



HP DecisionCenter Business Impact Analytics module

Data sheet



Business Impact Analytics enables a shared view of the impact of business continuity among IT managers, change managers, enterprise risk managers, and business customers

Key features and benefits

- Evaluate the business impact of service or data center disruption.
- Optimize the selection of change windows minimizing business impact.
- Understand the business impact of historical service delivery.
- Determine if IT has failed to deliver at a critical business juncture.
- Detect areas where architecture or staffing is limiting business performance.
- Enable IT and business customers to analyze IT performance across the enterprise.

Transparency to better manage IT and communicate with customers

Current-generation service management solutions do not actively consider business impact in how they measure the quality of service delivery or select and evaluate change windows.

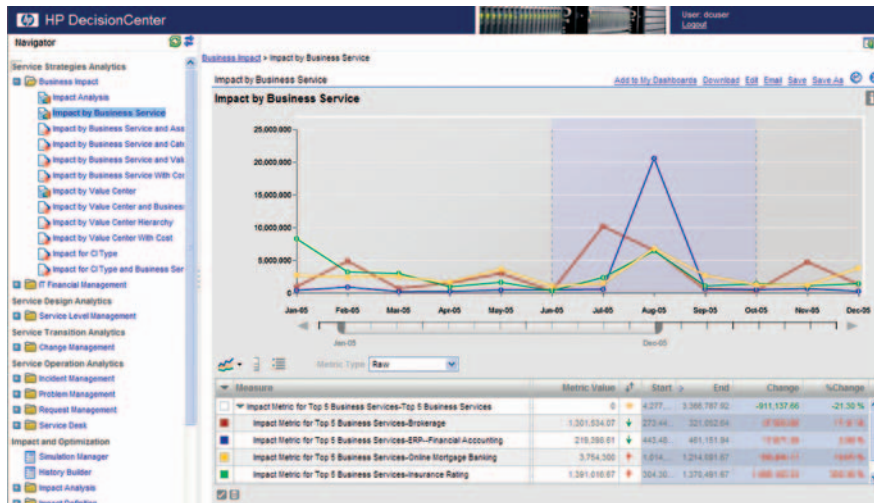
In terms of service quality, they measure by an availability formula. Even though availability can be a valuable technical measure, it is also a source of disconnect between IT and its business customers. The problem is that while IT can measure availability and then claim it met the terms of a service level agreement (SLA), the business customer at the same time can be stinging from the last time IT failed to deliver at a critical juncture.

Availability masks problems across extended periods of operation. This occurs because hours of limited or no operation are often included in the mix. This disconnect means that IT personnel think customers are being adequately served because they cannot see how service delivery affects their business. They cannot effectively walk in the customer's shoes.

Similar to availability is change. Historically, the business has provided IT a set of change windows. But in a 24 x 7 world, change decisions are not as simple as "do it on Saturday or Sunday." This complexity means that the impact on all stakeholders must be considered with unplanned change.

Establishing business alignment requires that IT understand how IT performance impacts its customers by time of day, day of week, week of quarter, and duration. Without this common understanding, IT cannot know when it has failed to deliver at a critical junctures for its customers.

Figure 1. DecisionCenter Analytics provides the ability to look at impact from the enterprise and then slice through to business areas and departments.



Business Impact Analytics creates a shared view of IT performance with the customer.

For many IT departments, “business CIOs” manually translate availability and incident data into the monetary business impact for business units and their business services. However, given the effort required, this occurs monthly or quarterly at best and does not support in-period decision-making. Meanwhile, enterprise risk managers and change managers are not able to readily see how a change in business service impact ripples through to the business continuity plan.

Business Impact Analytics changes the equation by binding together multiple elements of technology:

- The ability to create a business service catalog.
- The ability to capture departmental relationships and relate them to the business services in the catalog.
- The ability to establish business impact rules for the impact of degraded performance for time of day, day of week, week of quarter, and duration.
- The ability to create simple and complex outage scenarios and to evaluate them against an extended change window.
- The ability to run historical incident record against business impact rules.

