



HP Introduces Industry's First Configuration Management System Solution to Minimize Costly Service Disruptions

LAS VEGAS, June 17, 2008 – HP today announced the industry's first Configuration Management System (CMS) solution to help customers accelerate changes while minimizing the risk of costly service disruptions.

Based on the IT Infrastructure Library (ITIL) V3 industry-standard definition co-authored by HP, the HP CMS solution provides quick access to enterprise-wide information that helps organizations make better business decisions.

The solution includes HP Universal Configuration Management Database (UCMDB) 7.5, HP Discovery and Dependency Mapping 7.5, a federation (i.e., data-sharing) software development kit, and web-services-based adaptors that connect information to common third-party repositories. This approach lets companies access information from multiple sources, view the data in many contexts and improve information flow across technology functions.

Critical information about how technology relates to business functions is frequently difficult to find, sporadically shared via organizational memory, or inaccurately depicted by static, asset-oriented CMDBs. These approaches are insufficient for providing the information needed to prioritize efforts and understand the impact of change.

"Many traditional CMDBs are only asset-oriented, and are often designed in a way that is unsuitable for accurate service impact information," said Dennis Drogseth, vice president, Enterprise Management Associates. "With little to no visibility and context around business services, isolated data can sometimes trigger incorrect business decisions that cause major service disruptions. A more reflexive, federated system based in ITIL V3 and the CMS concept can help businesses gain better insight into the real service impact implications of changes and change-related processes."

HP has equipped its CMS solution with a new HP UCMDB, which offers a service-level view that uses federation to access critical information. Unlike other CMDBs that require tremendous manual effort to update, the HP UCMDB was built to graphically model today's complex environments. This approach helps meet real-time demands, support data sharing capabilities and access relevant information from other repositories.

"The integration of HP's unique UCMDB federated adaptor with ArcSight's real-time enterprise event correlation platform was easy to do and quickly accomplished," said Hugh Njemanze, founder, executive vice president of Research and Development, and chief technology officer, ArcSight. "This greatly increases the value of consolidated compliance, security and risk information by making it readily available in a business

Editorial contacts:

Heather Sieberg, HP
+1 408 447 0179
heather.sieberg@hp.com

Julie Metting
Burson-Marsteller for HP
+ 1 312 596 3611
julie.metting@bm.com

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

service context to the entire UCMDB ecosystem including both HP Business Technology Optimization and third-party products, without costly replication and damaging delays.”

The following products use the HP CMS solution:

- [HP Problem Isolation 2.0](#) – based on HP-patented behavior-analysis technology. It provides customers advance warning of service disruptions so problems can be addressed earlier, minimizing business impact.
- [HP Storage Essentials 6.0](#) – delivers full server-to-storage visibility to streamline change management for the storage infrastructure. New integrations help customers plan and connect storage-related change decisions to business services. They can then assess the potential impact, which is critical to preventing downtime.
- [HP Service Automation Reporter 7.0](#) – automatically populates the Universal CMDB with configuration and compliance data from HP Server Automation Center and HP Network Automation Center. This allows customers to have a better view of their business services.
- [HP Release Control 4.0](#) – automates impact analysis, collision detection and cross-team coordination across all change activity. This enables customers to make more accurate planning and approval decisions during the change review process. This product also provides the real-time visibility needed to prevent service disruptions caused by unplanned changes, schedule delays or failures during change execution.
- [Existing UCMDB 7.5 integrations](#) – offers integrations with HP Business Technology Optimization products, including HP Project and Portfolio Management, HP SOA Center, HP Business Availability Center, HP Operations Management Center and HP Service Management Center.

“Customers gain continuous business service improvement and accurate information throughout the business-service life cycle by accessing this new offering,” said Ramin Sayar, senior director, Business Technology Optimization Products, Software, HP. “As an ITIL V3 co-author, HP recognizes that customers need a true CMS that overcomes limitations of traditional CMDB offerings.”

HP CMS solution ecosystem

The HP CMS solution also functions with a network of third-party products and with products from HP Universal CMDB partner program members, such as ArcSight, mValent, nCircle, Netforensics, Solidcore, Tripwire and VMware.

HP Consulting and Integration services are available to help customers automate change, configuration, service asset, and release management. These services leverage the HP Service Management Reference Model, which is based on ITIL V3 and best practices from more than 15 years of customer engagements.

[HP Software-as-a-Service](#) (SaaS) offers customers a means to quickly and cost-effectively leverage the benefits of HP Business Technology Optimization 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. Integrations with and management of UCMDB 7.5 will be offered through HP SaaS in July.

The HP CMS solution was introduced at [HP Software Universe](#), the company’s annual



customer and partner event focused on its software business. More information is available at www.hp.com/go/cms.

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 \$110.4 billion for the four fiscal quarters ended April 30, 2008. More information about HP (NYSE: HPQ) is available at www.hp.com.

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