



HP Enhances Service Management Portfolio

PALO ALTO, Calif., April 24, 2007 – HP today announced enhanced service management offerings that leverage Information Technology Infrastructure Library (ITIL) v3 and extend industry best practice in service management.

By providing a holistic view of an enterprise's entire IT landscape, HP Service Management ensures that companies can deliver IT support that accelerates growth, lowers cost and mitigates risk.

The HP Service Management portfolio includes specific solutions in:

- Demand and Portfolio Management, for improved return on investment analysis, project planning and resource management;
- Application Transition Management, for transitioning new services and applications from development to operations for improved quality management;
- Business Service Management, for the alignment of business and IT processes and the enhanced availability of both;
- Traditional IT service management (ITSM), for the implementation of the core process supported by ITIL, and focusing on service operations; and
- Service Driven Operations, for the tools and technology required for a standardized, virtualized and automated IT environment.

The portfolio's methodology combines services and software to help customers transform their IT environment to become a true service provider for their broader organization. It also allows them to establish an IT shared services function for ongoing service improvement.

For companies to identify and support IT services that are critical to enterprise business process, they need the ability to improve service quality with real-time information about IT impact on service-level agreements, and then to understand how to optimize service support. This mission-critical management is delivered through HP Service Management solutions that enable chief information officers to run IT as a service delivery business for the enterprise.

HP Services professionals help customers choose the right mix of solutions and transform the way organizations deliver IT and business services. With the following offerings, customers can design, build, manage and continually improve a service-based IT operation:

- Consulting services: HP's consulting experts help customers assess, design, build and

Editorial contacts:

Kristin Harlan, HP
+1 650 857 8467
kristin.harlan@hp.com

Jean Kondo, HP
+1 650 603 5441
jean.kondo@hp.com

HP Media Hotline
+1 866 266 7272
pr@hp.com
www.hp.com/go/newsroom

Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304
www.hp.com

implement a first-rate IT service operation and supporting IT infrastructure.

- **HP Service Management framework:** This methodology evolves from HP's extensive experience in delivering high-quality IT services for all kinds of IT environments. HP embodies best practices as defined by the ITIL, the industry standard for IT management. As part of the methodology, HP management software is used to more effectively manage and measure the entire infrastructure and the business processes it supports.
- **HP Business Technology Optimization software:** This software forms the foundation for the Service Management processes, delivering best-in-class functionality and scalability. Linked together via the universal configuration management database, HP software provides business value by transforming IT into a business-driven organization, lowering operational costs through automation and standardized processes, and minimizing operational and compliance risk.
- **Service Management education and training:** The industry-leading education and training for IT professionals includes the ITSM High Performance Simulation, ITIL certification training for Foundation, Practitioner and Manager courses, COBIT, ISO/IEC 20000, IT Governance, HP Software and Project Management.
- **Continual service improvements:** HP Operational ITSM services use assessments as well as mission-critical and proactive services to assist with day-to-day management of and incremental improvements to IT services.

Implementing HP Service Management provides organizations with the service delivery capabilities that are stable and cost-effective yet equally agile and flexible. HP Service Management also delivers a mechanism for measuring service quality and improvement, delivering greater value to the business.

Also, since adhering to industry best practices is crucial to the entire process, ITIL-based best practices promote business effectiveness and efficiency. ITIL is the world's most comprehensive and respected source of information about IT processes and, with the introduction of ITIL v3, provides a framework for service provision, delivery and management for both business and IT.

ITIL has been adopted by many organizations around the world, and leading consulting and educational bodies, including HP, offer ITIL training and certification programs for IT professionals. HP Service Management takes this one step further, by using the ITIL best practices and deploying them through a business-driven approach to enable organizations to design, build, manage and continually improve the quality of business and IT services.

ITIL best practices also are used to implement ITSM, which is embedded in HP's Service Management solutions. As a pioneer in ITSM with more than 15 years of experience, HP brings people, process and technology together to enable companies to respond quickly to change. HP has a rich history with ITIL and ITSM and is the only technology vendor to author one of the five ITIL v3 core books. In addition, HP has authored the ITIL glossary and has built the overarching process maps for the new library.

HP ITIL/ITSM leadership snapshot

- **HP ITIL-certified professionals:** More than 5,000 HP employees are ITIL-certified,

representing one of the largest ITIL-certified workforces in the industry.

- HP Software: 2005 CODiE Award winner “Best Systems Management Solution” category. HP named a leader in the business service management (BSM) software market in the April 18, 2007 Forrester Wave BSM report.
- HP ITSM Education Services: More than 100,000 graduates worldwide trained in ITIL/ITSM and HP software.
- ITIL v3: HP has a significant number of employees actively involved in the ITIL v3 refresh, including authors for the Service Operation book and ITIL v3 glossary.
- itSMF leadership: HP professionals occupy many itSMF leadership positions worldwide, including membership on the board of directors and founders of regional itSMF chapters.

Additional information on the HP Service Management portfolio is available at <http://h71028.www7.hp.com/enterprise/cache/4213-0-0-225-121.html>.

About HP

HP focuses on simplifying technology experiences for all of its customers – from individual consumers to the largest businesses. With a portfolio that spans printing, personal computing, software, services and IT infrastructure, HP is among the world’s largest IT companies, with revenue totaling \$94.1 billion for the four fiscal quarters ended Jan. 31, 2007. More information about HP (NYSE: HPQ) is available at www.hp.com.

This news advisory contains forward-looking statements that involve risks, uncertainties and assumptions. If such risks or uncertainties materialize or such assumptions prove incorrect, the results of HP and its consolidated subsidiaries could differ materially from those expressed or implied by such forward-looking statements and assumptions. All statements other than statements of historical fact are statements that could be deemed forward-looking statements, including but not limited to statements of the plans, strategies and objectives of management for future operations; any statements concerning expected development, performance or market share relating to products and services; anticipated operational and financial results; any statements of expectation or belief; and any statements of assumptions underlying any of the foregoing. Risks, uncertainties and assumptions include the achievement of expected results and other risks that are described from time to time in HP’s Securities and Exchange Commission reports, including but not limited to the risks described in HP’s Quarterly Report on Form 10-Q for the fiscal quarter ended Jan. 31, 2007. HP assumes no obligation and does not intend to update these forward-looking statements.

© 2007 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

04/2007