

# HP Software solutions for IT service management

Integrating IT service management with business service management and business service automation to transform IT into a strategic service provider



- Transcend traditional systems-management practices.
- Mitigate business risk and drive business value.
- Promote staff efficiency and reduce operational costs.

As information technology becomes increasingly important to business success, IT service management (ITSM) becomes more and more a process of making sure that the goals of IT are aligned with the goals of business organizations. IT's challenge is to go beyond technology and deliver services in a way that balances performance, quality and cost. And IT's focus is shifting from discrete technology initiatives to optimizing the economic value of business services and driving positive business outcomes.

However, traditional service-delivery models aren't sufficient for meeting these goals in today's dynamic business environment. IT organizations have to fundamentally change the way they deliver, govern and manage IT services and adopt a holistic, full-lifecycle approach. They need to recognize that IT's value is derived from the services delivered, and they need to transform the IT agenda from process efficiency to service value. ITSM is the foundation of an overall service management approach that includes business service management (BSM) as well as business service automation (BSA).

ITSM connects and automates the processes IT staff use to manage and control services within IT operations and to manage the related interactions with the business. BSM provides the ability to consolidate traditionally fragmented event and performance monitoring tools and achieve a meaningful services viewpoint, allowing quality and performance metrics to be measured, tracked and acted on in line with committed SLAs. BSA processes automate the rollout, provisioning and upgrading of data center resources and client devices. By integrating these processes, IT organizations bind IT efforts to business outcomes across organizations and throughout the IT lifecycle.

## The HP approach

The HP Software approach to ITSM transcends traditional systems-management orientation and recognizes the close link between ITSM and BSM—a link that is becoming increasingly important as IT organizations move into their new role as strategic partners to the business. It also factors in the benefits of automation. By acknowledging these links, the approach efficiently addresses longstanding ITSM concerns such as staff efficiency and cost reduction; at the same time, it mitigates business risk and drives business value by applying three key principles:

### **1. Continuously measure and optimize IT value to the business.**

HP Software solutions for ITSM enable IT organizations to proactively monitor service levels to deliver expected performance, make informed decisions to balance cost and service quality, and provide decision-makers with actionable key performance indicators across the ITIL v3 service lifecycle.

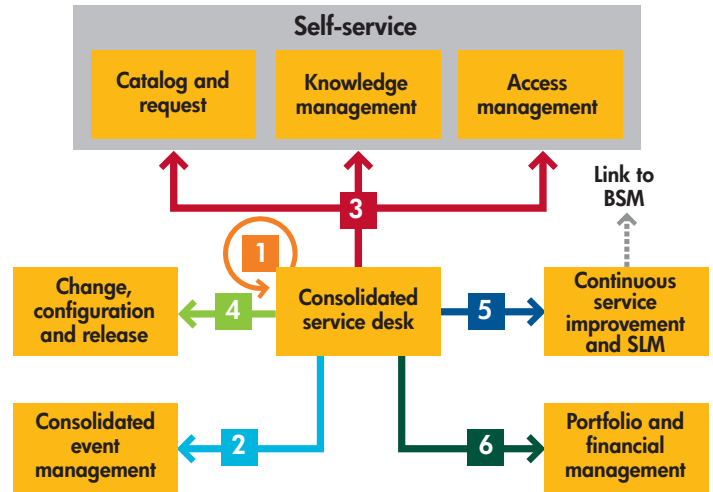
### **2. Optimize cost control by automating IT services, processes, and tasks.**

IT automation is the key to cutting costs, and HP Software solutions for ITSM help IT managers standardize and automate best practices to increase staff efficiency and reduce spending, integrate end-to-end service delivery, and fully understand the total cost of ownership of the services their teams deliver.

### **3. Mitigate risk by centralizing and enforcing processes.**

IT risk is business risk. Our ITSM solutions mitigate that risk by helping IT teams automate change control to minimize service disruptions and achieve regulatory compliance and certification. They also isolate potential sources of business problems and address them according to financial priorities.

- 1 Consolidated service desk**  
Consolidate core service desk processes.
- 2 Consolidated event management**  
Monitor, prioritize and respond to risks in the production environment.
- 3 Self-service**  
Reduce costs and increase responsiveness.
- 4 Change, configuration and release**  
Provide visibility and control into change and release management.
- 5 Continuous service improvement**  
Assure the quality and cost of service delivery and support.
- 6 Portfolio and financial management**  
Manage and control investments, assets and resources.



## How we do it

HP Software solutions for ITSM enable IT teams to put this approach into practice by consolidating service desks, implementing self-service, continuously improving services, managing project portfolios and finances, consolidating event management, and controlling change, configuration and release management to deliver value to the business at low cost and risk. The illustration shows a complete, integrated ITSM solution with a logical path for phased evolution.

## A true solution

HP Software solutions for ITSM combine the capabilities of the HP Software portfolio, the breadth and depth of the HP Services organization, and our partnerships with other industry leaders. With consulting, implementation, integration, education and support services, HP provides your company with the ideal solution for your requirements.

HP has proven leadership in the ITSM space. With more than 800 successful projects worldwide, global

reach and perspective and more than 5,000 ITIL-certified professionals, it is clear why the United Kingdom Office of Government Commerce relied on HP to author the Service Management volume of version 3 of the Information Technology Infrastructure Library (ITIL v3).

## The sooner we start, the better the business outcome.

HP Software 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're ready to put our vast resources and expertise to work to help you achieve better business outcomes. Let's start with a discussion of your business strategies, tactics, and goals. Contact your HP representative today. Or learn more about HP business technology optimization solutions at: [www.hp.com/go/software](http://www.hp.com/go/software) and [www.hp.com/services](http://www.hp.com/services)

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