



HP DecisionCenter IT Performance Analytics module

Data sheet



HP DecisionCenter IT Performance Analytics (ITPA) enables organizations to drive continual improvement to their IT processes, to accelerate their process maturity, and to create concrete cost reduction. ITPA does this by enabling assessment of IT process effectiveness, along with a shared view of IT goals, performance and deficiencies.

Key features and benefits

- Accelerate process maturity by moving from establishing IT processes to managing IT processes.
- Determine ineffective processes in order to drive IT cost reduction.
- Move from flat file reporting to role-based dashboards with strategic measurement and analysis.
- Conduct rich, historical analysis as well as metric drill down and analysis.
- Enable creation of interrelated, cascading strategies, objectives, and scorecards for the entire IT organization.
- Reduce total cost of ownership for business intelligence and reporting with extensible, pre-populated IT metrics and report libraries.
- Establish access control and distribution with user-level and role-based security.

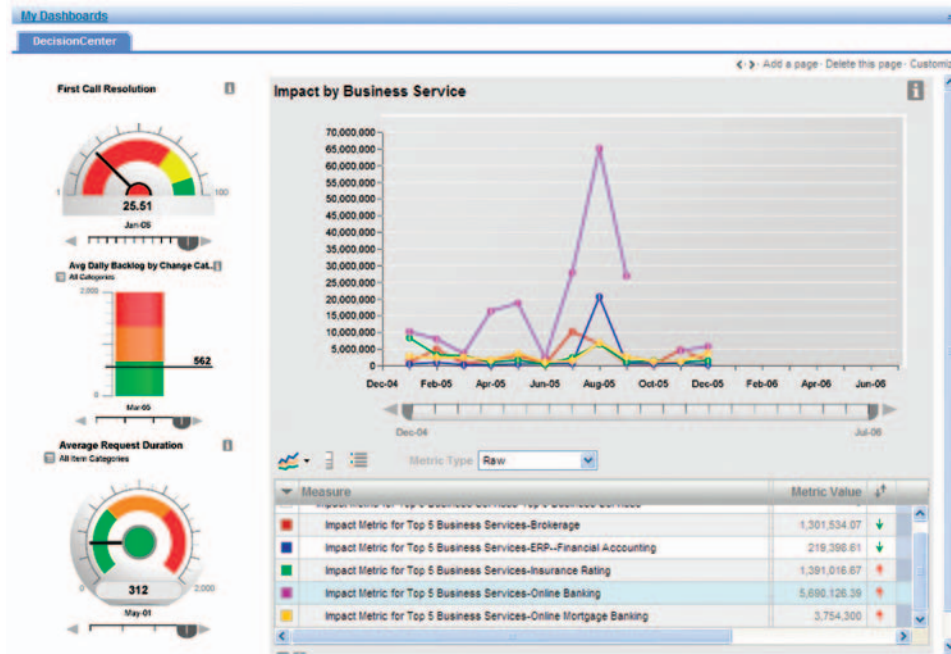
IT maturity demands a new analytics approach

Tackling the traditionally high cost of IT has long been a key business strategy. Like most endeavors, the 80/20 rule can be applied, which is to say that 80 percent of the cost inefficiencies are readily identified and eliminated. However, the remaining 20 percent requires the IT organization to manage the quality of IT processes against history and business objectives.

Meanwhile, the business that IT serves has become more demanding in terms of the quality of service it receives as well as the accuracy and understandability of the measures used to judge service quality. This quality is derived from the business processes that IT has in place to deliver the business services and the understanding of the process. How it is measured relates directly to the information that the business needs to assess the value that is being derived.

Key to both issues is providing accurate, relevant, and timely information. This involves moving customers away from reporting to timely, actionable information through process based dashboards, helping to better pinpoint systematic process based inefficiencies. This knowledge can be used to both improve process effectiveness and reduce costs. When used in the context of role specific scorecards, users can drive performance back to the objective, as well as help demonstrate that IT is running like a business.

Figure 1. The IT Performance Analytics dashboard enables clear communication of IT issues.



IT Performance Analytics module

The IT Performance Analytics (ITPA) module creates a shared hub of IT information for decision making from the CIO to the IT individual contributor. ITPA is built upon a proven business intelligence tool with native ability to interface with multiple data sources.

The IT Performance Analytics module provides the following features:

- ITIL based metrics and reports enable systematic analysis of process effectiveness and efficiency.
- User creatable dashboards and scorecards enable strategies, objectives, and key performance indicators to be tracked.
- Supports management in defining IT organizational goals and relating them to key performance indicators.
- Uses the business scorecard to ensure congruency of goals and measurement and to drive performance across each successive layer and its predecessor.
- Enables strategies, objectives and scorecards to interrelate and cascade across the IT organization.

- Enables rich, metric-based analysis as well as dimensional drill-down capabilities without requiring additional user training.
- Provides native capabilities for doing rich information trending and analysis.
- Provides native schema, metrics and KPIs to reduce the cost of implementation for HP ServiceCenter software, HP ServiceCenter software and HP AssetCenter software.
- Provides native performance indicators for service desk, incident, service level management, request management, and change management.
- Enables web services connectivity to tools from other software vendors.

Lastly, when tied to HP DecisionCenter Business Impact Analytics module, the ITPA module provides a means to create business customer scorecards and to discover service discontinuities.



Tying IT Performance Analytics to Business Impact Analytics

Current solutions measure the quality of service delivery by a simplistic availability formula. Although availability is a valuable technical measure, it is a source of significant disconnect between IT and the business customer and is not therefore, an effective measure

by itself of IT value delivered. The problem is that IT can claim it met a Service Level Agreement (SLA) at the same time as the business customer is stinging from the last IT outage at a critical business juncture.

Not understanding the timing of these critical junctures means IT cannot fully walk in the customer's shoes. Within Business Impact Analytics, it is possible to analyze the business impact of service delivery for a departmental or business service. This means that historical availability can be presented in terms that allow IT to clearly communicate where service delivery is having a financial impact on the customer. By doing so, decisions can be made to change either staffing, service level objectives, infrastructure resources, or customer expectation.

Linking IT with the Business

ITPA provides IT managers the ability to link IT strategies and key performance indicators. By associating goals with key performance indicators, managers can see when strategies are at risk and what performance change is required to drive realignment. Additionally,

by explicitly tying to Business Impact Analytics, it enables IT managers and customers to measure and evaluate the historical impact-based performance.

IT Performance Analytics:

- Creates a shared hub for IT decision making and performance analysis from the CIO to the IT contributor.
- Creates a shared view between the customer and IT of the impact of IT performance.
- Provides senior IT managers the ability to test where strategies are working by rich, predictive analysis as well as dimensional drill down.
- Helps users understand where IT fails to deliver at a critical business juncture.
- Provides built-in measures for the quality of IT managed business processes, including incident, problem, change, service delivery and financial performance.
- Offers predefined native Extract, Transform and Load (ETL) and datamart schema for HP Service Manager, AssetCenter and ServiceCenter software, as well as solutions from other software vendors via web services connectivity.
- Includes a flexible and intuitive semantic layer that can be changed to support customized resources and process configuration.
- Provides the ability to control and distribute access to key pieces of information to the users who can best take action on what they find.

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