

HP Service Manager software

The HP IT Service Management solution for meeting the mobile and service desk consolidation requirements of the instant-on enterprise.

Brochure



HP Service Manager—setting the standard for IT Service Management solutions with a robust lifecycle approach to “services support and delivery,” providing business value

Integrated and automated service lifecycle management with HP Service Manager

Every day, your IT organization faces a set of competing challenges. On one hand, IT must adapt to constant change, greater complexity, and expanding user demand. At the same time, IT must play an increasingly important role in driving overall business results.

With so much riding on IT’s shoulders, one fact becomes crystal clear: Your enterprise simply cannot afford ineffective IT Service Management (ITSM).

Meeting those challenges requires the service desk to evolve, implementing new processes and practices to resolve service issues faster and more effectively. HP Service Manager software is, quite simply, one of the broadest, deepest, and most cost effective ways to build the service management capabilities your organization needs.

HP Service Manager (SM) is a comprehensive and fully integrated IT Service Management software solution that enables IT to improve service levels, balance resources, control costs, and mitigate risk exposure to the organization.

The broad capability set of HP Service Manager delivers comprehensive core and extended functionality in close alignment with the IT Service Lifecycle described by Information Technology Infrastructure Library version 3 (ITIL v3). The capability to manage services using a lifecycle approach, with consistent improvement built into the governance model, allows IT to truly enhance the value to the business.

HP Service Manager software is at the core of our ITIL-based solutions, and combines with a powerful suite of operations and extended service management software from HP to provide some of the most robust solutions in the market today.

It is central to the HP solution for end-to-end change, configuration, and release management, as well as to the integrated HP solution for providing a closed loop incident process (CLIP).

Accelerate innovation through ITIL v3-based best practices provided right out of a box.

To help facilitate closer alignment with industry best practice as well as to significantly accelerate implementation and upgrade speed and increase out-of-box usability, a wide-ranging set of predefined components is delivered as an integral part of HP Service Manager. These components include:

- Support for incident, problem, change, service request (interaction), self-service, and service asset and configuration management
- Predefined roles, sample service level agreements (SLAs) and service level objectives (SLOs), and key performance indicators (KPIs)
- Documentation and flowcharts for process, procedures, and high-level work instructions
- Improved, standardized screen layout with “smart indicators” to flag related information
- Richer cross-process functionality via a range of wizards

Existing service management customers can, via the upgrade process, combine the best of their current implementation (including retention of their existing data) with the new out-of-box best practice information. Migration utilities are populated with the ITIL v3 best practices content as a starting point. Backward compatibility is supported.

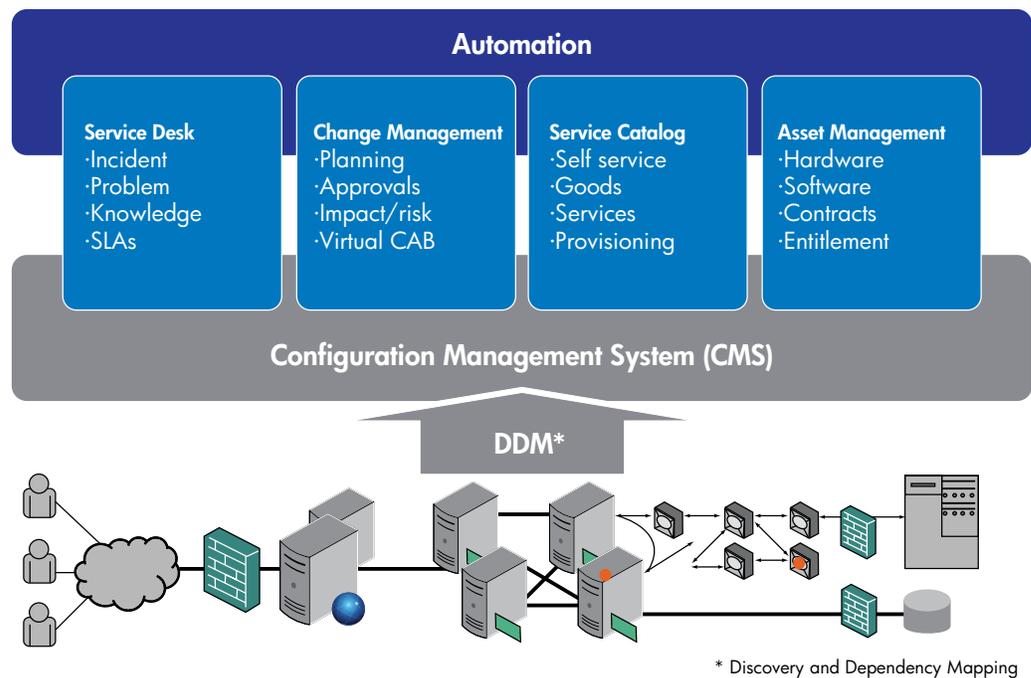
* As of April 2010



HP Service Manager has OGC Gold-level certification for more ITIL processes than any other vendor.



