

Brochure

Make IT a true business partner

Reinventing IT Service Management



Turn IT into a cost efficient, agile organization.

Avoid risk, nail compliance.



New technologies and trends like cloud, mobility, social media and the tremendous speed of growing information (big data) enable IT to become a true service delivery organization. But this also comes along with a rapidly changing IT landscape, and IT organizations need to embrace what we call the new style of IT.

There are no opportunities without challenges—as a result of these trends, businesses demand for increased agility, more innovation, and faster time to value, all in an environment with intense competition, and the mandate to operate with tight budgets.

HP knows that this new style of IT requires an innovative service management approach. This is why HP has reinvented IT Service and Portfolio Management (SPM) to connect IT, users, the business and services in a new way. One of these HP SPM solutions is HP IT Service Management (ITSM).

Some see challenges. We see opportunity.

While service creation, delivery and support never seemed to be easier, IT continues to be torn between meeting service levels and quality, reducing cost and minimizing risk, all at the same time.





IT leaders must reduce the duration and costs of service desk interactions, automate manual help desk processes, and consolidate help desk functions to drive down the high cost of help desk support. They have to cut down the number of ad hoc changes and understand the impact of potential changes before approving them. They have to support cloud adoption, the move to more self-services and the need for more anytime, anywhere mobile access while optimizing use of their IT assets.

Key performance indicators (KPIs) and service-level agreements (SLAs) have to be based on business requirements and communicated in business terms so that users better understand the potential impact of outages and performance degradations. There has to be enough visibility into service quality for IT to improve service delivery performance and satisfy all sources of demand, and for business users to understand the value that IT brings to the business.

And on top of all this, IT has to improve and standardize processes along the complete IT service lifecycle, manage across multiple service providers, and improve visibility into compliance processes to meet audit requirements and track assets and software licenses.

Figure 1. HP ITSM ROI

The HP ITSM approach has proven its potential to yield return on investment (ROI). The following table is drawn from actual HP customer results.

	Improved service quality, reduced number of incidents and reduced incident resolution times by 70 percent ¹	Migros
	Increased IT productivity by 36 percent, supporting 43 percent more users, reduced IT cost to a number 2 to 2.5 lower compared to similar companies ²	Russian Railways
	328 percent return on investment (ROI) over a three year period ³	Sprint
	Simplified the service portal, reducing the number of uncategorized request by a factor 7 to 6.8 percent, generating higher user satisfaction rates ⁴	<epam>

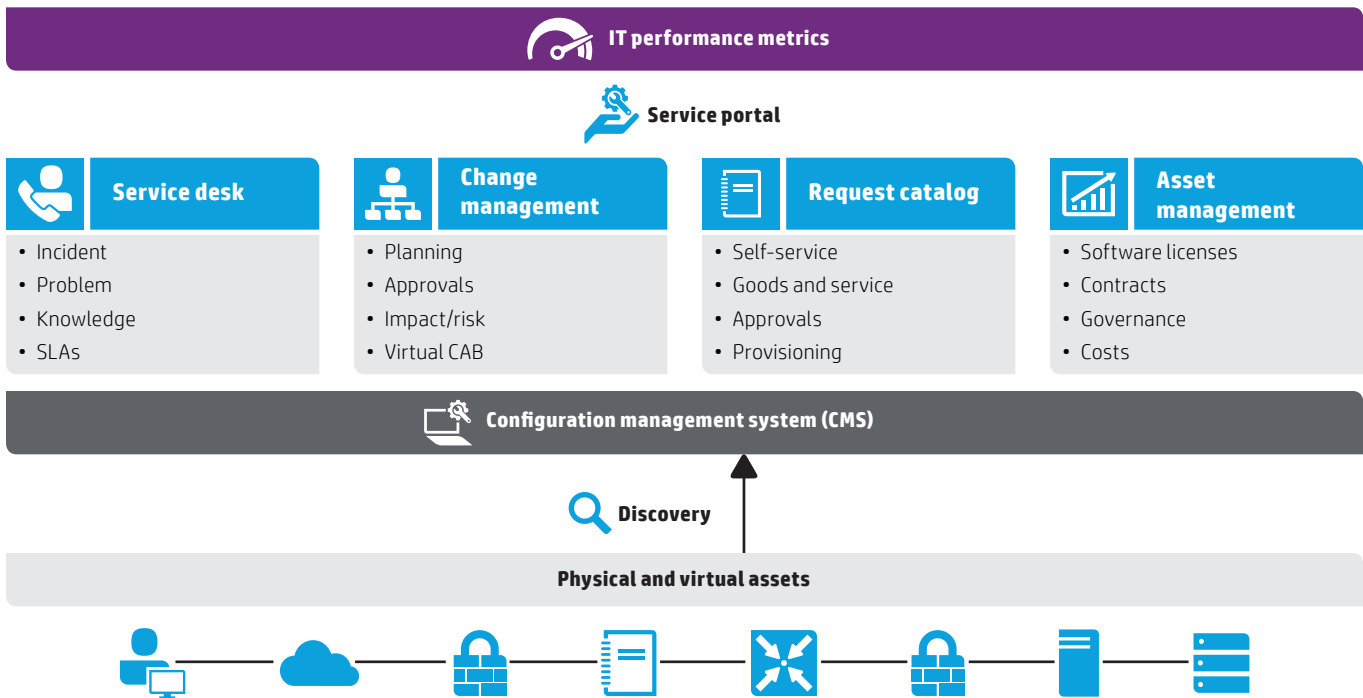
¹ “Migros keeps customers loyal while dealing with rapid growth” case study (publication #4AA4-7318EEW), HP, July 2013.

