

HP Service Management

What's new with ITIL v3

Date: Sep. 19 (Wed.)

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Hewlett Packard



HP Solution World 2007

IT transformation to BT



Numerous IT challenges

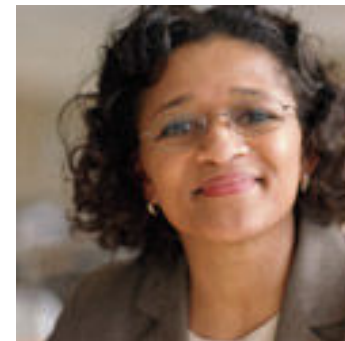
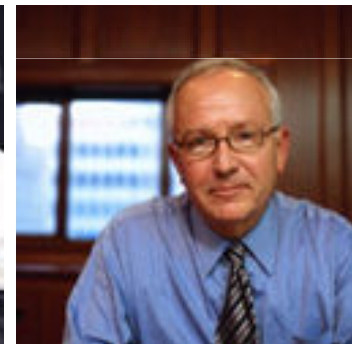
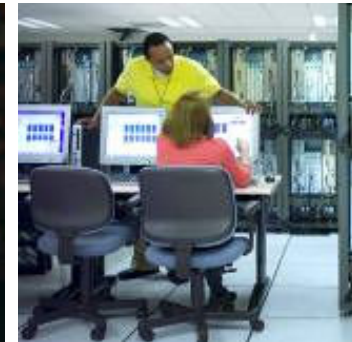
All high priority

Business

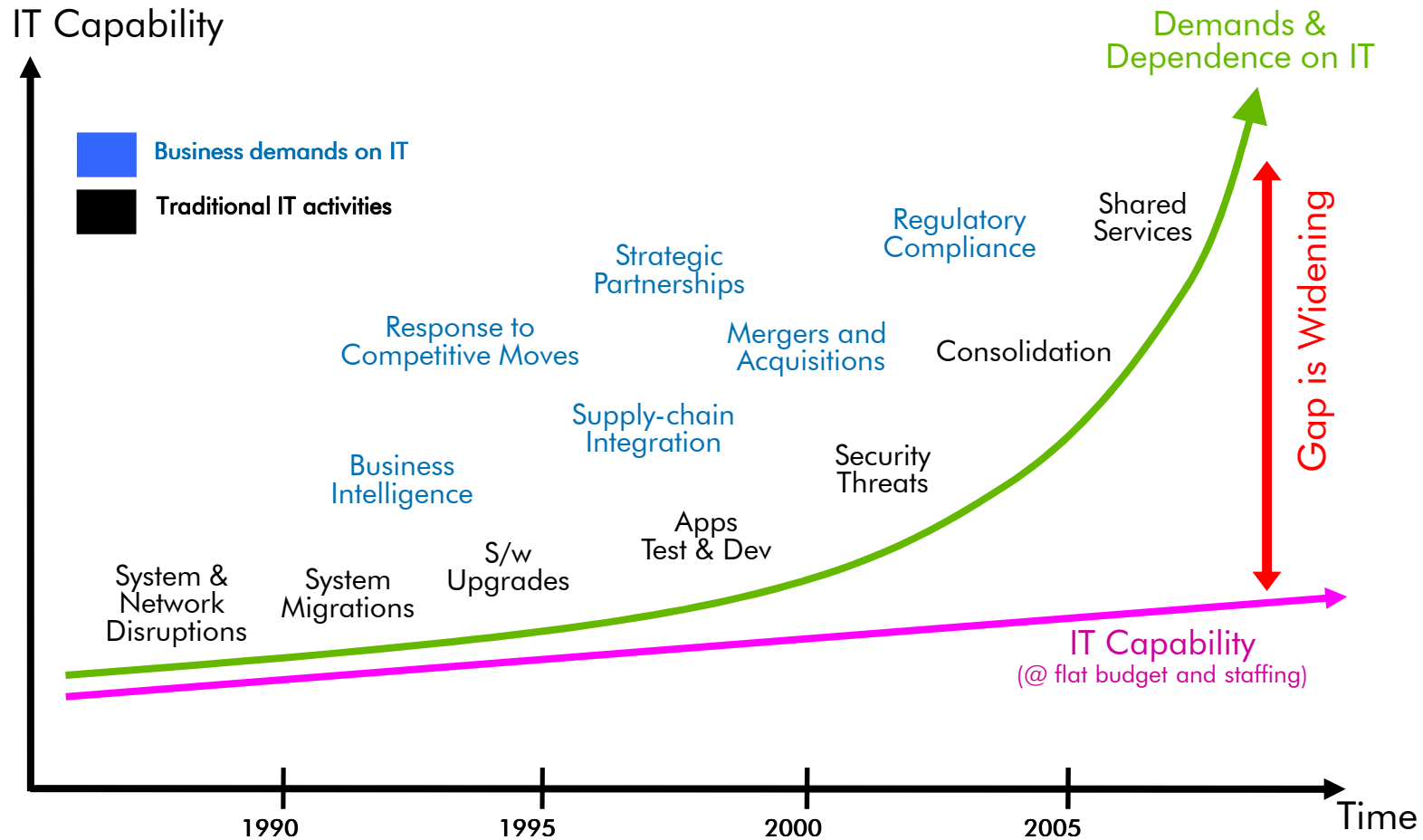
- Compliance
- Improving Business Operations
- Enable Competitive advantage

