



## HP DecisionCenter Optimization module

Data sheet



HP DecisionCenter Optimization module creates visibility into the effects of IT investment change on service availability. It enables IT to efficiently use resources to maximize high-value availability.

### Key features and benefits

- Minimize the business impact from service delivery.
- Drive performance across IT silos without changing organization.
- Determine the resources needed to support a service entering the production environment.
- Enable intelligent cost cutting or the justification of cost while maintaining financially quantifiable service delivery levels.
- Weigh availability and staffing effects in cost reduction decisions.
- Establish a fact-based discussion with your business customers around the cost and impact of service delivery.

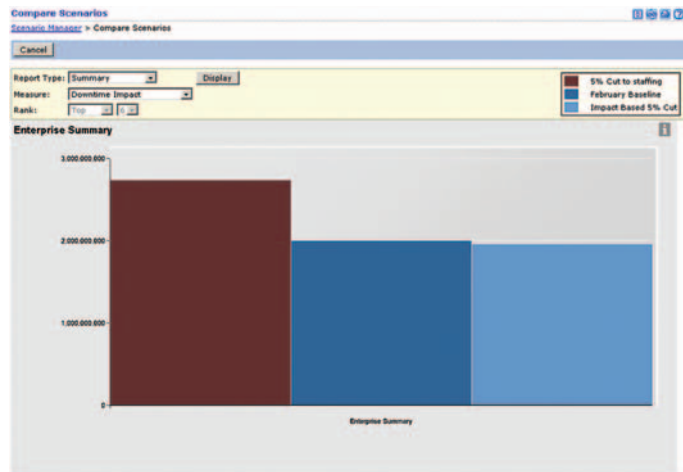
### Create the transparency needed to drive inefficiency out of ongoing IT investment.

IT has become the fabric by which business is run, yet it continues to be managed by paper, spreadsheet and heuristics. In an environment where IT is being asked to do more with less and to show it can tangibly drive improvements to corporate performance, IT lacks the transparency to drive greater efficiency out of existing IT spending and to establish better accountability for IT-driven business processes.

CIOs need to do more than oversee IT operations. They need to provide the leadership to drive real business benefit from IT investments. A key element of this is ensuring that existing IT investments, the so-called service portfolio, are targeted at the right business priorities and that efficiency is maximized to drive technology investments to further extend corporate performance.

It is hard to cut cost when labor—a major IT cost component—for IT driven business processes lives in silos and when service requirements cannot be related to their cost of ownership. At the same time, there is no ability to relate projected environmental change to maintenance increases and staffing reductions. IT, in contrast to businesses whose services it manages, cannot judge the impact of change: a budget reduction, a new business service addition, a modification to system configuration or a movement to business service demand.

**Figure 1.** DecisionCenter Optimization creates visibility into the infrastructure that drives the business.



At the same time IT cannot determine which of its perhaps thousand business services deserve attention and resources and which do not. This is a problem because the precision of defining priorities determines the wait time for servicing the business. The pace by which a response occurs in many industries can result in millions of dollars of lost revenue. Similarly, the timing for adding equipment to business services can impact system availability, incident frequency and system uptime.

Today, service promises are made with no consideration for expected incidents or resource availability. The decision of what is serviced or what receives additional resources is left to the request receiver. With no priorities, the mix of service staff versus need is unknown. How does IT know who to hire and who to fire? And how does IT know when to bring on new equipment or to implement change? Or how does it know to purchase equipment with the right downtime profile? Because IT operates with heuristics when calculating whether resources are needed for a new project, existing critical business services often find their service response time slip when a new service comes online. Put simply, IT today cannot relate resources to service and service to cost. For this reason, it cannot align with the overall corporate strategy, whether it is to increase or protect revenue, decrease or avoid increasing cost, increase business flexibility, reduce risk or meet regulatory requirements.

HP DecisionCenter Optimization creates the credibility needed to enable an objective fact-based discussion with the customer.

