



HP Best Practices for Service Center

The HP Best Practices for ServiceCenter service is a set of six pre-defined, deep-level ITSM processes preconfigured for ServiceCenter with detailed tools and work instructions to accelerate ServiceCenter deployment and optimize its ongoing use.

HP Best Practices for ServiceCenter provides a foundation of standardized processes that helps improve business and IT alignment as well as mitigate the risk of not meeting regulatory requirements and standard quality certification regulations. The service helps customers decrease the time and effort needed to implement HP Software ServiceCenter as well as:

- Speed up IT process design by using a proven set of best practices, reducing time, effort and cost;
- Accelerate the standardization of well-defined, complete and integrated processes to improve quality and shorten implementation time;
- Increase the rate of adoption of service management processes by providing the entire IT organization with easy access to best practices;
- Mitigate the risks of regulatory non-compliance with an industry standards-based solution.

Part of HP's Service Management solutions portfolio, the new service is based on ITIL and HP best practices and includes:

- Process descriptions for Incident and Service Request Management, Problem Management, Service Level Management, Change Management, Configuration Management and Release to Production;
- Tier 1 to Tier 4 process documentation that meets ISO 9000:20000 certification standards;
- Pre-configured fields, forms, roles and rules for upload into HP Software ServiceCenter 6.2, aligned with the six ITSM processes;
- Tool setup with COBIT IT controls and reporting templates for IT governance and regulatory compliance risks and control point visualized in process flows; and
- Web-based HP ITSM process descriptions with detailed procedures for ease of use.

Successfully providing and managing IT services

HP Best Practices for ServiceCenter is part of the new HP Service Management Framework, which 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 v3 and COBIT – to help IT partner with the businesses it supports by providing better governance, service management and efficiency.

HP service offerings are based on industry standard process guidance, such as ITIL and COBIT, as well as the process design and implementation best practices that HP has developed over the past decade. HP not only provides detailed IT process models but also pre-defined templates and detailed work instructions needed for executing specific tasks using HP Software ServiceCenter technology.

More information on HP Best Practices for ServiceCenter is available at www.hp.com/services/bestpractices4SC. More information on HP Software ServiceCenter is available at www.openview.hp.com/products/ovsc/index.html. More information on HP service management solutions is available at: www.hp.com/go/servicemanagement.

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