Management

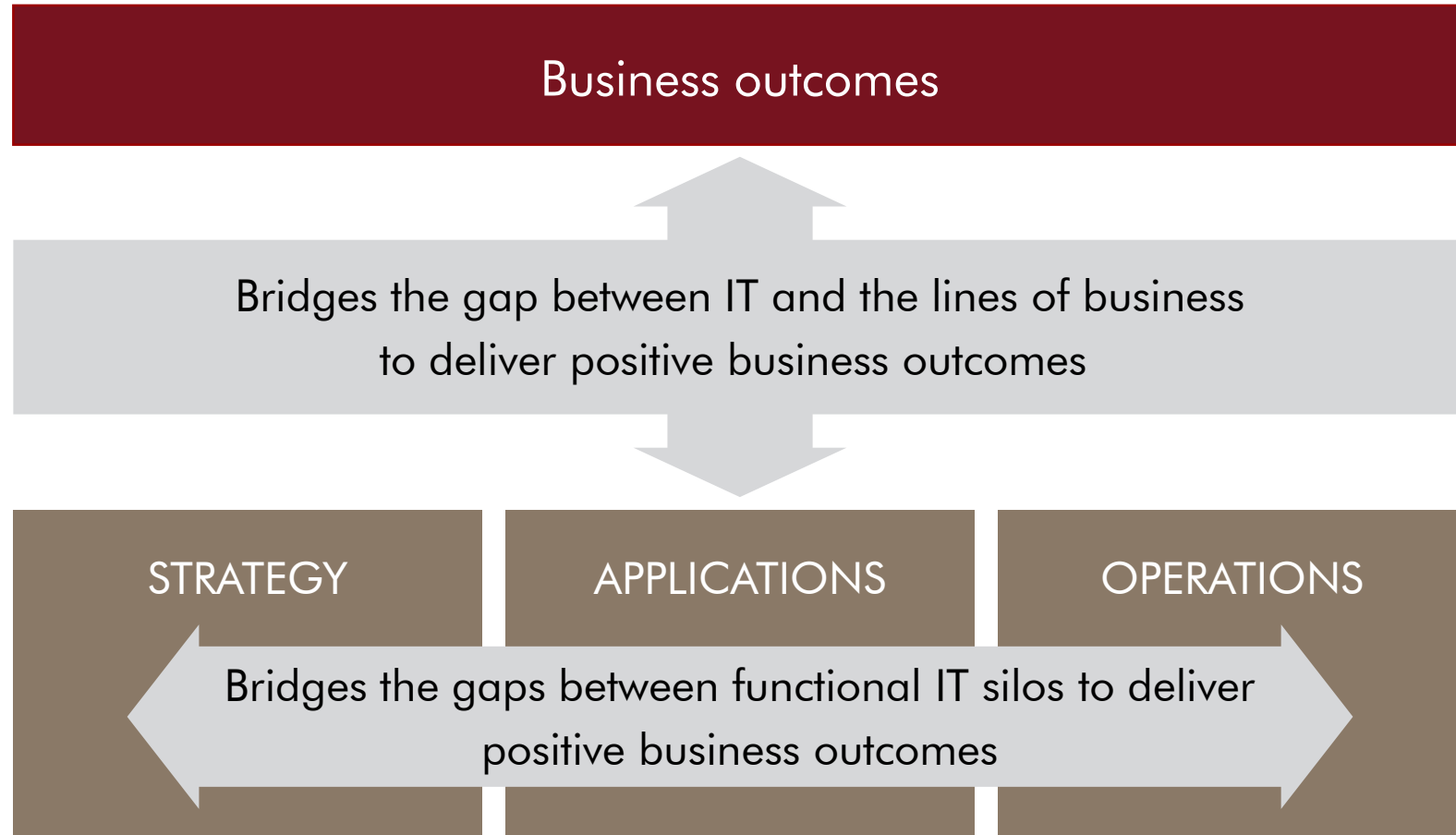
- Linking IT with the Business
- Improving IT processes, Governance
- Significantly reduce the cost of IT operations
- Demonstrating Business Value