² “Russian Railways streamlines IT management to support railway transformation” case study (publication #4AA4-5132EEW), HP, March 2013.

³ “Sprint selects HP Premier Services to underpin deployment of new software solutions” case study (publication #4AA3-9148ENW), HP, July 2012.

⁴ “EPAM creates a service portal with a unique service catalogue, customized design, and flexible access rights”, case study (publication #4AA4-2105EEW), HP, August 2012.

Figure 2. Industry-leading software suite—integrated through a CMS and full-featured discovery and automated across the service lifecycle—makes up the HP ITSM solution



The HP approach

HP IT Service Management (ITSM) is part of HP Service & Portfolio Management solutions, enabling IT to deliver services faster, meeting business and user expectations.

HP ITSM solutions are based on and built to support an approach that improves service delivery while decreasing costs—a pragmatic approach to ITSM, with simple and flexible delivery options that comprehensively address service lifecycle management.

Based on interaction with our many customers, we've developed a best practice based approach to ITSM aimed at accelerating innovation as well as delivering predictable and reliable service quality to run IT like a business.

According to industry analysts, organizations self-assessed at a maturity level of about 2 on a scale from 1 to 5, 5 being highest. HP ITSM solutions help you to increase your IT's maturity so you fully can benefit from the changing dynamics of the new style of IT.

Making IT indispensable

Years of HP experience in helping businesses like yours improve IT performance. Real-time analyses and insights into the end-to-end performance of IT provide KPIs.

The implementation of IT processes such as problem, incident, change and service request management—to only name a few—is the foundation for using service lifecycle management to keep IT efforts aligned with business needs, and for consolidating communication and demonstrating the value of IT to the business.

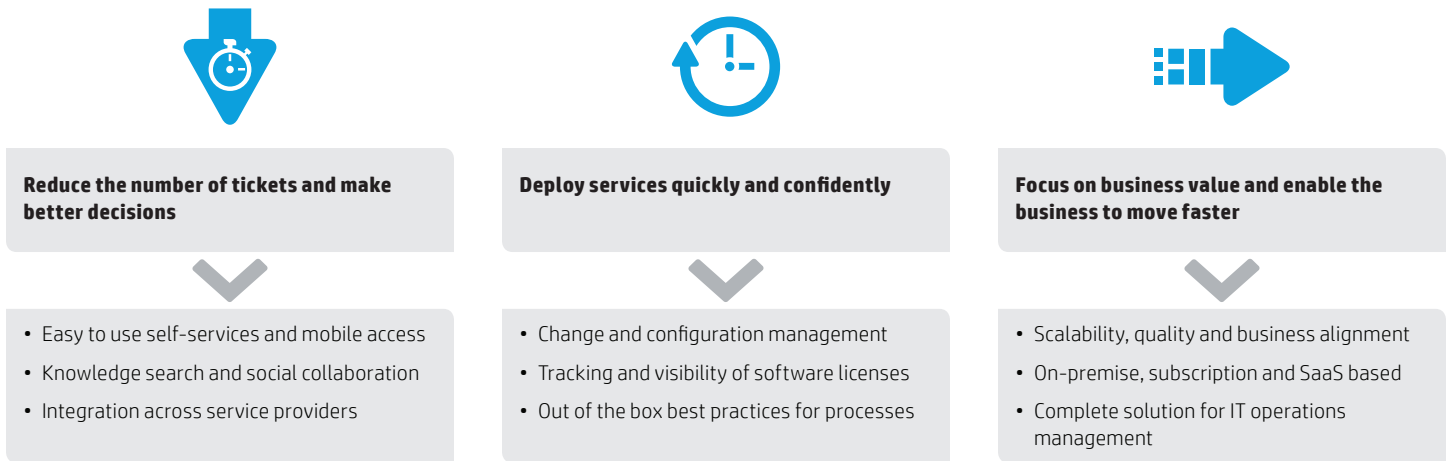
Reduce costs.