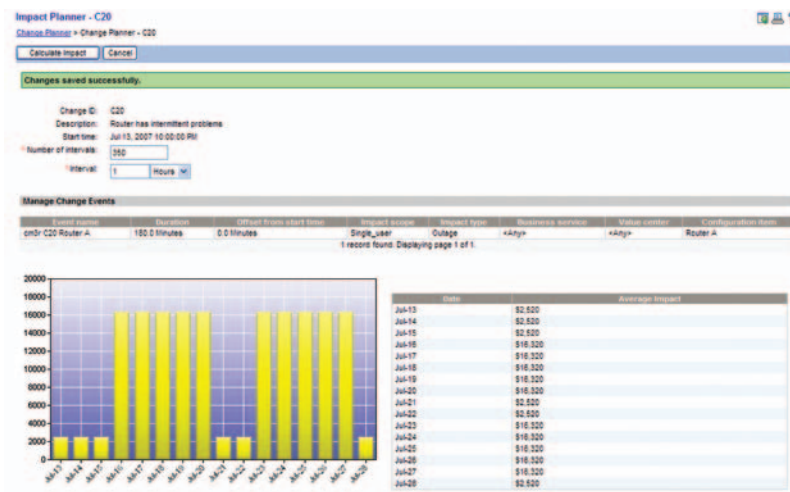
- The ability to aggregate the impact from business customers into business service impact.
- The ability to analyze historical impact from any layer of business indenture—entire enterprise, line of business, department or business service.

Because Business Impact Analytics rules can be established either at the business service or the department basis, it is possible to analyze the service portfolio at either the departmental or business service level. This capability means that historical availability can be presented in terms of the customer enabling users and IT to see where service delivery is having a financial impact. By doing so, decisions can be made to change infrastructure, service level objectives, or staffing.

Information analysis

Once established, analysis can take place for the business impact of IT performance to the business customer organization. Figure 1 shows the ability to look at impact from the enterprise and service perspectives, then drill down to business areas and departments.

Figure 2. DecisionCenter Business Impact Analytics Change Planner.



Impact Analysis

In addition to enabling the evaluation of historical service delivery, HP DecisionCenter software provides three sets of impact analysis capabilities. All of these enable future impact scenarios to be evaluated. Together they allow IT management to improve business continuity and IT business alignment.

Impact Calculator provides the ability to evaluate and audit existing impact rules. In addition, it can be used to evaluate the impact of simple outage events. These involve a single business service, value center consuming a business service, or Configuration Item (CI) supporting a business service.

Impact Planner provides the ability to evaluate a complex multiple business service or CI events such as a change or datacenter outage. Through this tool, a change can be modeled affecting multiple services and CIs. This same functionality can allow risk managers to evaluate the impact of datacenter outage and do so for multiple data points throughout a year.

Change Planner extends the Impact Planner. It provides an integration path with HP Service Manager software. This path enables a change manager to evaluate the business impact of a change that they have been asked to review. This works via a call from Service Manager to DecisionCenter Business Impact. Through this call, the change is based by Service

Manager to DecisionCenter. With this the impact of the change is provided as is a drillable curve of impact over time. Using this, change managers can approve or disapprove changes with the business side of the equation.

A complete solution

Business Impact Analytics creates a holistic means for quantifying and evaluating the impact of down time or degraded performance. Once impact rules are established it is possible to stream historical service performance across impact rules to develop the historical business service impact for information analysis. At the same time, the ability exists to evaluate the impact of datacenter outage or planned outage.

When tied with HP DecisionCenter IT Performance Analytics module (ITPA), a complete solution can be delivered for measuring and analyzing the quality of IT service delivery. With the addition of ITPA, one can drill in from the enterprise to division to department business impact, including a drill-down to the highest impact business services consumed. Conversely, one can drill in from business service impact to the most impacted value centers. Together, this provides analysis that is valuable to IT and the business alike, and can lead to better IT resource decision making on infrastructure and staffing.

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