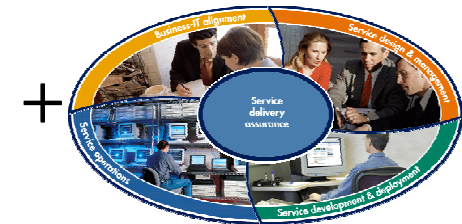
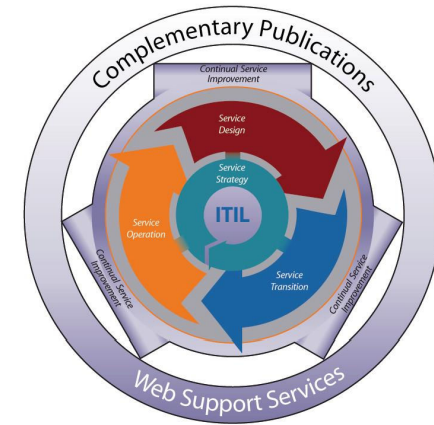
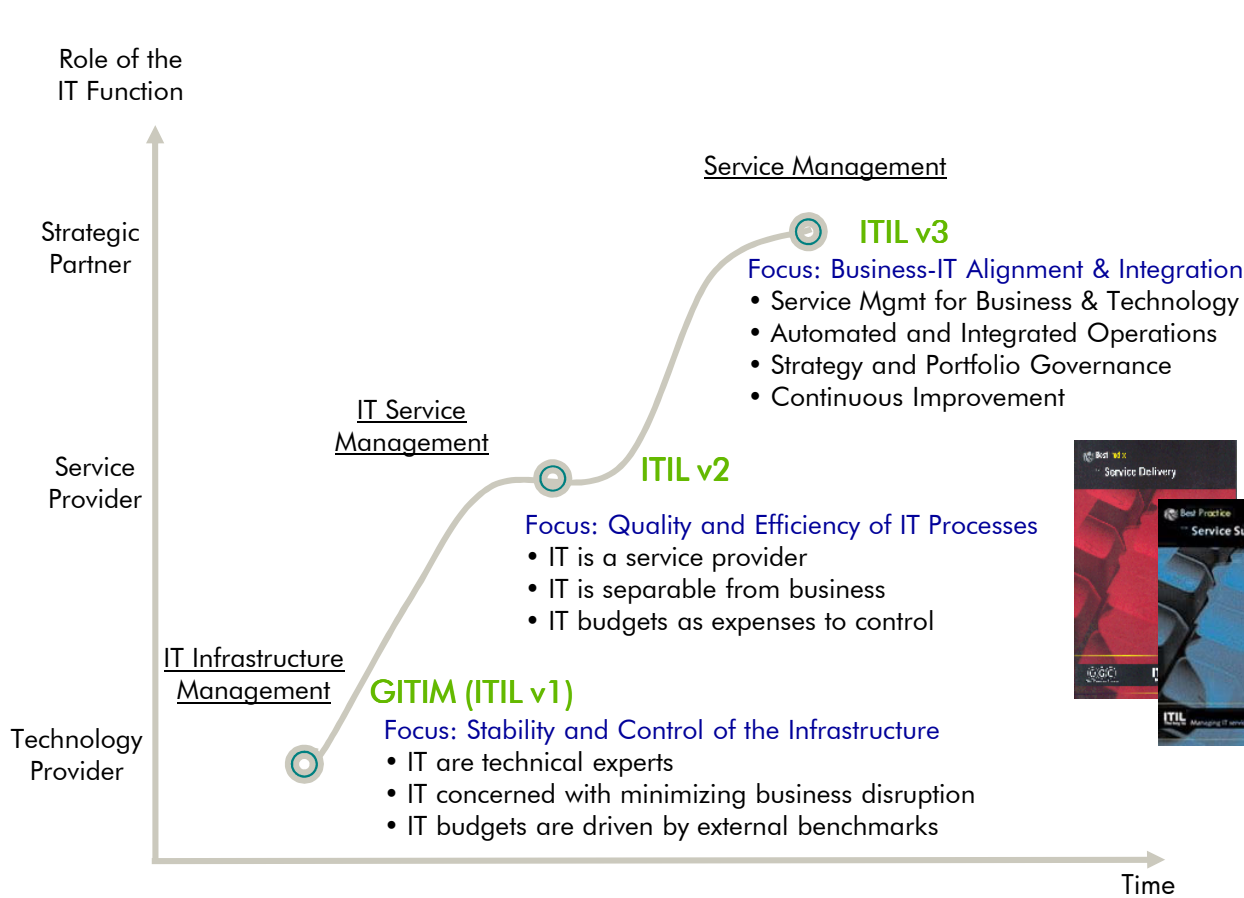
At the same time... do more with less



