

## StrataCom Expertise

HP Service Manager  
HP ServiceCenter  
HP Asset Manager  
HP AssetCenter  
uCMDB  
DDM  
Decision Center

## StrataCom Services

Implementations  
Upgrades  
Customizations  
Gap Analysis  
Business Process Consulting  
ITIL Process Consulting  
Reporting and Metrics  
Managed Services  
Project Management  
Remote Administration  
Database Conversion

## Contact Us

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## Got Mobile?: Service Manager Mobile Application

Welcome to HP Service Manager Mobile Applications! Service Manager Mobile Applications connect your company's people and information by providing your team access to the Change Management and Incident Management applications through the use of smartphones.

Service Manager Mobile Applications enable your Change Management and Incident Management staff to have 24 X 7 mobile access while out of the office so they can:

- Approve and deny change requests
- View newly-assigned tickets
- Reassign incidents to the proper support group
- Continue working on-site with customers

Today's mobile workforce needs the ability to work from anywhere the IT world takes them, whether in the office or an off-site location. They can now do that by accessing the Service Manager Mobile Applications from a smartphone to receive and view work assignments; and review and approve or deny pending change requests. These quick responses improve business metrics, as service level objectives are met. The days of waiting for an approval request are now gone with the introduction of Service Manager Mobile Applications.

### Views within Service Manager Mobile Applications

Views available in Service Manager Mobile Applications provide alternate ways for users to access individual and group records.

- Home page: When users log in to Service Manager Mobile Applications, they land on their Home page.
- List view: Allows users to navigate through lists of records to see assigned tickets and change requests, and search for specific records.
- Detail view: Allows users to view and edit tickets and change requests.

### Home page

When users log in to Service Manager Mobile Applications, their mobile data is automatically synchronized with the Service Manager database and their home page displays the applicable categories of records. The default configuration supports the following categories:

- Incidents Assigned To Me
- Incidents Assigned To My Groups

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- Changes Awaiting My Approval
- Changes Assigned To My Groups

When users display the contents of a view, the query associated with it automatically runs and produces the list of records that meet the query criteria. Views appear as categories on a user's home page.

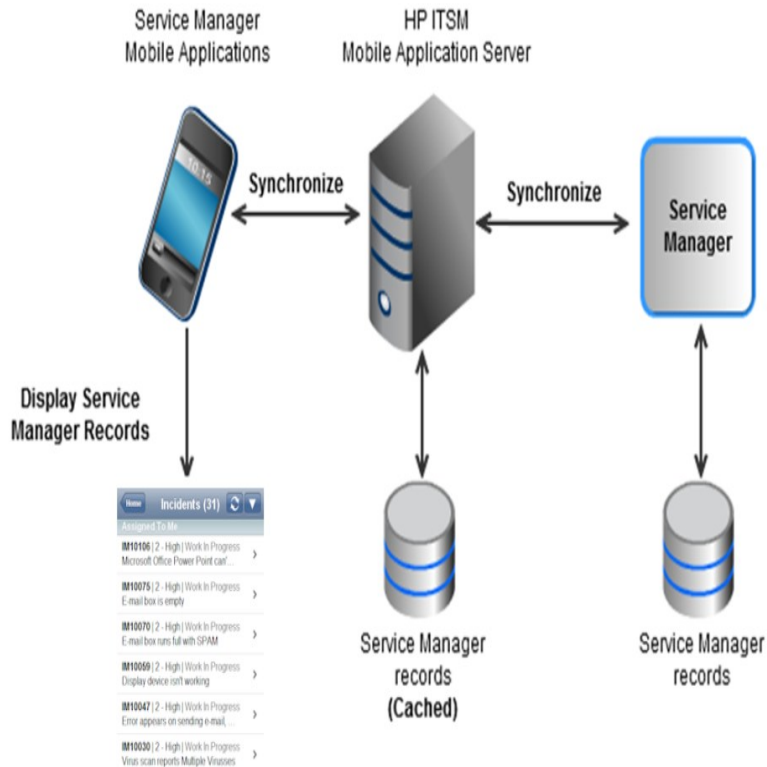
List view

The List view enables users to browse and sort through lists to search for specific incidents and change requests. In the List view, users can:

- Synchronize mobile data to be current with the Service Manager database of records.
- See the record counts in lists.
- Scroll vertically through a list of records.
- Sort List views based on specified fields.

**Data flow**

The system architecture includes the following components for the data flow from Service Manager to Service Manager Mobile Applications.



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### SM Mobile Installation Information and Tips

When navigating through lists and detail records, you can tap the settings icon to go back to your home page or log out of your mobile session

When installing Mobile Applications, consider the following:

Specify Tomcat ports, or accept the default ports listed:

- **Tomcat Port:** 8080
- **Tomcat SSL Port:** 8443
- **Tomcat Shutdown Port:** 8005

**Important:** Be sure these ports are open for incoming and outgoing communications, and that there are no conflicts with other applications running on the same server (for example, if you installed other HP products such as the Web Tier).

If the Tomcat server is being installed as a Windows Service:

Choose 32-bit JVM or 64-bit JVM. The name of the Windows Service is **Apache Tomcat SMmobility**.

**Note:** When Tomcat is started as a Windows Service, you have the option to change the Service name. This can be useful if you have more than one instance of Mobile Applications running on the same server (for example, you could rename two separate instances as **SMmobility1** and **SMmobility2**).

Run the Tomcat config utility.

- Stop the Tomcat Windows Service, if it has already started.
- From a command prompt, go to the bin directory for the Mobile Applications-installed Tomcat.
- Enter the following command: **tomcat6w //ES//SMmobility**.

**Note:** UNIX has an equivalent to the Windows Service, which deals with daemons. Instead of entering the command, you can start the service/daemon.  
Performance tuning

Service Manager Mobile Applications uses an in-memory lazily loaded cache to optimize performance. Objects loaded in the cache are shared by all users connected to the same mobile web application. Therefore, the cache size will grow as users log in, navigate to view incident tickets and change requests, and enter activities (or journal entries).

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It is possible performance will degrade if the cache grows too large, or if insufficient resources are allocated to the web server's Java Virtual Machine (JVM) instance.

If a noticeable degradation in performance occurs, do the following:

- Restart the web application server hosting Service Manager Mobile Applications.
- If this becomes a recurring issue, increase JVM resources. For information on increasing JVM resources, you can search the knowledgebase in Knowledge Management or visit the HP Software Customer Support web site for a variety of best practice documents and published white papers.

