custom App	Tailored
	Modify UI	Tailored
	Create a Third-Party/Custom Visualization	Tailored
	Accelerate a Report or Data Model	Tailored
	Deploy Enterprise Security	Tailored
	Deploy Service Intelligence	Tailored

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Service Management

Manage

Administration	Offering	Frequency
	Manage Users in Cherwell	On Request
	Manage Teams and Workgroups in Cherwell	On Request
	Manage Portal Access in Cherwell	On Request
	Deploy Blueprint in Cherwell	On Request
	Backup CSM	On Request
	Manage Security Groups in Cherwell	On Request
	Modify Toolbars in Cherwell	On Request

Operational	Offering	Frequency
	Review Logs for Warnings and Errors	Daily
	Check Server Manager and Ensure Processes are Running	Daily
	Monitor DB Backups	Daily
	Monitor Scheduled Jobs	Daily
	Monitor Server Health and Performance	Monthly
	Monitor License Utilization	Monthly

Enhance

Standard	Offering	Points
	OP <i>Create a Dashboard in Cherwell</i>	12
	Create a Report in Cherwell	15
	Create a Search in Cherwell	3
	Create a Business Object in Cherwell	25
	Create a Relationship in Cherwell	4
	Modify a Form in Cherwell	5
	Create a Field in Cherwell	2
	Modify Grids in Cherwell	4
	Create a Theme in Cherwell	8
	OP <i>Create a One Step in Cherwell</i>	16
	Import Data to Cherwell	4
	Create an Automation Process in Cherwell	12
	Configure Sites for Cherwell	6
	Create a Knowledge Article in Cherwell	4
	Create Stored Values in Cherwell	2
	Create a Stored Expression in Cherwell	3
	OP <i>Create a Widget in Cherwell</i>	7
	OP <i>Create a Catalog Item in Cherwell</i>	4
	Create a Specifics Form in Cherwell	12
	Create a Notification in Cherwell	4
Non-Standard	Offering	Frequency
	Upgrade CSM	Tailored
	Integrate with AD	Tailored
	Integrate with Email	Tailored
	Integrate with a Third Party Software	Tailored
	Update Incident Management	Tailored
	Update Problem Management	Tailored
	Updated Change Management	Tailored
	Update Service Catalog	Tailored
	Update Request Management	Tailored
	Update Knowledge Management	Tailored

OP = Popular Items

Service Manager (SM)



Manage

Administration	Offering	Frequency
	Create a User in SM	On Request
	Manage Users in SM	On Request
	Create a Role in SM	On Request
	Archive Data in SM	On Request

Operational	Offering	Frequency
	Check the sm.log	Daily
	Check that Necessary Processes are Running	Daily
	Check Servlet Utilization	Daily
	Check DB Backups to Ensure Successful Completion	Daily
	Check System Locks	Daily
	Check Schedule Files	Daily
	Check syslog and msglog	Weekly
	Purge and Archive User Data and Old Records	Monthly
	Check Number of Licenses	Monthly
	Test Backup and Restore Procedures	Monthly
	Monitor Server Health and Performance Statistics	Monthly

Service Manager (SM)



Enhance

Standard	Offering	Points
	OP <i>Integrate SM with another HP Tool</i>	54
	OP <i>Customize SM - Form Design</i>	10
	Customize SM - Workflows and Rule Sets	10
	Create a Dashboard in SM	15
	Request Data Analysis in SM	9
	Create a Request Fulfillment Workflow in SM	15
	OP <i>Create a Catalog Item in SM</i>	15
	Create an SLA in SM	8
	Create a Queue in SM	5
	OP <i>Create a Survey in SM</i>	5
	Create a Notification in SM	5
	Create a Template in SM	8
	Create a Knowledge Article in SM	9
Non-Standard	Offering	Points
	Implement End-to-End ITSM	Tailored
	Implement SM Module	Tailored
	Upgrade SM	Tailored
	Harden SM	Tailored
	Implement Trusted Sign-on in SM (SSL)	Tailored
	Implement Integration Services with SM	Tailored
	Customize SM	Tailored
	Create a Script in SM	Tailored
	Create a Wizard in SM	Tailored
	Update Incident Management	Tailored
	Update Problem Management	Tailored
	Updated Change Management	Tailored
	Update Service Catalog	Tailored
	Update Request Management	Tailored
	Update Knowledge Management	Tailored