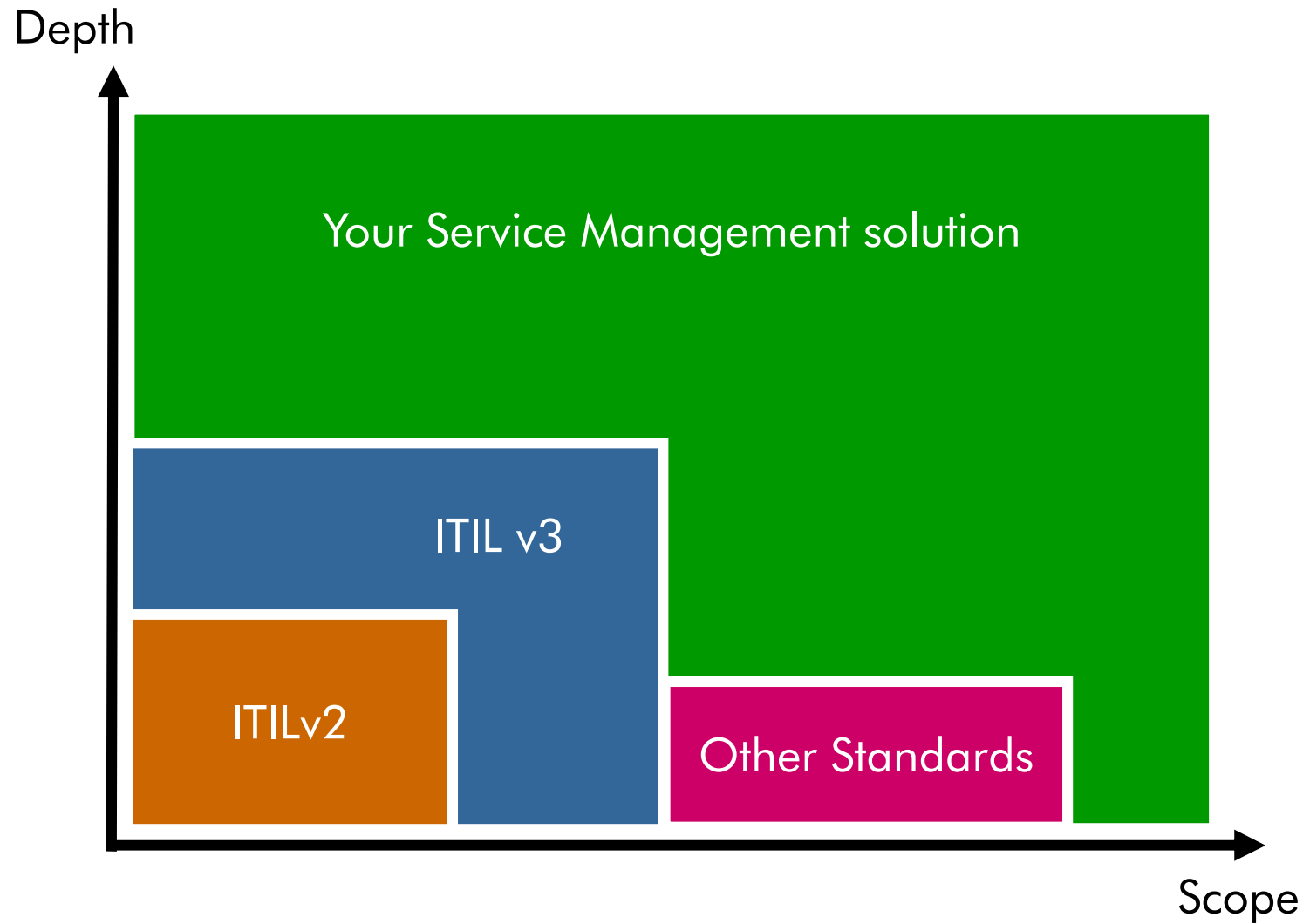
HP strategy for business technology optimization (BTO)



