HCLSoftware

HCL IntelliOps
Event Management

Version 1.2 | Jan 2025

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Release Details

Contents	Details
Product/Service Name	HCL IntelliOps Event Management
Version Number	1.2
Release Month	January 2025
Release Period	Jan 2025 – Feb 2025
Size of the Release (KB/MB/GB)	N/A

Overview

The release notes capture the details of enhancements and functionalities introduced in the upgrade of HCL IEM as part of its version 1.2 release.

Features and Enhancements

Version 1.2 focuses on the important enhancements of the features along with implementation of new architecture to improve the efficiency of the system.

What are the highlights?

Following are the enhancements/upgrades and features as part of HCL IEM v1.2:

Operational capabilities enhancement

- **Optimized real-time event processing:**

  - Improved event processing time by transitioning from batch processing to real-time architecture.
  - Dataproc jobs have been replaced by pub/sub-based microservices, enabling near-instantaneous updates for enhanced responsiveness and real-time event handling.

- **Threshold monitoring for Events Per Month (EPM):**

  - Introduction of configurable thresholds for event volumes.
  - Superadmins can monitor events per customer and receive alerts if thresholds are breached, ensuring proactive event management.

Transition from MySQL to ClickHouse DB

- **Faster and reliable query processing:**

  - HCL IEM has upgraded from MySQL to ClickHouse DB for managing time-series data such as events, alerts, and actionable. This enhancement leverages ClickHouse's high-performance architecture to deliver faster query processing, improved reliability, and scalability for large datasets.

Microservices architecture development

- **Expanded service ecosystem:**

  Introduced new microservices for improved data handling, alert processing, and system integrations.

  Key services include:
  - Alert Microservice: Deduplicates events to create actionable alerts.
  - Actionable Microservice: Processes correlation rules to generate actionable insights.
  - Integration Microservice: Ensures seamless interactions with ITSM systems, facilitating ticket creation and updates.
  - Separate Event Consumers: Developed separate consumer services to handle different input data types, including events, CMDB data etc. improving processing efficiency and scalability.

Cron Microservices enhancements

- **Optimized background processes:**

  Enhanced efficiency in syncing, monitoring, and aggregating data to improve backend workflows and ensure seamless operations.

  Sync Jobs:
  Improved data synchronization for scalability. New jobs include:
  - **Entity Sync:** Synchronizes data between MySQL and ClickHouse databases.
  - **Actionable Timeout Cron Job:** Manages timeouts for actionable items based on sliding configurations.
  - **Aggregator Cron Job:** Summarizes data for dashboards and license tracking.
  - **Actionable Auto Resolve Cron Job:** Resolves actionable after seven days, ensuring workflow consistency and preventing backlog.
  - **Data Archival Cron Job:** Archives data after seven days of creation, optimizing storage and improving system performance for long-term data management.

UI/UX enhancements

- **Simplified user workflows:**

  - Streamlined the "Correlation Rule -> Action" tab for ticket creation and actionable resolution.

- **Dynamic time zone adaptation:**

  - Date and time displays now adjust dynamically based on the user's system time zone.

- **Customizable customer details:**

  - Enabled the ability to modify customer names directly within the portal.

ClickHouse's query execution can lead to performance improvements of up to
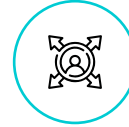
100x

Release highlights

Real-time data processing:

Achieved near-instantaneous event processing time with advanced architecture optimizations.

Optimized backend processes:

Enhanced system reliability with improved synchronization, aggregation, and rule management services.

User-centric design:

Delivered a more intuitive user experience with dynamic time zone support, and enhanced data views.

Developed Connectors for v1.2

S.No.	Event Connectors	Status
1	Amazon CloudWatch – Pull	Completed
2	Amazon CloudWatch – Push	Completed
3	Apache Kafka HTTP	Completed
4	Apache Kafka (SASL) – For Plain text authentication	Completed
5	Apache Kafka (SSL)	Completed
6	Microsoft Azure	Completed
7	DX Spectrum	Completed
8	Elasticsearch (ELK)	Completed
9	Email-IMAP	Completed
10	Email-POP3	Completed
11	Fluentd	Completed
12	GCP	Completed
13	Generic Rest	Completed

14	Generic SNMP	Completed
15	Generic Socket	Completed
16	Generic Syslog	Completed
17	Grafana	Completed
18	Nagios	Completed
19	Nimsoft	Completed
20	OpenNMS	Completed
21	RabbitMQ	Completed
22	Science Logic	Completed
23	SolarWinds SWO	Completed
24	Splunk	Completed
25	Sumo Logic	Completed
26	Logic Monitor	Completed
27	New Relic	Completed
28	Zabbix	Completed
29	vRealize Operations (vROps)	Completed
30	Datadog	Completed
31	App Dynamics	Completed
32	Dynatrace	Completed
33	System Center Operations Manager (SCOM)	Completed
34	SolarWinds Hybrid Cloud Observability	Completed

S.No.	Entity Connectors	Status
1	App Dynamics	Completed
2	Service Now	Completed

Known Issues/Limitations/Restrictions

Following are the limitations/restrictions with respect to the features and functionalities released as part of HCL IEM v1.2:

Default data retention for user generated chat data is now 12 months.

- For each device/customer there will be 4 events per day ingested on SaaS platform and each data point size is considered as 2 KB.
- As per the fair usage policy 100 Event per Device per Month (Per Customer) is the capping.
- There is an assumption of 20 correlation rules per customer.
- Limited Use-case implementation in integration with BigFix AEX.

Up to

12

months of data retention for user-generated chat data

About

HCL IntelliOps Event Management can help an enterprise in its ambition to simplify and automate its IT Operations with the shortest time-to-value approach.

With robust correlation and detection capabilities powered with the best in line AI algorithms and efficient integration management module, it minimizes human intervention with the goal of automating the process of automation itself, reducing implementation cycles to speed up ROI realizations and improve business outcomes.

With our elaborate Event Management product, the operations team never misses critical or outage scenarios at the right time. This ensures availability of critical business services and infrastructure for an organization and learns from recurring scenarios to address common issues.

Support

For any queries/clarifications,
please reach out to **Support.**

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Learn more

About HCLSoftware

HCL Software is a global leader in software innovation, dedicated to powering the Digital+ Economy. We develop, market, sell, and support transformative solutions across business and industry, intelligent operations, total experience, data and analytics, and cybersecurity. Built on a rich heritage of pioneering spirit and unwavering commitment to customer success, we deliver best-in-class software products that empower organizations to achieve their goals. Our core values of integrity, inclusion, value creation, people centricity, and social responsibility guide everything we do. HCL Software serves more than 20,000 organizations, including a majority of the Fortune 100 and almost half of the Fortune 500.