LTS 23

Release Overview

SMA
TECHNOLOGIES

Presenters:

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Agenda

- Hosting OpCon in the cloud
- Why upgrade to LTS 23?
- Solution Manager (web client) journey update
- New solutions introduced with LTS 23
- OpCon release cadence updates
- What does it mean for me and my team?
- OpCon 2024 roadmap ambitions

What's included with OpCon in the cloud?

Includes 1 OpCon production server*:

- All integrations included

- OpCon Self-Service

- OpCon REST API

- OpCon Deploy

- OpCon Vision

- OpCon RPA*

- Managed File Transfer

- Managed File Transfer (MFT) Server**

- Single Sign-On (SSO)

- Premium 24x7 support

- Server and database patching

- OpCon upgrades

- Server infrastructure support & maintenance

- No VPN requirement

*Additional servers: (MFT, RPA, OpCon Production, and Non-Production)

*Additional storage: MFT Server for OpCon in the cloud

Solution Manager Journey

Why upgrade to LTS 23?

With LTS 23,

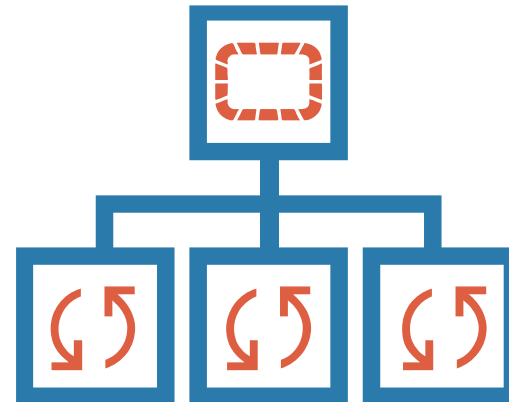**Solution Manager and the OpCon REST API let you:**

- Start the transition process for your users from Enterprise Manager to our evolving web-based client with core feature parity across all user personas:
  - o Business Users
  - o Daily Operators
  - o Developers
  - o Administrators

- Leverage the expanded OpCon REST API to manage OpCon programmatically

- Minimize installations and upgrades across your user base

- Take advantage of future integrations supported by the new ACS Framework that removes the requirement of upgrading OpCon

- Expand your automation footprint with new OpCon solutions: MFT Server, SSO, and OpCon RPA
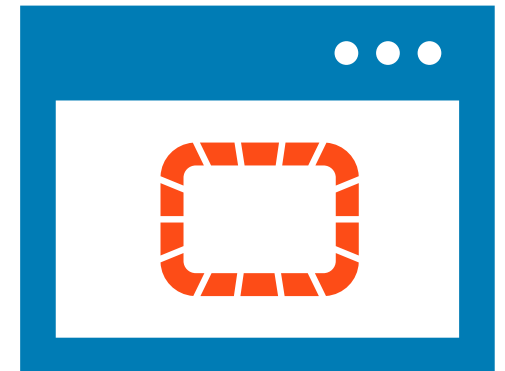
OpCon Solution Manager

Solution Manager is our web-based user interface (thin client) for interacting with the OpCon platform and its components and supporting services.

- It represents the foundation for future growth in terms of new features, integrations, solutions, and security.

- Database interactions are secured by the OpCon REST API platform.

- It provides modernization to our user interface and technology stack.