Service Management as a journey

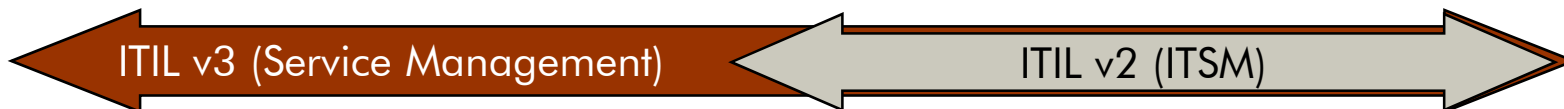
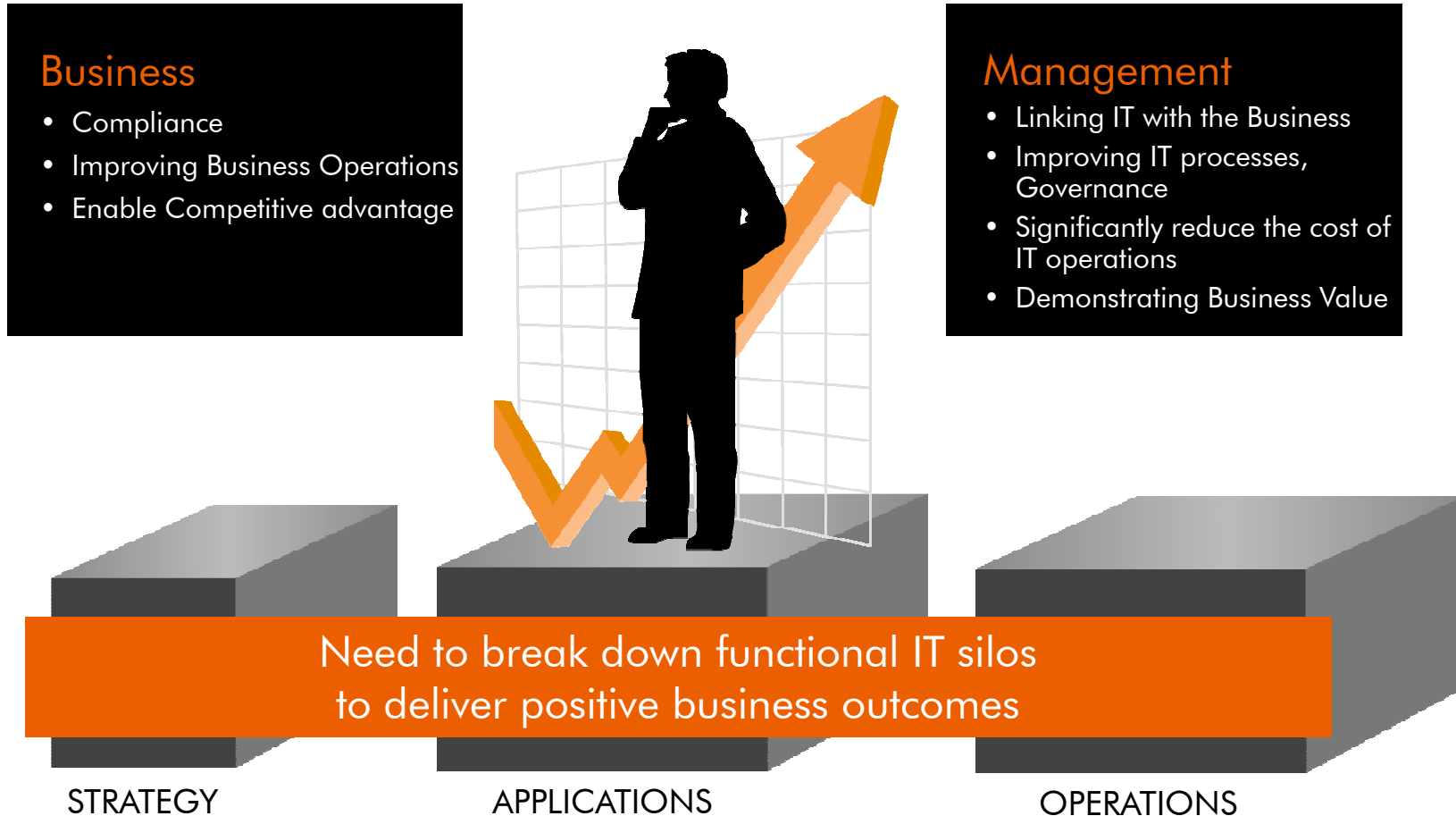


What's different about ITILv3?