The HP approach reduces costs in several ways. One of the most effective ways is automation, which is the key to increasing staff efficiency, improving outcomes, and managing costs. The concept of self-service is another key enabler, empowering end users to acquire the services they need quickly and easily and without costly IT staff effort. Further, integrated enterprise collaboration capabilities help service desk agents engage in context-based conversations, and thereby improve resolution times. And so that you can implement ITSM in the way that is most simple and cost-effective for you, we offer flexible licensing and delivery options that include on-premise, subscription and software-as-a-service (SaaS) based models, which enables your IT organization to get up and running quickly.

Mitigate risk and help ensure compliance.

To protect the business from the risk of service disruptions, changes to accommodate new business and technology trends, and the consequences of failing to comply with regulations and audits, our approach improves visibility into service and infrastructure dependencies. Process controls are based on standard IT Infrastructure Library (ITIL®) processes for efficiency, consistency, predictability, and reliability.

Figure 3. Reinventing service management



The joy of incrementalism

HP ITSM includes proven software for key service management functions, including service desk, change management, service catalog, and asset management. These are supported by an ITIL-compliant configuration management system (CMS) based on discovery software.

By integrating with common IT operations products and leveraging best practices, automation, and self-service capabilities, the HP ITSM suite combines to create automated end-to-end solutions for change, configuration, and release management and closed-loop incident and problem management. Because you can start with a single out-of-the-box solution and expand it incrementally, we call the approach “pragmatic ITSM.”

Metrics and KPIs: perform, measure, optimize

The out-of-the-box integration of performance data across IT provides transparency to the business in terms of value and performance delivered. There are key ITSM performance metrics and KPIs such as “percentage of first-call resolution” and “percentage of changes resulted in outages” to help IT set the right priorities and make informed decisions.

Service desk

Service desk software is at the heart of the HP ITSM solution. This scalable, robust core standardizes incident and problem management processes, helps provide the quality of service delivery and support, and enhance agent and end-user support. It also gives IT and its customers a single communication hub and enables IT to work as a single organization governed by a consistent set of processes.

Knowledge management software augments the service desk by leveraging knowledge across the organization and making answers available in real time to both end users and service desk staff. In addition, service-level management software makes it possible to define SLAs and track them from the business service level down to specific process, hardware, and software components. Simple dashboards, collaboration, and mobile access complement the service desk.

Change management

Change management software automates change across IT and provides visibility and control into end-to-end change management. It increases change advisory board (CAB) effectiveness, automates impact analysis and collision detection, detects unplanned changes, and improves audit and compliance postures.

Service request catalog

Service catalog and request management software delivers a fast, easy-to-use process for end users and agents—from demand to fulfillment—reducing cost and increasing responsiveness. It helps define and maintain a standard set of user goods and services, and provides a self-service UI to reduce the service desk’s workload.

Easy and holistic global search capabilities across the service catalog, support catalog and knowledge base provide answers quickly.

It helps automate the service request process and reduces service desk cost by providing consistent and predictable cost models.

Asset management

Asset management software manages investments, assets, and resources for better decision making and for cost reduction. It lets IT managers know—from procurement through disposal—what they have, where their assets are located, how much they cost, and who is using them. It also improves software license compliance for virtual and physical environments.

Software Asset Management (SAM) keeps track of software licenses to improve utilization and to decrease IT spending, controlling expenditure and driving compliance.

Configuration management system and discovery

The configuration management system delivers accurate, up-to-date configuration data and service context across ITSM processes and provides dynamic access through actionable federation. It makes it possible to automate discovery of assets, infrastructure, and applications, and dynamically map infrastructure, applications, and maps these to services on a regular basis. Users can quickly visualize environments from multiple perspectives.

