



HP Service Management Framework

With the new HP Service Management Framework, HP brings all the concepts of a service management system together to guide customers as they implement service management solutions. This addition to the HP Service Management portfolio consolidates HP's solutions, expertise, methodologies and industry standards – including ITIL and COBIT – to help IT partner with the businesses it supports by providing better governance, service management and efficiency.

The HP Service Management Framework will initially incorporate and consolidate the major standards of service management – including ITIL v3, CMMI, CoBit v4, ISO/IEC 20000 and ISO 27001 – as well as the original HP ITSM Reference Model concepts and underlying detailed process guides and work orders. The framework provides a common language based on industry best practices and international standards enabling customers to:

- Manage end-to-end IT services;
- Provide IT organizations with a roadmap for transformation into a strategic partner to the business; and,
- Achieve consistent, predictable and agreed upon IT services.

Key benefits include:

- Open framework which leverages relevant standards;
- A one-stop shop for service management solutions;
- Certified experts and capabilities worldwide;
- HP's depth and breadth in standards-based service management solutions and intellectual property.

The HP Service Management Framework consists of building blocks that enable the positioning of domains from standards and HP models, such as security or IT governance. These building blocks can be used as starting points for building and/or improving parts of a service management system to improve speed and quality while reducing risks and cost.

In addition to building blocks, the HP Service Management Framework repositories contain best practices on resources and capabilities based on standards, HP experience, detailed intellectual property, and project artifacts from more than 15 years in service management. The framework also applies to internal, shared or external service providers in any industry and is scalable to any size.

Editorial contacts:

Kathy Sowards, HP
+1 972 437 4140
kathy.sowards@hp.com

Chris Lalli
Cohn & Wolfe for HP
+1 415 365 8540
Chris_Lalli@sfo.cohnwolfe.com

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

HP will continue to use its expertise to add new concepts to the framework in advance of upgrades to the service management standards.

Addressing Security and IT governance

A critical security component associated with the HP Service Management Framework, the HP Integrated Security Service Management (ISSM) Framework is a comprehensive approach to designing and deploying an enterprise information security program. ISSM is a scalable architecture of industry and open security standards and best practices which promote the confidentiality, integrity, and availability of IT assets and information.

The HP ISSM Framework is designed to help customers address security governance based on HP's 5Ps – People, Policy/Procedure, Process, Product and Proof – and has seven key components: Risk Model, Framework, Assessment Compliance Reporting Engine, Reference Guides, Reference Maps, Control Implementation Templates, and Service Catalogue.

The HP ISSM Framework also helps customers view current and planned capability maturity asset models based on the Capability Maturity Model Integration (CMMI) standard. ISSM also addresses each control objective in ISO 27001 to transition Security Controls to ITIL v3. This approach provides a comprehensive view of each control to define maturity levels.

HP has also combined its experience with customers, leadership in the emerging areas of service-oriented architecture and IT shared service and HP's own internal practices into a comprehensive framework for IT governance. The HP IT Governance Capability Model provides a practical basis for assessing enterprise's governance of IT and creating specific actionable plans for improvement.

The IT Governance Capability Model addresses overall IT governance and identifies seven governance capability domains that exist in organizations with world-class IT governance. HP's approach for governance improvement provides critical value for IT departments by:

- establishing a shared vision of the role of IT by aligning with goals and expectations of the business it serves;
- identifying governance strengths and weaknesses based on a focused, rapid assessment; and,
- providing a collaborative approach to planning and implementing change using people, process and technology.

HP Service Management solutions

HP Service Management solutions help customers align IT operations, applications and strategy to achieve better governance, compliance and efficiency across the IT environment and ultimately, to demonstrate more IT value to the business. The portfolio leverages Information Technology Infrastructure Library (ITIL) v3, extends industry best practices and provides a complete view of an enterprise's IT landscape.

HP has a long track record of working with ITIL and has contributed to the ITIL publications for many years. Recognizing an opportunity to improve and add to ITIL v2, HP introduced its own ITSM Reference Model shortly after the launch of ITIL v2 and has steadily evolved it as ITIL v2 has added publications. With the advent of ITIL v3, HP has

also made major updates to its own ITIL services and reference model.

With its deep experience and expertise in ITIL, HP is able to provide customers with a complete plan for all standards that should be incorporated in an ITIL implementation. For example, there are new standards such as ISO/IEC 20000 and ISO 27001 which provide more detail on metrics for IT departments; and implementing standards such as CoBit may require customers to incorporate other standards as well for a complete service management system.

HP's leadership in service management includes:

- ITIL-certified professionals: More than 5,000 HP employees are ITIL-certified, representing one of the largest ITIL-certified workforces in the industry;
- 600-plus certified information security professionals;
- HP Software: 2005 Codie Award winner "Best Systems Management Solution" category;
- HP ITSM Education: More than 100,000 HP professionals trained in ITIL/ITSM worldwide;
- 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;
- Membership/board of directors, founders of itSMF chapters worldwide.

More information about HP service management solutions is available at www.hp.com/go/servicemanagement.

© 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.

6/2007