OP = Popular Items



Manage

Administration	Offering	Frequency
	Create a User in ServiceNow®	On Request
	Create a User Role in ServiceNow®	On Request
	Manage Update Sets	On Request
	Run Debug Scripts	On Request
Operational	Offering	Frequency
	Check System Diagnostics	Daily
	Check Application Server Response	Daily
	Check Network Latency and Throughput	Daily
	Check Browser Rendering and Parsing	Daily
	Check Instance Cache	Daily
	Check Servlet Memory	Daily
	Check Available Semaphores	Daily
	Check System Overview	Daily

Enhance

Standard	Offering	Points
OP	Create a Business Rule in ServiceNow®	10
	Create a UI Action in ServiceNow®	9
	Create a UI Policy in ServiceNow®	9
	Create a Client Script in ServiceNow®	10
	Modify a Form in ServiceNow®	5
	Create a Field in ServiceNow®	4
OP	Create a Workflow in ServiceNow®	11
	Create a Notification in ServiceNow®	6
OP	Modify ServiceNow® Service Portal	14
	Create a Catalog Item in ServiceNow®	6
OP	Brand ServiceNow®	6
OP	Create a Report in ServiceNow®	8
OP	Create a Dashboard in ServiceNow®	8
	Create/Update Lists	5
	Create/Update Tables	8

Enhance

Standard	Offering	Points
	Configure SLAs	5
	Create/Update Widget	6
	Configure Performance Analytics (Dashboards, Indicators, etc.)	5
	Configure In-form Analytics	5
	Create an Assignment Rule	8
	Create Orchestration	14
Non-Standard	Offering	Points
	Integrate ServiceNow with another Tool	Tailored
	Create a Variable Set	Tailored
	Create a Stage Set	Tailored
	Create Approval	Tailored
	Create User Criteria	Tailored
	Update Incident Management	Tailored
	Update Problem Management	Tailored
	Updated Change Management	Tailored
	Update Service Catalog	Tailored
	Update Request Management	Tailored
	Update Knowledge Management	Tailored

OP = Popular Items

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Line Sheet



Enhance Line Sheet



Asset Management

AM

Integrate AM with another HP tool

Create a Report in AM

Cherwell

Create a Widget in CAM

Connect-It

Create a Custom Data Transfer Scenario in Connect-It

Create a Custom Data Export Scenario in Connect-It

Automation

NA

Create a Workflow in NA

OO

Create a Flow in OO

Configuration Management

UCMDB

Integrate UCMDB with another HP tool

Create a Report in UCMDB

Create a Model in UCMDB

Monitoring

BPM

Create a BPM Script

BSM

Integrate BSM with another HP tool

Create a Report in BSM

Create a Model in RTSM

Create a View in RTSM

Create a Monitoring Dashboard in BSM

NNMi

Discover Nodes in NNMi (Auto-Discovery)

Discover Nodes in NNMi (Manual Import)

Create a Node Group in NNMi

Map a Node Group in NNMi

Enhance Line Sheet



OMi

- Integrate OMi with another HP tool
- Create/Modify a Monitoring Solution in OMi
- Create an Event Correlation Rule in OMi

RUM

- Configure an Application in RUM

SiS

- Create a Monitor in SiS
- Create a Monitoring Solution for Infrastructure in SiS
- Create a Monitoring Solution for an Application in SiS
- Create a Report in SiS

Splunk

- Create a Report
- Create a Dashboard

Service Management

Cherwell

- Create a Dashboard in Cherwell
- Create a One Step in Cherwell
- Create a Widget in Cherwell
- Create a Catalog Item in Cherwell

SM

- Integrate SM with another HP tool
- Customize SM - Form Design
- Create a Catalog Item in SM
- Create a Survey in SM

ServiceNow®

- Create a Business Rule in ServiceNow®
- Create a Workflow in ServiceNow®
- Modify ServiceNow® Service Portal
- Brand ServiceNow®
- Create a Report in ServiceNow®
- Create a Dashboard in ServiceNow®