- As a centralized web-based platform, it simplifies the number of installations and upgrades that need to be managed compared to Enterprise Manager.
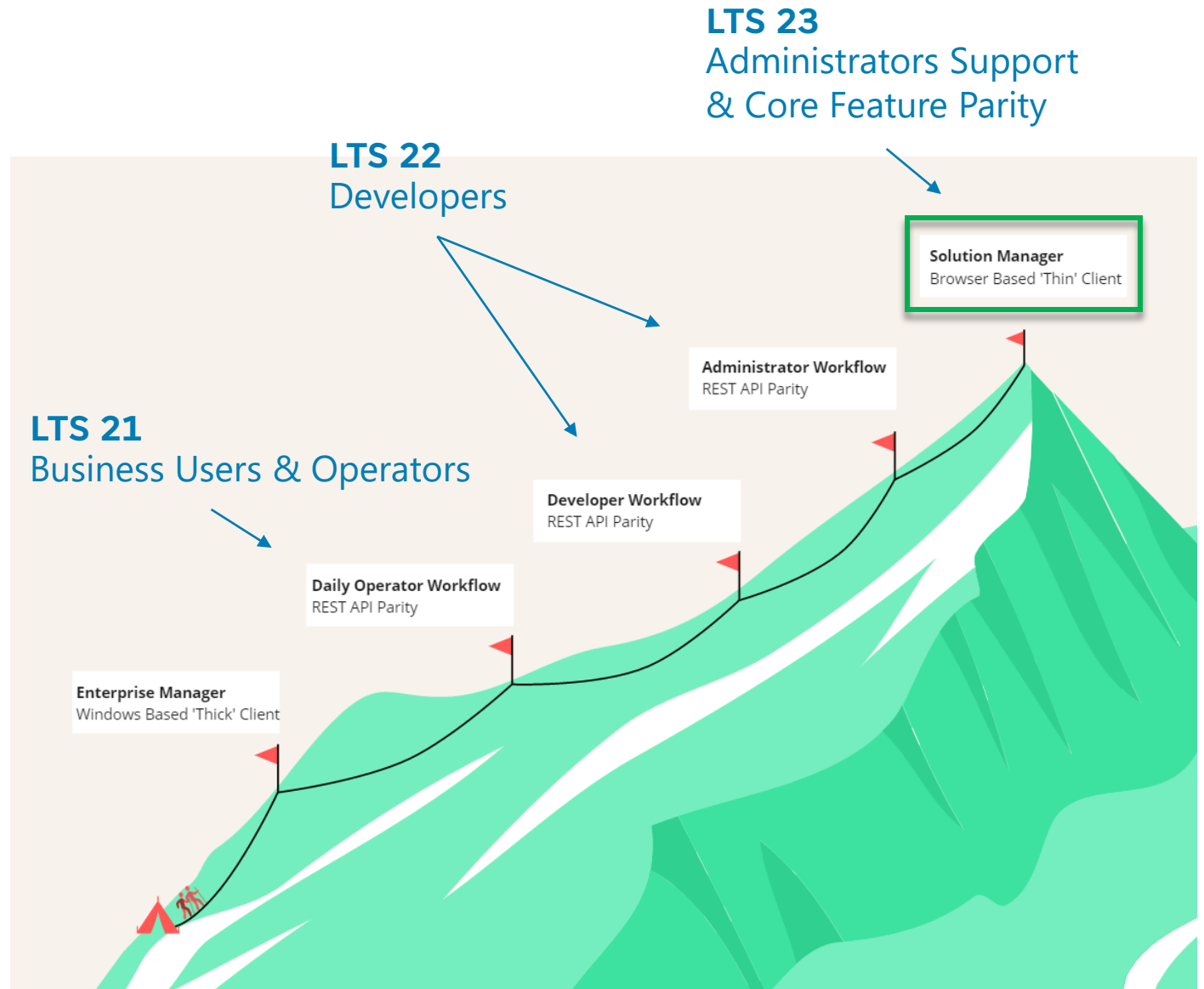
ENTERPRISE MANAGER

SOLUTION MANAGER

OpCon Platform Journey

1. We remain focused on bringing full feature parity to Solution Manager and the OpCon REST API.

2. Building on support for the Daily Operator workflow with LTS 21 and Developer support with LTS 22, the LTS 23 release is focused on the Administrators persona—bringing full functional parity for end-to-end workflow with the Solution Manager client.

3. In addition to the completion of our goal for functional parity with Enterprise Manager, LTS 23 also introduces new features and frameworks, further strengthening its foundation for the future.

LTS 23
Administrators Support & Core Feature Parity

LTS 22
Developers

LTS 21
Business Users & Operators

Solution Manager
Browser Based 'Thin' Client

Administrator Workflow
REST API Parity

Developer Workflow
REST API Parity

Daily Operator Workflow
REST API Parity

Enterprise Manager
Windows Based 'Thick' Client

User Personas

BUSINESS USER

Business Users typically have a focus on Self-Service and are associated with a department to govern access to features, schedules, and self-service buttons that fall outside the context of the business unit.

DAILY OPERATOR

Daily Operators are primarily responsible for daily operational tasks, including the execution, monitoring, and troubleshooting of daily schedules and jobs.

DEVELOPER

Developers are primarily responsible for building new schedules and jobs along with the other events required for automating the workflow of daily schedules and jobs.

ADMINISTRATOR

Administrators are primarily responsible for top-level configuration of the OpCon environment (server & database), its components and utilities, and other security-related features, such as user management.

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BUSINESS USER

Business Users typically have a focus on Self-Service and are associated with a department to govern access to features, schedules, and self-service buttons that fall outside the context of the business unit.

WITH LTS 23, YOU CAN:
- Create Self-Service buttons for users to trigger jobs on demand
- Customize button styling and behavior to fit end user needs
- Control visibility and access to ensure a simple and secure user experience
- Expand automation capabilities to other business units with minimal training
- Expand support without additional installations with a web-based, responsive design
- Minimize and simplify the process of managing access to sensitive applications by centralizing actions in OpCon

OPCON
SELF SERVICE

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DAILY OPERATOR

Daily Operators are primarily responsible for daily operational tasks, including the execution, monitoring, and troubleshooting of daily schedules and jobs.

