



## HP Helps IT Continually Improve Delivery of Business Services with Enhanced IT Service Management Solutions

PALO ALTO, Calif., Nov. 26, 2007 – HP today introduced enhanced IT Service Management (ITSM) software and services to help IT organizations quantify improvement to business outcomes and continually enhance process quality while reducing costs.

The solution includes major upgrades to HP Service Manager 7.0 and HP Decision Center 2.0 as well as HP Software-as-a-Service for Service Manager 7.0, HP's Blueprint for Service Manager 7.0, new HP Service Manager 7.0 training courses and enhanced HP ITSM Assessment Services. The HP ITSM offering is part of HP Automated Operations 1.0 software suite, which combines Business Service Management (BSM), Business Service Automation and ITSM solutions to enable automation of all critical operational functions and IT processes across the service management lifecycle. HP Automated Operations 1.0 is one of the key pillars of HP's Business Technology Optimization (BTO) portfolio, which combines and integrates assets from HP OpenView, Peregrine, Mercury and Opsware.

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"The HP ITSM solution takes a best practice-based approach that enables IT organizations to quickly achieve their service management objectives," said Eric Vishria, vice president of products, Software, HP. "And with the ability to manage the entire IT service lifecycle and analytics to support continual service improvement, HP's ITSM solution enables IT organizations to deliver unprecedented value to the business."

To aid IT organizations to deliver real and measurable value to their businesses, service lifecycle management optimizes the management of services from the business perspective, rather than managing at the server, network, or application level. Aligned with the IT infrastructure library (ITIL) definition of service lifecycle management, the HP ITSM solution allows IT organizations to monitor and measure what the business needs to know about on an ongoing basis, and make continual improvements in terms of cost or other business metrics. This helps IT increase efficiency while meeting growing customer demands.

### **New integration, product enhancements and services**

HP Service Manager 7.0 – HP's next-generation service desk product – enables integrated service lifecycle management to track and manage business services from inception to retirement. New enhancements help IT staff:

- Manage the growth of IT's portfolio of service offerings using agreed-upon approval rules, costs and service level commitments to increase efficiency and service quality and reduce costs; publish the available service offerings and fulfill users' subscriptions

to them with HP Service Catalog;

- Manage entitlements, subscriptions and provisioning of services to accelerate delivery of those services and prioritize problem resolution based on what matters most to the business through native integration of HP Service Catalog and newly-enhanced Service Catalog fulfillment capabilities;
- Gain insight into performance and availability problems and troubleshoot with a full context of what the problems are and what may be causing them through integration with HP Universal CMDB and the HP BSM solution; and
- Upgrade from previous HP solutions seamlessly and quickly.

HP Service Manager 7.0 is also available through HP Software-as-a-Service, a delivery model in which software is developed, hosted and operated by HP for use by customers over the Internet.

HP DecisionCenter 2.0 helps IT staff continually improve the quality of service delivery, drive cost reduction and demonstrate business value by harvesting the wealth of information already in customers' management systems, such as incident data, change requests and service-level information. It provides customers:

- The ability to pinpoint process inefficiencies, establish process goals and continually respond to process variances;
- Role-based scorecards and process-based dashboards to continually improve the quality of service delivery;
- Easy alignment with ITIL v3 with out-of-the-box process analytics, metrics and reports for key IT processes such as: Service Desk, Problem, Change, Request, Service Level Management, Business Impact and IT Financial Management; and
- The ability to quantify, in financial terms, the impact of change or service performance degradation to make better IT staffing and scheduling decisions.

"Managing change effectively is core to our success at John Hancock, in order to drive collaboration and reduce associated costs and risk," said Betty Smith, vice president, quality assurance and performance management, US Wealth Management Division, John Hancock. "To that end, we have fully embraced HP's service management strategy which provides an integrated solution to address our change management needs across applications and operations."

HP Blueprint for Service Manager 7.0 helps IT organizations accelerate time-to-value for HP Service Manager and ITIL v3 by helping IT staff:

- Implement best practice-based processes to enable more efficient ongoing use of HP Service Manager; and
- Ensure optimized use of HP offerings and achieve faster ITIL-based deployments via a directed design approach.

Additional services include enhanced HP ITSM Assessment Services, which provide recommendations for service improvement based on ITIL v3 best practices and training courses on the skills IT professionals need to implement and maintain HP Service Manager 7.0.

“We, as a globally organized internal IT service provider, see ourselves as a significant enabler and supporter of the reinsurance business and our executives need to know that we will provide a reliable and flexible IT service with the right balance between quality and cost,” said Karl-Heinz Neumann, global infrastructure services officer, Munich Re. “Working with HP to implement IT infrastructure library-based service management has empowered us to do that.”

More information about HP Software and HP Services offerings is available in an online press kit at [www.hp.com/go/swuniverse07barcelona](http://www.hp.com/go/swuniverse07barcelona) and at [www.hp.com/go/itoperations](http://www.hp.com/go/itoperations). More information about the HP Service Management portfolio is available at [www.hp.com/go/servicemanagement](http://www.hp.com/go/servicemanagement).

### **About HP**

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