Automation

The benefits of automation are extended across the entire service lifecycle in the HP ITSM solution to prevent errors, increase speed, meet audit and compliance requirements, and reduce cost and risk. The HP ITSM solution enables to automate:

- Remediation of common incidents for staffing cost reduction
- Execution of standard changes to reduce risk from manual error on repetitive changes
- Provisioning and delivery of IT services from simple access requests to the provisioning of new complex services
- Compliance to make sure that corporate license and security policies are followed

ITSM in the age of cloud

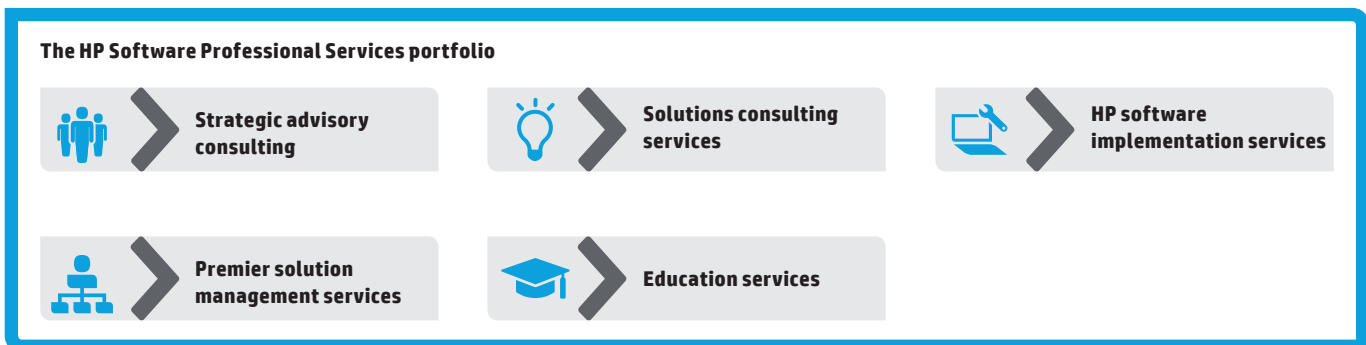
No aspect of IT management can be discussed completely today without considering it in the context of the rapid adoption of cloud service delivery. Cloud computing and hybrid deliver models promise to help IT's need to integrate services seamlessly and to enable IT to act as both a service provider and a broker of services.

As IT service managers find themselves responsible for hybrid deliver environments in which services originate from multiple sources, they'll have to place even more emphasis on service levels, trust, security, and user experience.

A broad and solid ITSM solution is mandatory for successful cloud implementation:

- Self-service, including service catalog and request fulfillment, provides a customer-centric entry point to give users the experience they expect and enable IT to keep pace with the growing demand for fast fulfillment and immediate support.
- The cloud does not inherently address organizational and process requirements—but ITSM processes such as incident, problem, and change management do. This feature of ITSM helps bridge the gaps between the service providers, IT, and user community.
- ITSM streamlines and automates processes, helps avoid cloud sprawl and lower risk.

Figure 4. Faster implementation, less risk and lower cost with HP ITSM Services



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More people, more services, more bang for your ITSM buck

HP Professional Services accelerates the growth and unlocks the full value of your HP ITSM solution and helps you improve IT performance more quickly. With almost 2,000 consultants and trainers worldwide, more than 20 years of service management experience, and ITIL leadership, HP Professional Services offers services advisory, process consulting, solution implementation, and fast-track service packages as well as education services and SaaS delivery. Service offerings support the entire sales lifecycle, from assessments to migration, upgrade, and implementation.

Is it time for you to become a more service-centric organization?

As a recognized leader in ITSM, HP provides integrated, enterprise-strength ITSM solutions that help you quickly expand beyond your traditional service desk into additional ITSM process areas. We can give you complete coverage of service lifecycle management with an Office of Government Commerce (OGC) ITIL Gold endorsed solution integrated across IT disciplines.

This simple yet robust enterprise-grade solution quickly delivers market-leading capabilities such as end-to-end change management, federated CMS and discovery, and a cutting-edge, easy-to-use service catalog portal. And flexible implementation and delivery options, including SaaS delivery, allow you to choose the path to deploy that best matches your business requirements and budget.

Further, with HP Service Integration and Management (SIAM) Services HP provides consulting solutions that accelerates your ability to deliver, assure and govern IT services in a multi-sourced, hybrid service-delivery environment. With HP SIAM you can improve your service portfolio and manage service investments more effectively, decrease time to market, increase innovation and improve business to IT alignment.

HP can tailor an ITSM solution to your unique requirements and help you make the right portfolio decisions. Our solutions help you make sure that every dollar you invest in IT, every resource you allocate, and every application you have in development or production meets business goals. We are ready to use our vast resources and expertise to help you achieve better business outcomes.

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