WITH LTS 23, YOU CAN:
- Build, monitor, and manage daily execution
- Define Operational Profiles for filtering
- Refine the Daily Processes view to fit your needs by customizing columns and filtering by Agent or Operation Profile
- Manage Daily Schedule & Job Details*
- Perform daily maintenance
  - Schedule checks
  - Delete daily schedules
  - Add/remove jobs from daily schedules
- View Daily Workflow in action with the PERT View
- Manage Daily Job Events
- View Job Execution History
- Acknowledge Escalated Notifications
- Leverage the Solution Manager Vision & Health modules for assistance with monitoring and execution

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VISION

* LTS 23 will have limited support for specific connectors. These gaps will be addressed throughout 2024.

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DEVELOPER

Developers are primarily responsible for building new schedules and jobs along with the other events required for automating the workflow of daily schedules and jobs.

WITH LTS 23, YOU CAN:

- Develop new workflows visually with Studio*
- Create & manage workflow components
    - Master Schedules*
    - Master Jobs*
    - Frequencies
    - Thresholds & Resources
    - Global Properties
    - Tags
    - Scripts
    - Notifications & Escalations
- Leverage the OpCon Deploy module to migrate workflows across multiple OpCon environments
- Use the OpCon REST API to programmatically leverage OpCon across multi-platform scenarios

 DEPLOY

 OPCON API

 OPCON MFT

 OPCON RPA

* LTS 23 will have limited support for specific connectors. These gaps will be addressed throughout 2024.

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OpCon Logs   Solution Manager Workflow

You can view a short demo video of this capability

Reporting   Schedule, Job, & Audit History

You can view a short demo video of this capability
[here in the LTS 23 Release Roundup](#).

Access Management   Users, Roles, & Privileges

You can view a short demo video of this capability
[here in the LTS 23 Release Roundup](#).

OpCon Server Configuration Options

You can view a short demo video of this capability
[here in the LTS 23 Release Roundup](#).

License & Support Information

You can view a short demo video of this capability

Single Sign-On (SSO)

You can view a short demo video of this capability
[here in the LTS 23 Release Roundup](#).

OpCon REST API

You can view a short demo video of this capability
[here in the LTS 23 Release Roundup](#).

New Solutions

Introduced with LTS 23

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Native to OpCon

Single Sign-In (SSO)

- Ability to manage OpCon user access using a third-party Identity Management application (IDM)

- Leverages the OpenID protocol with IDM support for Okta, Azure AD, or a Custom SSO Server

- No impact to workflow for existing users

- User role (authorization) enforced at login

ACS Integration Framework

- The Agentless Connector System (ACS) decouples connectors from agents, employing a universal adapter for a connection-agnostic integration

- This framework simplifies the installation, management, and workflow for future integrations and allows us to build and release new integrations independent of OpCon releases.

All the above solutions are included when hosting OpCon in the cloud and can be scaled as needed to support your business automation goals.

Add-ons and Integrations

MFT Server

- Provides the ability to host FTP and SFTP servers for management of file transfers

- Supports mapping of CloudEvent messages for triggering OpCon Events

OpCon RPA

- Client/server solution for the capture and replay of manual web and desktop workflow recordings

- Orchestrate the initiation of replays using OpCon dependencies, events, and schedules or on-demand with Self-Service

Cloud Netcom Relay

- New integration utility to eliminate the VPN requirement for OpCon Cloud customers.

- A connection into your network is no longer required to support agent communication with OpCon.
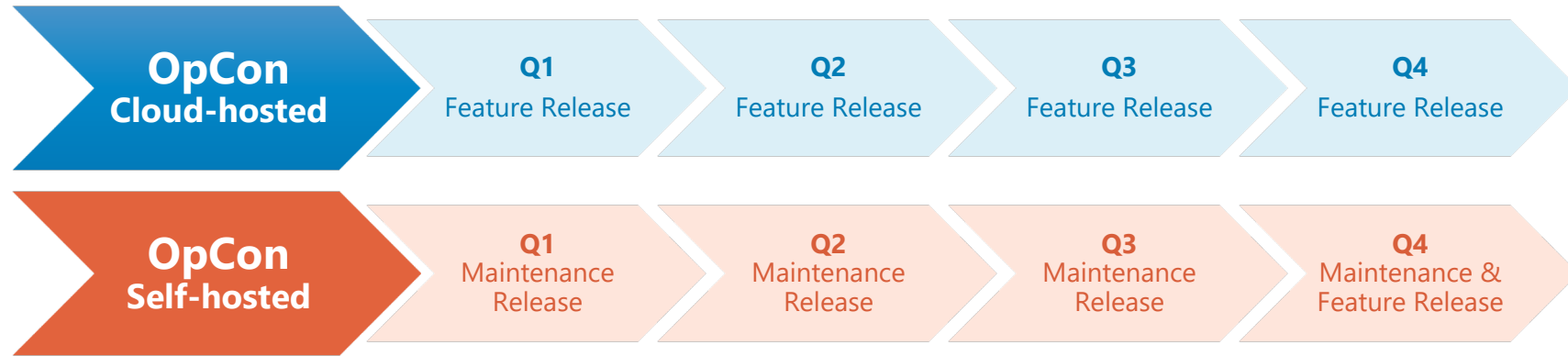
All the above solutions are included when hosting OpCon in the cloud and can be scaled as needed to support your business automation goals.