Leveraging best practice to bridge the gap

Running IT like a business



HP Solution: End to End coverage

Service Management Portfolio Overview



HP BTO Solutions Driven By ITIL

Standard Solutions



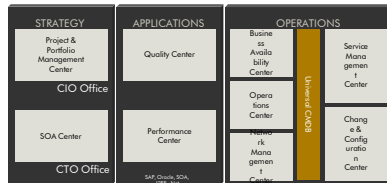
Service Management

- Demand & Portfolio Management
- Business Service Management
- Asset and IT Financial Mgmt
- Consolidated Service Desk
- Change and Configuration Mgmt
- Infrastructure Management

Application Optimization

- Application Modernization
- SOA Transformation
- Packaged Applications
- App Development & Integration

Integrated Software



- Project & Portfolio Mgmt Center
- Service Management Center
- Business Availability Center
- Operations Center
- Change & Configuration Center
- Universal CMDB

- Project & Portfolio Mgmt Center
- Quality Center
- Performance Center
- Business Availability Center
- SOA Center

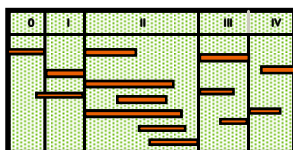
Methodologies & Best Practices



- Service Management Framework
- ITIL V3
- Service Lifecycle
- Change Lifecycle

- HP Quality Model
- ITIL V3 / CMMI
- Performance Lifecycle
- Change Lifecycle

Services

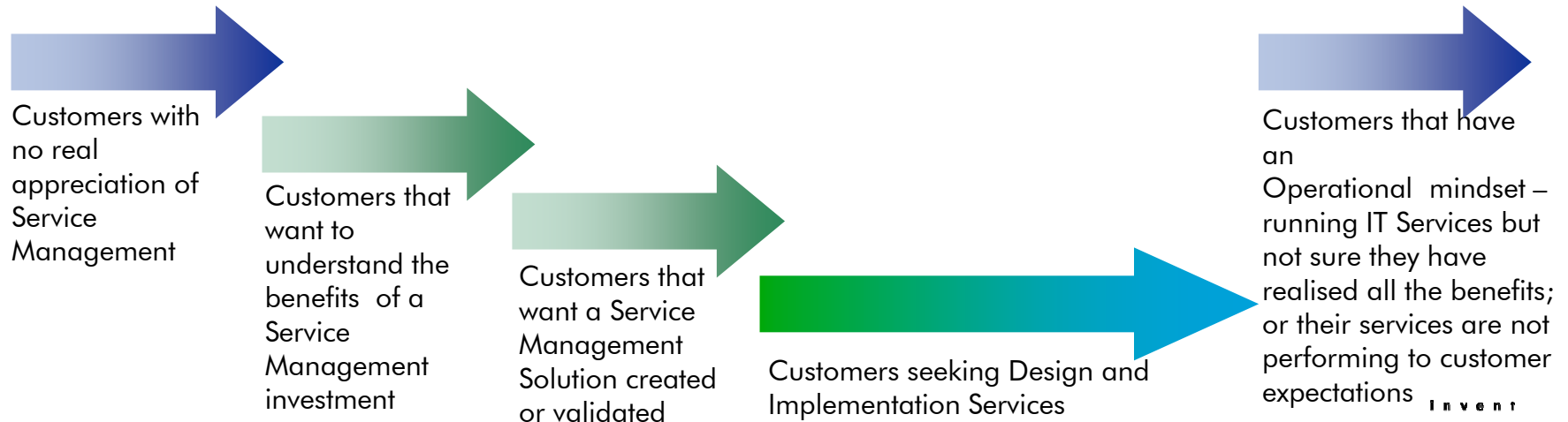


- Consulting
- Implementation and integration
- Education and training
- Continual Service Improvement
- Outsourcing Services (OS)

