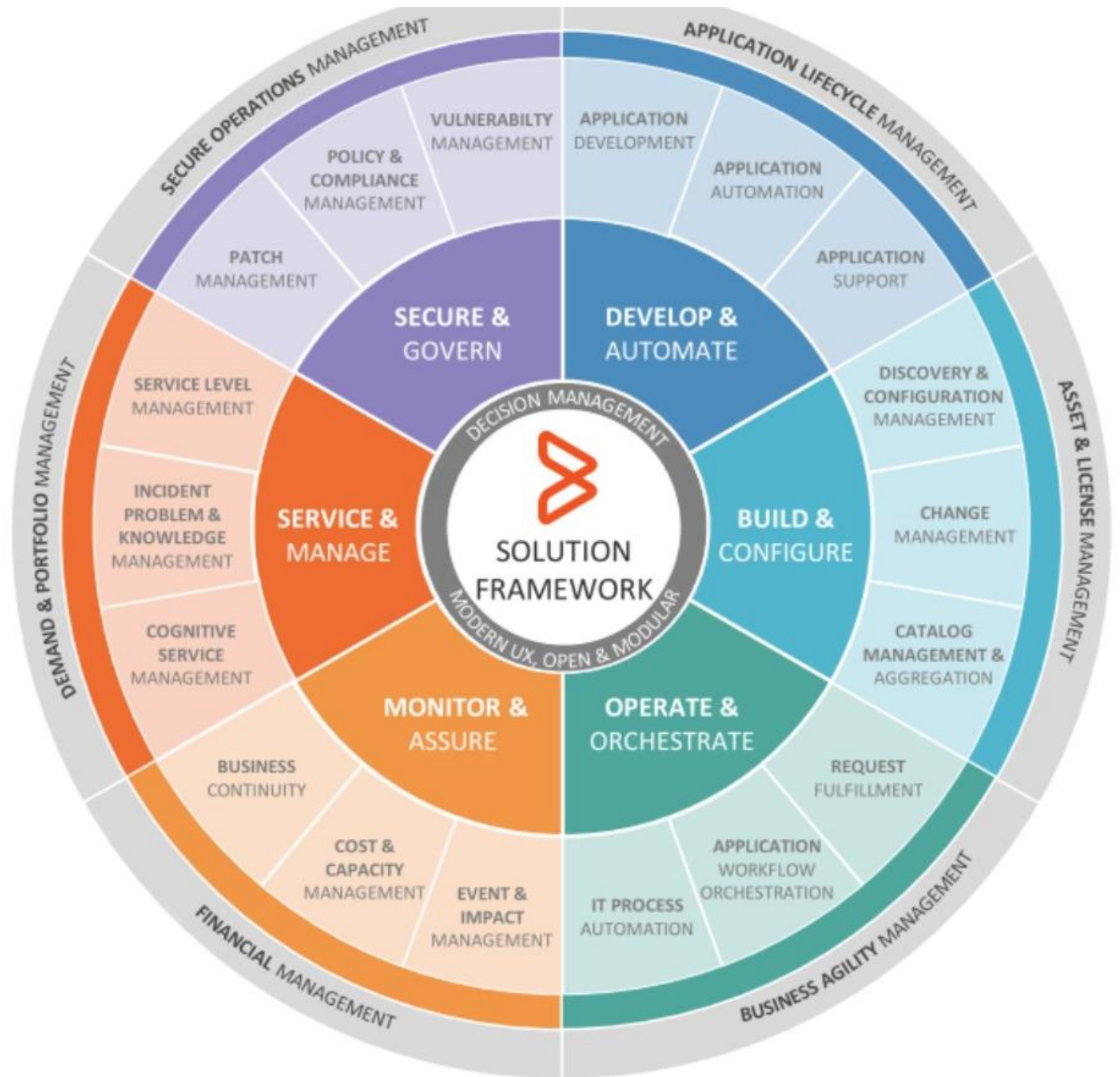


BMC 軟體 服務項目

- Automation
- Discovery
- Control-M
- ITSM
- BHOM
- AIOps
- Multi-Cloud



BMC軟體服務增值包說明

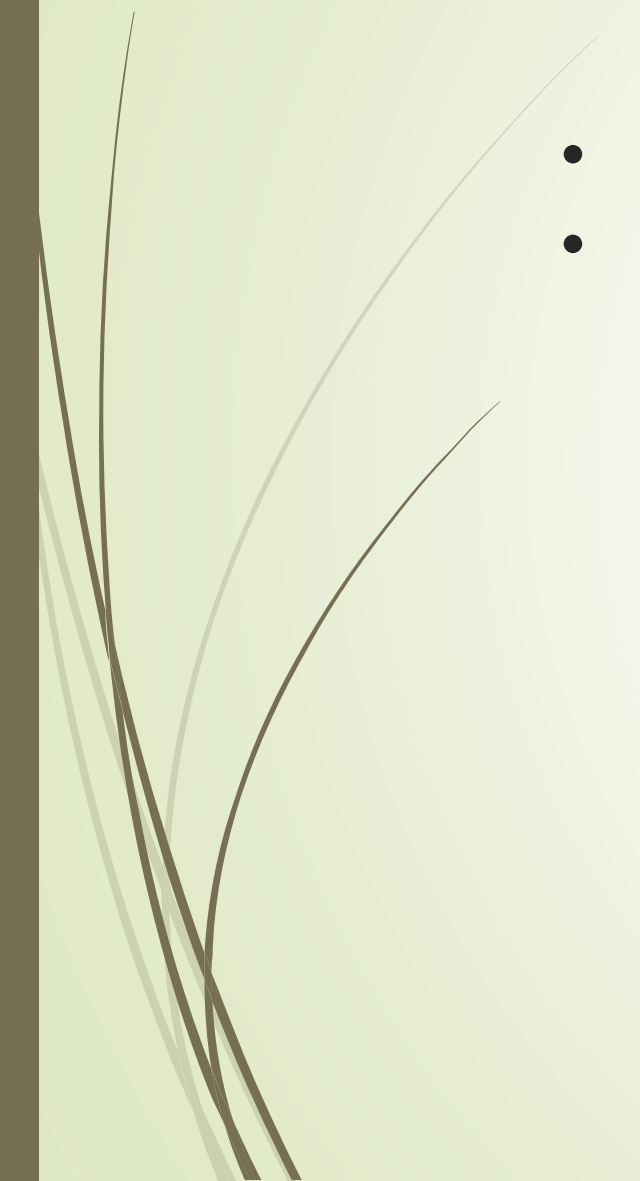
BMC軟體服務增值包需搭配以下BMC軟體，增值包數量依買賣雙方協定的實施範圍而定。

1. Control-M Platform (Task)，每30套至少需搭配一個增值包
2. BMC Helix ITSM OnPrem - Suite User License，每5套至少需搭配一個增值包
3. BMC Discovery for Data Center - ESO，每50套至少需搭配一個增值包
4. BMC Helix Operations Management OnPrem，每20套至少需搭配一個增值包
5. TrueSight Automation，每30套至少需搭配一個增值包

本服務包將交付專案需求與設計文件，以及專案建置報告書



基本規格需求

- 各授權模組皆需買方與簽約商或原廠討論後決定規格。
 - ITOM模組規格，另外提供。
- 

Discovery規格需求

Component	CPU (Virtual Core / 2.4GHz)	Memory(GB)	Disk	CPU speed	Network	Operating System	可否使用VM	備註
Discovery Appliance	8	64	1 TB SSD	Server- grade CPUs	Gigabit Ethernet	x86-64 based hardware that is supported by Oracle Linux 9 or later (64-bit only)	Y	VMware Virtual Infrastructure (ESX/ESXi) — 5.5 and later
BMC Discovery Outpost	2	8 or 16 (掃描雲端、 儲存設備、大型主 機)	60(GB)	-	-	Windows Server 2016 Windows Server 2019 Windows Server 2022 Windows Server Core	Y	

BMC Helix Automation Console規格需求