OpCon Release Cadence Updates for 2024

OpCon Cloud-hosted	Q1 Feature Release	Q2 Feature Release	Q3 Feature Release	Q4 Feature Release

OpCon Self-hosted	Q1 Maintenance Release	Q2 Maintenance Release	Q3 Maintenance Release	Q4 Maintenance & Feature Release

OpCon (Cloud-hosted)

- Cadence: **Quarterly**
- Contains Features: Yes
- Contains Fixes: Yes
- Hotfix Support: Yes

OpCon (Self-hosted)*

- Feature Releases: **Annual**
- Contains Features: Yes
- Contains Fixes: Yes
- Maintenance Releases: **Quarterly**
- Hotfix Support: Yes

* All feature releases are supported for 36 months after their release date.

HOW DOES THIS IMPACT ME & MY TEAM ?

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User Implications with LTS 23

Daily Operators & Developers

• Job Type and Sub-Type support will be limited to the options detailed on the following slide and will impact the types of jobs you'll be able to create and edit with the Solution Manager client. *All existing jobs are supported for the purposes of managing daily operations.*

Release Cadence Starting with LTS 23 in 2024

• Customer hosting OpCon **on-prem** will have access to quarterly maintenance releases along with an annual feature release (equivalent to an LTS release).

• Customers hosting **OpCon in the cloud** will receive quarterly feature releases with upgrades being managed by the SMA team.

Job Type	Master Job Support	Daily Job Support
Windows (& Native Sub-Types)	✓	✓
UNIX (& Native Sub-Types)	✓	✓
SQL	✓	✓
Container	✓	✓
Null	✓	✓
SAP R/3	✓	✓
SMAft (File Transfer)	✓	✓
OpCon MFT	✓	✓
IBMi	✓	✓
OS2200	✓	✓
SAP BW	✓	✓
SAP R/3 and CRM	✓	✓
BIS	✓	✓
z/OS	✓	✓
MCP	✓	✓
ACS	✓	✓

OPCON

2024 Roadmap

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OpCon Roadmap Ambitions for 2024

LTS 23 Launch

Cloud Netcom Relay

Forgot Password Workflow

'Otto' AI Assistant Launch

Cloud User Analytics

Dedicated OpCon RPA Client

Usage Data & ROI

Customizable Dashboards & Reporting
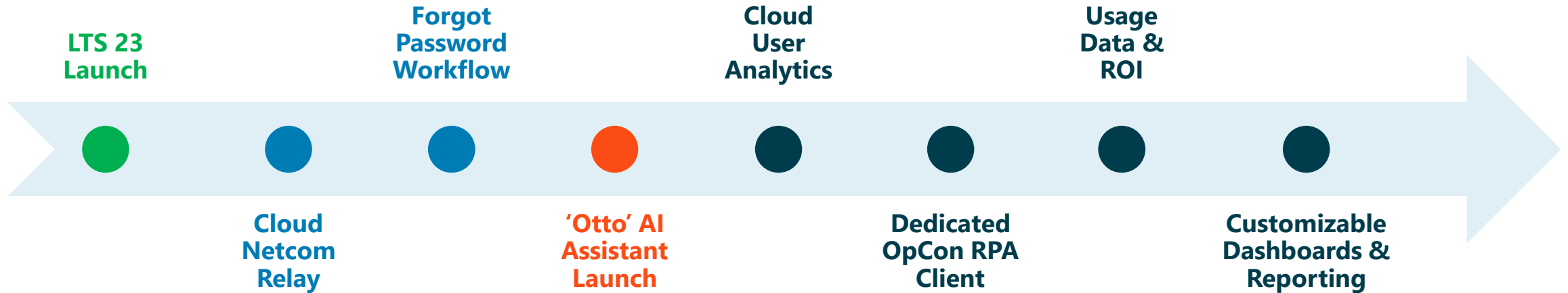
In addition to the strategic feature goals outlined above, we will also progress tactically on these items throughout 2024:

- Solution Manager User Experience Enhancements
- Solution Manager Workflow & Feature Parity Gaps
- ACS Framework Connector Parity & New Integrations
- Managed File Transfer Client & Server Enhancements

THANK YOU!

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