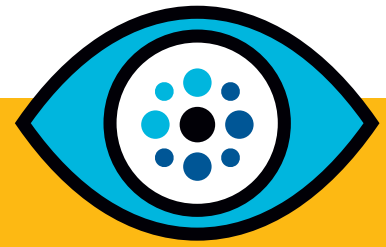




## HP solutions for IT service management

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 while mitigating risk. And IT's focus is shifting from discrete technology initiatives to optimizing the economic value of business services delivered by IT and driving positive business outcomes.

However, traditional service-delivery and operations models aren't sufficient for meeting these goals in today's dynamic business environment. IT organizations have to fundamentally change the way they govern, deliver, and manage IT services and move toward a comprehensive lifecycle approach. They need to recognize that IT's value is derived from the services delivered, and they need to expand their focus to encompass service value as well as process efficiency. 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 the quality of IT services that are aligned with the needs of the business. ITSM spans strategy definition, design, and operations, giving staff opportunities at every point along the way to evaluate opportunities for improvement. ITSM helps companies consolidate and standardize supporting processes such as incident, problem, change, asset, configuration, release, and deployment management. By integrating these processes throughout a service lifecycle, IT organizations bind efforts to business outcomes.

## The HP approach

The HP approach to ITSM transcends traditional orientations and recognizes the close link between ITSM and BSM—an important link in efficient operations, continual service improvement, service level management (SLM), and reporting. SLM also extends the benefits of automation, especially in processes such as change, configuration, and release management. By acknowledging these links, the approach efficiently addresses longstanding ITSM concerns such as staff efficiency and cost optimization; 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 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 IT Infrastructure Library (ITIL) v3 service lifecycle.

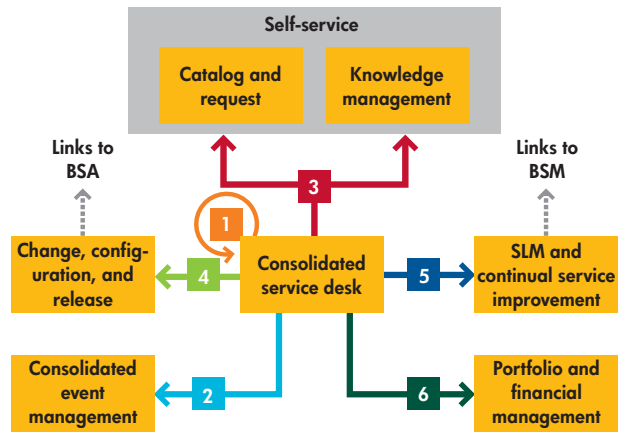
### **2. Optimize cost control by automating IT services, processes, and tasks.**

IT automation is the key to increasing staff efficiency, improving outcomes, and managing costs. HP solutions for ITSM help IT managers standardize, consolidate, and automate best practices to integrate end-to-end service delivery—including enabling self-service catalogs and request management—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 and release controls to reduce service disruptions and achieve regulatory compliance and certification. They also help increase business services availability by isolating potential problems and addressing them according to financial or regulatory priorities.

- 1 Consolidate core service desk processes.
- 2 Provide visibility and control into change and release management.
- 3 Reduce costs and increase responsiveness with self-service.
- 4 Monitor, prioritize, and respond to risks in the production environment.
- 5 Facilitate the quality and optimize the cost of the service delivery and support.
- 6 Manage and control investments, assets, and resources.



## How we do it.

HP 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 assets 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 solutions for ITSM combine the capabilities of the HP software and solutions 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 Operation volume of version 3 of the Information Technology Infrastructure Library (ITIL v3).

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

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'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/btsoftware](http://www.hp.com/go/btsoftware) and [www.hp.com/services](http://www.hp.com/services).

## Technology for better business outcomes

To learn more, visit [www.hp.com/go/btsoftware](http://www.hp.com/go/btsoftware)

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