



## New HP Service Management Solutions Help IT Rapidly Respond to Changing Business Needs

LAS VEGAS, June 18, 2007 – HP today unveiled new Service Management solutions, including new versions of HP Change and Configuration Management Center software and HP Service Management services, to help IT rapidly respond to changing business needs while minimizing business disruptions.

In a highly competitive business environment, IT groups must be nimble and agile to rapidly respond to changes – whether this means rolling out new services, changing business processes or resolving issues before they impact customers.

In a recent study produced by HP in cooperation with the Economist Intelligence Unit,<sup>(1)</sup> 35 percent of respondents in the United States, Latin America and Canada said that accelerating the time taken for service delivery will be a priority for their organizations in the next year. In addition, 29 percent of all respondents said that greater investment in IT automation would help most to accelerate the delivery of IT services.

To address these customer needs, the new versions of HP Change and Configuration Management Center software, new software integrations and related services, help customers:

- Accelerate change by automating time-consuming manual processes;
- Increase productivity by accelerating problem resolution and online ordering of IT goods and services; and
- Reduce the risk of business disruptions with the only configuration management database (CMDB) built on dependency mapping and integrated with help desk, change and configuration management and business service management offerings.

“A typical Global 2000 IT organization averages 500-600 manual configuration changes a month to its IT infrastructure, and this effort is compounded by upgrades and patches to operating systems and applications,” said Stephen Elliot, research director, Enterprise System Management Software, IDC. “Automation of the change and configuration workflow enables IT to deliver business services faster and more reliably. It is the hallmark of an IT organization that is increasing in maturity and ultimately looking to better align IT to desired business outcomes.”

### **Change Control Management 3.0**

Our customers tell us that many IT organizations typically have as many as 80 people in change advisory board (CAB) meetings, spending up to 10 hours on a weekly basis. HP Change Control Management 3.0 helps customers:

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- Create a virtual work environment for the CAB to automate change impact and risk assessment, track action items, comments and votes and assure that the right people are providing input on a change before it is approved for implementation. This automation not only reduces risk but also eliminates the need for in-person meetings, which saves time and enables changes to be approved faster with input from all affected stakeholders; and
- Automate a typically error-prone manual process and bring services to users faster and more reliably with HP Change Control Management, which leverages HP Universal CMDB for impact analysis and updates HP ServiceCenter with the approval status of the change request.

“As a leading mobile media and metasearch technology company, Infospace needs to be able to respond rapidly to changing business conditions,” said David La France, Sr. manager, Change Operations, Infospace. “HP Change Control Management has already helped us streamline our Change Advisory Board meetings by bringing all of the relevant information together in one place. This solution allows our CAB members to review changes and log their votes, comments or concerns at any time, bringing us one step closer to a virtual CAB. The result for us is the ability to more rapidly deliver business service changes, mitigating the risk of disruption to our customers, while reducing the time spent in real-time CAB meetings.”

### **HP Configuration Management 5.0**

HP Configuration Management 5.0 helps customers:

- Reliably deploy or upgrade new applications or operating systems, such as Microsoft Windows Vista™, to an entire enterprise within timeframes required by the business;<sup>(2)</sup> and
- Manage change through a closed-loop automated process for faster, lower risk delivery of changes with the integration of HP Configuration Management and HP ServiceCenter.

“At Northwest Airlines we are able to provide efficient and reliable software services throughout our enterprise which in turn reduces our costs of doing business,” said Ken Gleason, manager, Client Products, Northwest Airlines, Inc. “HP Configuration Management solutions have helped us successfully manage change across business-critical applications, including those used at every airport we service worldwide. We’re confident that HP solutions will help us reduce business risk as we migrate our enterprise to Microsoft Windows Vista.”

### **New Service Management portfolio solutions**

HP Service Management Solutions, which leverage ITIL v3, HP and industry best practices, help customers align IT operations, applications and strategy. With HP Service Management solutions, customers can achieve better governance, compliance and efficiency across the IT environment and demonstrate more IT value to the business:

- HP Service Management Framework – A new services offering, consolidates HP solutions, expertise, methodologies and industry standards to guide customers to more effectively design, implement, run and continually improve end-to-end services. The framework provides a common language based on industry best practices and

international standards ITIL v3, CMMI, CoBit v4, ISO/IEC 20000 and ISO 27001. This enables customers to manage end-to-end IT services, providing IT organizations with a roadmap to transform their IT processes and develop a stronger strategic partnership with the business; and

- HP Best Practices for ServiceCenter – 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. Based on ITIL and HP best practices, the processes address management of incident and service request, problem, change, configuration, service level management, and release to production.

### **New product integration**

In addition, HP announced new product integration to help customers accelerate the IT request and problem resolution processes, which in turn helps increase the productivity and efficiency of business users:

- New and existing integrations with HP Universal CMDB enable a shared definition of a business service spanning both applications and infrastructure. From the time a business service is ordered, to its change impact analysis and approval, to the time it is approved to be deployed and monitored in production, the shared definition of the service helps reduce the risk of business disruptions;
- HP ServiceCenter Service Catalog Module integration with HP Service Desk helps customers set up a service, providing a control point for the number of options available to end-users, making the service request and support processes more efficient; and
- HP ServiceCenter Knowledge Management Module integration with HP Service Desk helps support organizations rapidly solve problems by leveraging data from previously solved problems.

“In today’s competitive environment where the pace of change is accelerating, businesses depend on IT to enable rapid responses to market pressures,” said Deborah Traub, vice president of products, Software, HP. “With this announcement, HP has demonstrated its continued commitment to provide market-leading solutions that help IT accelerate the delivery of services that meet the needs of the business.”

More information on HP service management solutions for specific business needs is available at [www.hp.com/go/servicemanagement](http://www.hp.com/go/servicemanagement).

### **About HP**

HP focuses on simplifying technology experiences for all of its customers – from individual consumers to the largest businesses. With a portfolio that spans printing, personal computing, software, services and IT infrastructure, HP is among the world’s largest IT companies, with revenue totaling \$97.1 billion for the four fiscal quarters ended April 30, 2007. More information about HP (NYSE: HPQ) is available at [www.hp.com](http://www.hp.com).

Note to editors: More news from HP, including links to RSS feeds, is available at [www.hp.com/hpinfo/newsroom/](http://www.hp.com/hpinfo/newsroom/).

<sup>(1)</sup> The Economist Intelligence Unit whitepaper, “Technology at the Speed of Business,” is available for download at [www.hp.com/go/software](http://www.hp.com/go/software).



<sup>(2)</sup> A paper on best practices for Microsoft Windows Vista deployment is available at [www.hp.com/go/deployvista](http://www.hp.com/go/deployvista).

Windows Vista is either a registered trademark or trademark of Microsoft Corp. in the United States and/or other countries.

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