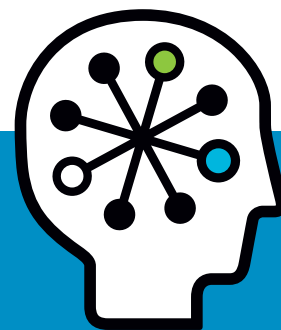




HP Service Manager Service Catalog module

Data sheet



HP Service Manager Service Catalog module provides your organization with an IT shop window of all the goods and services that are available to the business. It automates workflow and streamlines the fulfillment and approval process, so IT can efficiently fulfill requests, reduce costs, and improve customer satisfaction.

Key benefits

- Simplify the process of defining and maintaining a standard set of user goods and services around the world.
- Enable a quicker, easier, and friendlier ordering process for the end user and support agents.
- Reduce the service desk's workload by raising and status-checking requests via the Web.

The IT challenge

IT begins with a request. Service management usually starts when an employee requests resources that are necessary for his or her job. Processing and fulfilling these requests are among the least efficient, most burdensome, and costly challenges for an IT organization. On one hand, employees often are dissatisfied with the process of getting what they need. It takes too long, the procedure is cumbersome, and they have other work to do.

On the other hand, IT departments are equally frustrated. They are inundated with requests, the fulfillment process is inefficient (and sometimes does not conform to company policy), and yet they still have to maintain a high level of customer satisfaction. To meet these challenges, you need a



solution that significantly reduces the cost associated with requests while satisfying the needs of end users—specifically, 24x7 access to the process and an intuitive interface that requires little or no training. This solution also must reduce the amount of manual intervention needed to verify, check, and fulfill employee requests, while following your established corporate processes and standards.

Product overview

The HP Service Manager Service Catalog module provides a solution to these challenges. It gives your employees or your first-level support agents a fast, easy, and cost-effective way to request and acquire the goods and services they need to do their work.

Figure 1. HP Service Manager Service Catalog module screen view

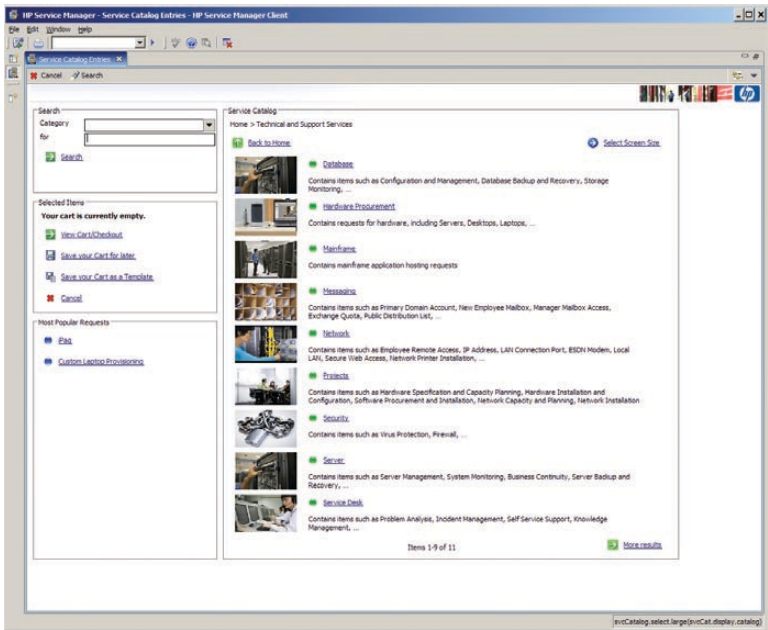
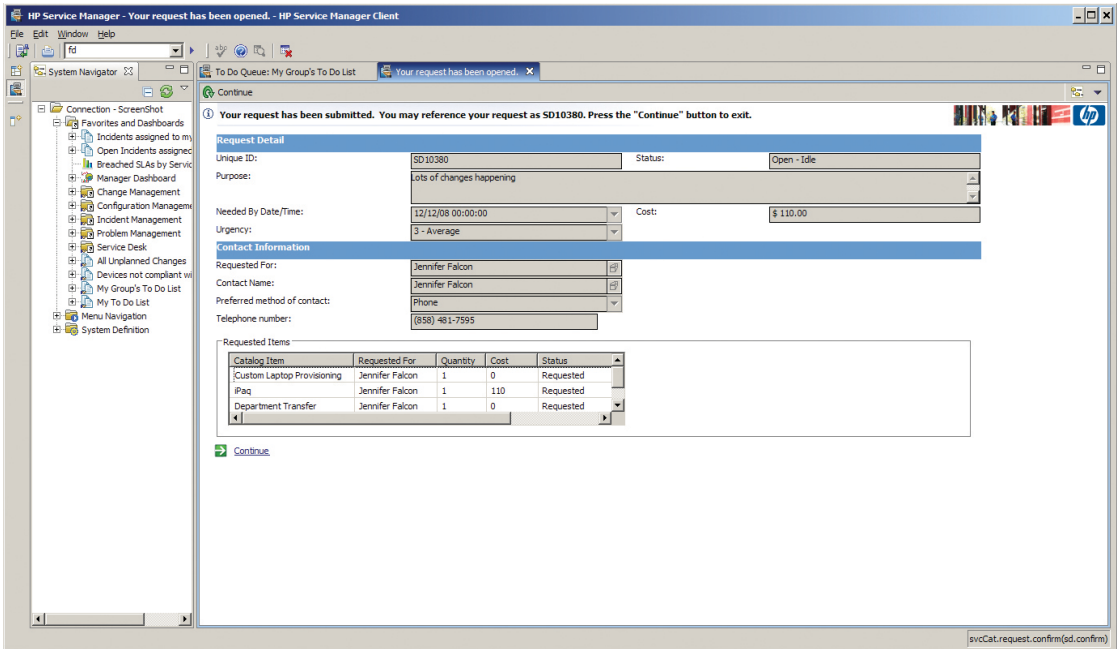


Figure 2. HP Service Manager Service Catalog approved request form



The HP Service Manager Service Catalog module plays a major role in the new service lifecycle management capability of HP Service Manager software. Service Catalog, with its new intuitive look and feel and HTML rich-text descriptions, now goes beyond a simple transactional approach to acquiring goods and services to permit a user—or a department—to create an ongoing subscription, which can be managed, updated, or cancelled. This gives both IT and the business far more visibility and control.

Best of all, This new module is built on the HP Service Manager platform. Unlike stand-alone catalog tools, we provide pre-built, out-of-the-box integrations with the other HP Service Manager modules, such as Service Level Management, Configuration Management (to permit automated addition or updates of Configuration Items [CIs]), Change Management, Request Management, and Help Desk, to enable a completely integrated solution built on one platform.

The HP Service Manager Service Catalog module provides a solution to create an ongoing subscription which can be managed, updated, or cancelled. This gives both IT and the business far more visibility and control.

Powerful features

Innovative request handling

- Provide “one-off” transactional request fulfillment.
- Subscription requests permit lifecycle management.
- Completed requests update Service Instance/Configuration data.

Web-based employee self-service

- End users (or first-level support agents) request goods and services.
- Business owners create and publish catalog items and bundles via wizard.
- Approvers can modify or approve all requests based on business priorities.
- Provide multi-language and multi-currency support for employees around the world.

Out-of-box integration

- Integration to HP Service Manager modules
- Connectors to other third-party tools via Web Services application program interfaces (APIs)

A complete solution

Comprehensive training

HP provides a comprehensive curriculum of HP Software and IT Service Management courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network efficiency and responsiveness, and achieve better return on your IT investments.

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