Component	Operating System	支援的瀏覽器	解析度	Number of concurrent users	Number of Automation Console servers	CPUs per Automation Console Server	Automation Console server memory (GB)	Automation Console server disk space (GB)	CPU's per database server	Database server memory (GB)	Database disk space (GB)
BMC Helix Automation Console	CentOS Stream 9.x/x86-64 Ubuntu 22.04 LTS/x86_64	Google Chrome Microsoft Edge Mozilla Firefox Best viewed in Google Chrome 64+ and Microsoft Edge 87+	Minimum supported resolution: 1920*1080	25	1	8	32	100	8	16	100

Control-M規格需求-1

Component	OS	CPU	Compatible Processors	Display	Memory (GB)	Disk (GB)	Related Software	CPU 型號	備註
BMC Control-M	Windows	4 vCPU	x86_64	16-bit (65,536) colors or higher	24	100	Google Chrome or Microsoft Edge	Intel Xeon 64-bit	建議 disk swap space 是 host memory 的 1.5 倍 使用者群組需要，有安裝的資料夾讀取、列出資料夾內容、寫入，以及讀取和執行的權限
		100 SPEC rating (2006_int_rate)					Microsoft .NET Framework 4.7.2.	AMD Opteron	
	Unix	4 vCPU	Linux x86_64	-	24	100	-	-	建議 disk swap space 是 host memory 的 1.5 倍
		100 SPEC rating (2006_int_rate) 30 rPef (AIX only)	AIX IBM RISC System/6000 (RS/6000)						