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HP Services Methodology

End-to-End Service Management



HP's Service Management Solutions

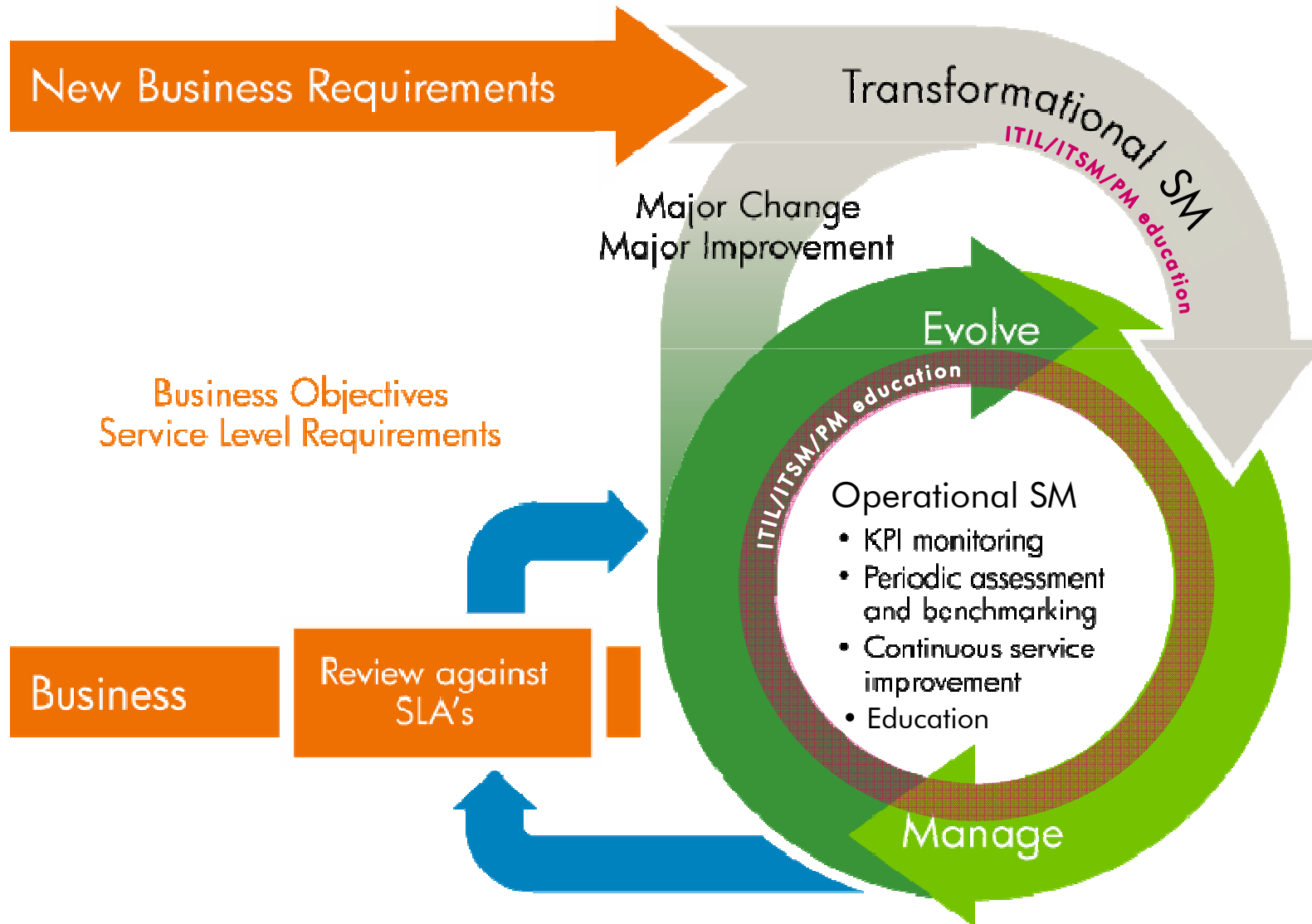
Integrated Software and Services

Management Offerings	Demand and Portfolio Management	<p>Help customers with the governance, processes and tools associated with IT and business service delivery, including the integration of IT and the Business. Integrated offerings from Mercury, focused on Governance, Applications and Business Services, linking Strategy, Applications and Operations</p>
	Business Service Management	<p>Help customers implement the process and tools required to get real-time insight into their business process execution and relate this to the impact it has on the business, highlighting IT contribution to the bottom line and help foster partnership between business and IT. Integrated offerings from Peregrine, focused on new ITIL v3 Service Management, linking Business and IT Service management together</p>
	Asset & IT Financial Management	<p>Assist customers with the processes and tools required to help gain control of the physical, contractual, and financial elements of IT assets and financial management, providing the framework to manage the IT budget thus enabling fair cost recovery for service provisioning.</p>
Service Management Offerings	Consolidated Service Desk	<p>Help customers design, implement and continually improve the industry best in class processes for service support and delivery, along with the required design, installation, configuration, implementation & training. This solution includes key areas of service fulfillment, and covers service authentication and service provisioning.</p>
	Change and Configuration Management	<p>Help customers design, implement and continually improve the industry best in class processes for change and configuration management. The solution includes configuration management, change management, configuration management, configuration management, implementation and training of the associated automation software. Traditional OpenView product line, focused on traditional ITSM and Operations, linking with Adaptive Infrastructure and ESS Software</p>
	Infrastructure Management	<p>Design, implement and integrate the Infrastructure and Application management tools required by customers to proactively manage and operate their Infrastructure and Applications within a given service level.</p>

