



## HP Expands Business Service Automation Portfolio to Reduce Risk and Speed Operational Changes

LAS VEGAS, June 17, 2008 – HP today announced several enhancements to its market-leading Business Service Automation portfolio, which automates the change life cycle to minimize business service disruptions.

HP also is expanding the HP Release Control platform, formerly known as HP Change Control Management, which helps customers make informed approval decisions and gain real-time visibility across all change activity. This reduces the risk of service downtime.

Managing operational change activity is a complex and error-prone process. According to a recent Economist Intelligence Unit (EIU) survey of more than 1,125 IT leaders worldwide, one out of four respondents said that 50 percent of their outages were caused by change. The EIU study also revealed that a majority of respondents agree that automation makes IT change management more predictable and consistent.

New enhancements to the HP Business Service Automation portfolio automate change across business services. It also creates tighter alignment between the upstream change review process and the execution of changes.

### **New product enhancements and integrations**

HP Release Control 4.0 – a decision-support solution that automates impact analysis, change collision detection and cross-team coordination. Customers can make more accurate planning and approval decisions during the change review process. Release Control also provides implementation teams with the real-time visibility needed to prevent service disruptions that occur due to unplanned changes, schedule delays, run-time collisions or failures during change execution.

HP Release Control, newly integrated with both HP Server Automation and HP Network Automation, provides a consolidated, real-time view into all change activity. This change activity can range from Information Technology Infrastructure Library (ITIL)-based changes, which are initiated and managed within the service desk, to ad-hoc changes that don't follow an established process.

HP Client Automation 7.2 – introduces support for HP Remote Client Solutions along with new features for managing security vulnerabilities. Integration with HP Service Automation Visualizer, HP Operations Orchestration and HP Live Network links client devices to the data center for comprehensive change management of the business service.

HP Storage Essentials 6.0 – delivers full service-to-storage visibility by integrating with HP Universal CMDB (configuration management database) to streamline change management for the storage infrastructure. New integrations help customers plan

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storage-related change decisions and connect them to their potential business service impact. The new Report Optimizer module allows customers to quickly create and distribute custom storage infrastructure and utilization reports.

HP Service Automation Reporter 7.0 – introduces integrations to the HP Universal CMDB. Configuration and compliance data from HP Server Automation and HP Network Automation will automatically populate the Universal CMDB. This is accomplished via the Service Automation Reporter and allows customers to have a better view of their business services.

“By extending automation across the entire IT value chain, HP is helping customers take a significant step closer to the promise of lights-out IT, delivering the highest service quality at the lowest possible cost,” said Ben Horowitz, vice president and general manager, Business Technology Optimization Products, Software, HP. “Today’s announcement demonstrates HP’s continued execution on delivering the most comprehensive automation platform for managing business services from the desktop to the data center.”

### **HP BTO Software as a Service offerings**

HP Software-as-a-Service (SaaS) offers customers a means to quickly and cost-effectively leverage the benefits of HP Business Technology Optimization (BTO) software. HP SaaS is a managed service delivered through the internet. It helps customers maximize the full value of HP Software products via best practices and ongoing support. HP Release Control is expected to be available via HP SaaS in July.

More information about HP Business Service Automation is available at [www.hp.com/go/getbsa](http://www.hp.com/go/getbsa).

### **About HP**

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