Control-M規格需求-2

資料庫類型	描述	版本
PostgreSQL (BMC-Supplied)	安裝 Control-M 時，會自動於背景中安裝	11.5
PostgreSQL (現有資料庫)	須由客戶提供現有的PostgreSQL資料庫。 該資料庫必須具備以下兩個擴充功能： 1.plpgsql 2.dblink	11.x 12.x 13.x 14.x
Oracle	須由客戶提供現有的 Oracle 企業版或標準版資料庫 安裝 Control-M 時，會在背景中安裝 Oracle Client。 Control-M/EM and Control-M/Server supports only a single address in the tnsnames.ora file in any Oracle configuration including RAC and Data Guard.	19c
MSSQL	須由客戶提供現有的MSSQL資料庫 在任何安裝 Control-M/EM 或 Control-M/Server 的電腦上，必須具備 1.Microsoft ODBC Driver 17 for SQL Server 2.Microsoft Command Line Utilities 15 for SQL Server 3.Microsoft SQL Server 2012 Native Client	2022 2019 2017 2016 2014 SP3 (Windows 2016 and lower)

ITSM規格需求(硬體)											
編號	Component	CPU (Virtual Core / 2.4GHz)	Memory (GB)	Disk(G B)	Disk Write through put (MB/s)	Disk Read Throug hput (MB/s)	IOPS Write	IOPS Read	Operating System	可否 使用 VM	備註
1	K8S Work Node	30	160						Karbon, Tanzu, K8S, OpenShift, EKS, GKE, AKS,RKE	Y	最少需要4顆Worker Node以及1顆Worker Node for HA · 讀寫延遲小於100ms,支援K8s版本1.24~1.29
2	K8S Work Node	30	160							Y	
3	*K8S Work Node	*	*							Y	For HA * 需與Worker Node規格同
4	K8S Master Node	-	-							Y	
5	Deployment Engine	4	8						CentOS 7 or 8	Y	需連外網 · CI/CD jenkins · 部署K8Simage
6	Block Storage	-	-		150	800	3000				
7	AR DB	24	64						Windows 2019	Y	Oracle Database 19.16 Microsoft SQL Server 2019 Microsoft SQL Server 2017 Microsoft SQL Server 2016 (SP2) PostgreSQL 13.x, 15.x
8	Develop Studio	4	16						Windows 2019	Y	自動化工具 · EX : 編輯ARDB欄位 · 需Java 11 or later
9	Discovery Appliance	8	32						CentOS Appliance	Y	
10	*BMC Helix ITSM Insights	132	315								透過 BMC Helix 平台提供原生 AI 服務管理功能 25 concurrent users + 每天5000事件
11	*Disaster recovery requirement	9	16								NameSpace CPU至少84(GB),記憶體至少16(GB)

ITSM規格需求(軟體)-1

類型		版本支援	server-name-hash-bucket-size	ssl-redirect	備註
Ingress controller	Ingress	1.7.0, 1.9.3, 1.8.1, 1.9.5, 1.9.6	1024	FALSE	nginx-configuration 設定: enable-underscores-in-headers: "true" allow-snippet-annotations: "true" proxy-body-size: 250m server-name-hash-bucket-size: "1024" ssl-redirect: "false" use-forwarded-headers: "true" proxy-connect-timeout: "300" proxy-read-timeout: "600" proxy-send-timeout: "600"
	Package Manager	Helm 3.14 for Kubernetes version 1.29 Helm 3.14 for Kubernetes version 1.28 Helm 3.13 for Kubernetes version 1.27 Helm 3.12 for Kubernetes version 1.26 Helm 3.11 for Kubernetes 1.24 and 1.25	30	30	

ITSM規格需求(軟體)-2

類型		版本支援	server-name-hash- bucket-size	ssl-redirect	備註
Load Balancer	Load Balancer	-	-	-	支援的SSL方式: The following load balancer SSL methods are supported: SSL Offloading at the load balancer SSL Passthrough to offload at the Ingress Controller SSL Full Proxy Allow X-Forwarded- Headers Upstream of Ingress Reverse Proxy http back to https Header設置: X-Forwarded-Proto—https X-Forwarded-Host X-Forwarded-Port—443

ITSM規格需求(軟體)-3

類型		版本支援	server-name-hash-bucket-size	ssl-redirect	備註
Storage and security certificates	Persistent or Elastic Storage	BMC supports any block storage supporting high performance IOPS. CephRBD is certified by BMC.	-	-	nginx-configuration設定: enable-underscores-in-headers: "true" allow-snippet-annotations: "true" proxy-body-size: 250m server-name-hash-bucket-size: "1024" ssl-redirect: "false" use-forwarded-headers: "true" proxy-connect-timeout: "300" proxy-read-timeout: "600" proxy-send-timeout: "600"
	Security Certificates	DigiCert and R3 certificates. Custom CA signed certificates and self-signed certificates are supported.	-	-	
Bash Shell	Bash Shell	4.2 or later	-	-	