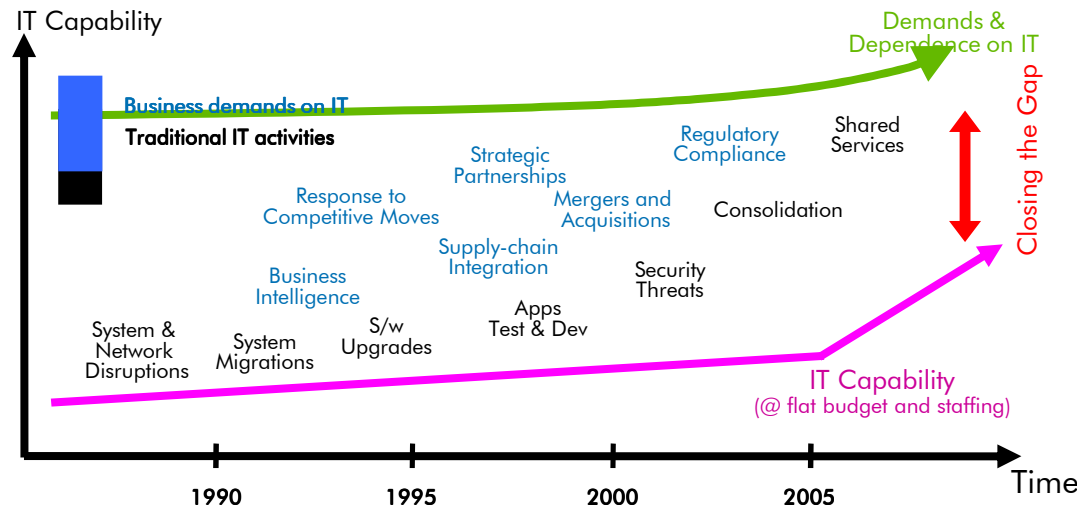
ITIL® / SM Services

Transformation & Operational Service Management

Delivering what the Business wants, day one and on-going



Queensland Transport, doing more with less



“Before HP, all we had was a logging system; now we have an IT Service Management tool that provides a path to ITIL”

Paul Byrne, Director, Queensland Transport.

“HP gives us visibility from multiple central points, gives us better forecasting ability, and thus better planning”

Greg Clayton, Service Center Management, Queensland Transport.

Challenge	Solution	Result
<ul style="list-style-type: none"> Queensland Transport needed an ITIL aligned technology and create a scalable IT model and integrated, end-to-end management solution. <ul style="list-style-type: none"> Existing call-logging system offered limited capabilities Lack of ITIL defined processes Inability to fix problems and track to completion No network insight Lack of integration capabilities IT system was not scalable Processes were labor intensive 	<ul style="list-style-type: none"> HP Services ITSM process consulting HP Education Services HP Service Desk Software HP Operations Management Software HP Network Management Software 	<ul style="list-style-type: none"> 396% ROI in five years 36% IRR in five years Payback within 19 months AUD 2.74 Million (USD 2.0 Million) investment AUD8.4 Million (USD 6.3 Million) net savings over 5 years vs. former solution

KTF



First Korean Telecommunications company to achieve ISO20000 Certification

Challenge	Solution	Results
<ul style="list-style-type: none">• Need to differentiate KTF from competition in a fiercely competitive market• Disparate IT Service Management processes• Lack of quality IT Service Provision• Need to leverage existing data to improve knowledge management• Unclear Roles and Responsibilities between IT management and staff• Average customer satisfaction	<ul style="list-style-type: none">• ITIL Process design and implementation• HP Global Method project management methodology• KTF-wide tool implementation to support automation of processes	<ul style="list-style-type: none">• ISO 20000 certification for Service Support and Service Delivery processes• CMDB implementation enabled integrated management of information• Automated management and SLA reporting• Increased customer satisfaction• Improved communication between business units• BPM to automate process measurement• Implemented framework for process improvement

Why HP? Experience , Breadth and Depth

People

- Experience in over 1000 successful implementation/transformation projects.
- Over 80 education centers worldwide that are authorized ITIL examination centers and Experience in training over 100,000 IT professionals in ITIL/ITSM and HP Software.
- ITIL/ITSM education solutions covering v2 & v3 ITIL certifications, HP software, project & portfolio management and IT governance.

Process

- 6 Fellows and 12 Members of the Institute of Service Management, 6 ITIL® Luminaries.
- More than 5,000 ITIL certified IT service professionals in over 170 countries.
- ITIL certified business critical consultants.
- Over 15 years of IT experience, specializing in ITSM level support.

Technology

- The global leader in service management and time to value for over 4000 customers
- Unparalleled breath and depth of management capabilities spanning, strategy, applications and operations
- Integrated Lifecycle solutions that deliver collaboration, quality and cost effective IT service management

Industry

- Current contributing authors of ITIL v3 refresh:
 - Service Operations book
 - ITIL glossary
 - Process model development team
- Involvement with development of ISO/IEC 20000 and other international standards, including ITIL v2.
- Membership/board of directors, founders of itSMF chapters worldwide.

Thank you



Q & A



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