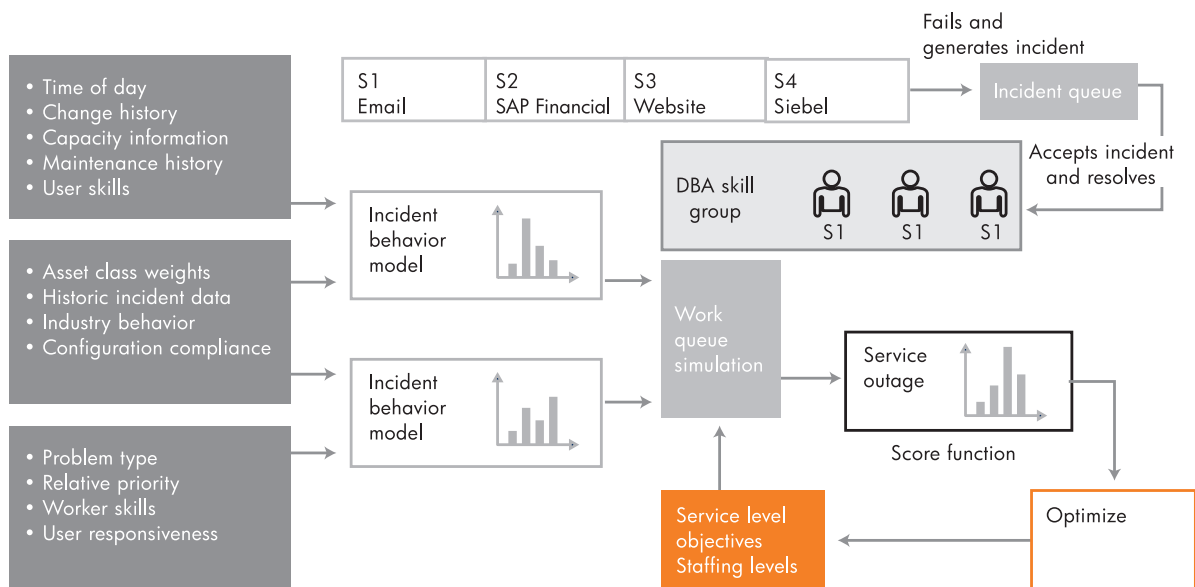
DecisionCenter Optimization was derived from interviews with more than 40 Global 100 CIOs, CFOs and senior IT managers. Included were IT organizations from commercial banking, consumer products, electronics, energy, financial exchange, industrial equipment, insurance, pharmaceuticals, retail, securities and transportation.

DecisionCenter Optimization creates visibility into the infrastructure that drives the business. It helps an organization understand how changes in IT investments in infrastructure and people will affect availability and service levels. By doing so, HP DecisionCenter software provides IT with the credibility needed to partner with the business and to have an objective fact-based discussion about the targeting of IT resources.

DecisionCenter Optimization enables a business discussion by providing the ability to balance risk and minimize the aggregated impact of IT performance to the business. By doing so, it drives congruence between IT investment, service portfolio objectives and staffing of responder organizations. This advancement in IT management is made possible by a combination of several pieces of technology:

- 1 Utilizing the historical service management availability and incident record.
- 2 Creating a business service catalog.
- 3 Capturing departmental interrelationships and relating them to the business services in the catalog.
- 4 Establishing business impact rules for the impact of downtime or degraded performance according to time of day, day of week, week of quarter, and duration.
- 5 Aggregating the impact from business customers into business service impact.
- 6 Minimizing enterprise impact on a service portfolio by combining historical data, customer-defined business impact rules, predictive modeling and optimization.
- 7 Evaluating the needs of new services entering the service portfolio via "what if" analysis and simulation.

**Figure 2.** HP DecisionCenter Optimization models the relationship between IT labor investment, service impact and staffing.



The DecisionCenter Optimization system starts by modeling the expected incident demand for business services—this is made possible by using the historical service management record. These become inputs to an incident behavior model and resolution behavior model. With this information, a baseline is created for both incident behavior as well as resolution behavior. The output of these models is a list of business services sorted and ranked by the business impact of the projected service availability. These in turn can be used to evaluate the sensitivity of service levels and staffing to the overall quality of service delivered and aggregated business impact.

By running this process iteratively from service to service, the overall business service impact can be minimized. This enables an allocation of service quality to be made for each business service in the portfolio, considering expected demand and the relative impact of a service to the enterprise. At the same time, staffing can be aligned to affect a service delivery plan—this includes the staff allocation to responder/assignment groups to meet service level objectives. Currently, IT departments reduce staffing without considering either the effect on service quality or the relative business services demand for responder/assignment groups. The model shown in Figure 2 changes this by establishing the relationship between IT labor investment, service impact and staffing.

## Benefits

DecisionCenter creates benefits to IT and its critical stakeholders:

- Creates visibility into the infrastructure that drives the business and helps an organization understand how changes in IT investment in infrastructure and people will affect availability and service levels.
- Provides IT with the credibility needed to partner with the business by enabling an objective fact-based discussion between the customer and IT.
- Enables the business to know resources are being targeted to create the biggest business impact.
- Enables the business to know that IT is focused on the business benefit from IT investment.
- Enables IT to gain leverage in its relationships because it can tie IT investment to the bottom line.
- Balances risk and drives service portfolio response times and resolution times into the performance of production business services.
- Focuses IT activities to drive down business impact.
- Drives performance across IT silos without changing the organization.
- Enables managers to see efficiency that can be gained from change.
- Provides IT the ability to intelligently cut cost or justify cost when change creates meaningful impact to the business.
- Moves the discussion with the customers to the cost and impact of service.

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