HP Service Manager is ITIL v3-certified by Pink Elephant in 11 processes and is the first and only software from a major vendor to achieve certification in Service Portfolio Management.*



HP Service Manager Enterprise Suite

A single ITSM solution, with everything you need

HP Service Manager Enterprise Suite is a comprehensive, fully integrated ITSM solution that leverages more than 25 years of service management focus and experience.

It provides a powerful platform to standardize, automate, and enforce your key IT processes and demonstrate value to the business. It offers efficiencies through:

- Automation of core IT processes such as incident, problem, service level, and end-to-end change and configuration management
- Out-of-the-box ITIL v3-based process workflows for secure, efficient service operations and delivery
- End-user self-service for ticketing and catalog-based requests

The suite orchestrates your ITSM processes and allows you to track calls, requests, incidents, problems, changes, releases, configurations, and service level agreements. So, for every task, you know who is responsible, what has been done and still needs to be done, and whether the task is being completed quickly enough.

What are the results? Low costs, high user satisfaction, less risk, and better compliance with IT policies.

HP Service Manager Enterprise Suite is simple to order and is priced to fit within today's stringent budgets. We have deviated from traditional à la carte pricing models to offer the suite as a single, comprehensive

bundle. We supply it with one dedicated user license, so your users never have to worry about being unable to log on, as can happen with floating multi-user licenses. And with the incredible savings you get with the suite, it is generally more cost effective than floating licenses. It is as easy as counting heads to order. And since you can purchase as few or as many licenses as you need, the solution can scale up cost-effectively to support your needs as your company grows.

HP Service Manager Enterprise Suite includes:

- Core capabilities for access, configuration management, a configuration management database, and predefined report analytics
- Excellent help-desk incident and problem management support
- Automated and streamlined request management, based on an ITIL-aligned service catalog (with up to 1,000 end-user, self-service licenses of catalog provided per suite user)
- Change and release control management for quick and efficient response to change requests, more effective change advisory boards (CABs), and automated impact analysis, collision detection, and unplanned change detection and validation
- Service-level management for standardized objectives and service-level agreements, cost-based service-delivery pricing, and service-level tracking
- Connectivity and integration with other HP software, as well as with your LDAP directories, e-mail, and databases

Figure 2: Critical information at a glance: HP Service Manager mySM dashboard



For smaller companies or those just getting a start in service management, the HP Service Manager Starter Suite is also available. It provides a synchronized license package of 25 dedicated users for the Help Desk, Change Management, and Service-Level Management modules.

Service Manager can still be purchased à la carte, module by module, as desired. These individual module descriptions follow

HP Service Manager is also available on Software-as-a-Service (SaaS) via two options.

- HP Service Manager on SaaS takes advantage of an on-demand solution with global-class practices and ongoing guidance from experts around the clock. It comes with full support for all HP Service Manager modules and integrates with on-premise applications and other HP SaaS applications.
- With the HP Service Manager on SaaS Value Suite, IT organizations can deploy a robust service desk solution at a price that fits within today's tight budgets. It embeds best practices and includes HP Service Manager interaction, incident, self-service ticketing, configuration, and problem management.

HP Service Manager Foundation module

HP Service Manager Foundation module provides IT organizations with the tools to build an agile, optimized service support and delivery organization. Empowered by configuration management capabilities that are federated with the ITIL-based HP Universal

Configuration Management Database (CMDB) software, HP Service Manager Foundation helps improve IT operations.

HP Service Manager Foundation:

- Provides a robust, highly scalable, and cost-effective underpinning to the HP service management solution
- Improves service support and delivery by modeling and visualizing business services
- Connects to a constantly enhanced list of HP and third-party applications using a broad range of integration and federation technologies
- Enables a lifecycle approach to managing IT services

The HP Service Manager Foundation contains the following application components:

- Base Access
- Configuration Management—repository, state management, baselines, and visualization
- Universal CMDB Foundation
- Customizable, easy-to-use Web 2.0 based user interface
- Mobile access to core Service Manager capabilities like incident and change management, supporting a large range of SmartPhone types.
- Predefined operational reports leveraging Crystal Reports 2008, which incorporate KPIs representing many of Service Manager's process modules
- Integration capabilities

The HP Service Manager architecture can help to meet the needs of the most demanding IT organizations.



HP Service Manager Help Desk module

The HP Service Manager Help Desk module helps your organization meet the challenges of providing key IT service support. Through excellent support for tracking and resolving interactions, incidents, and problems, the HP Service Manager Help Desk module provides IT with an ITIL aligned management tool. Embedded best practices significantly accelerate implementation times, while allowing you to evolve with the demands of your business.

HP Service Manager Help Desk:

- Enables IT to quickly identify and resolve service outages
- Provides a central “triage” command center for all issues
- Tracks IT work and responsibility, providing visibility into service support
- Establishes a historical record of service disruptions and resolutions for reuse and analytics
- Supports an automated closed-loop incident process (CLIP) through integration with other HP Software solutions

The HP Service Manager Help Desk contains the following application components:

- Service Desk—interaction management
- Self-service ticketing for all end users
- Incident management
- Problem management
- Scheduled maintenance
- mySM dashboard for outstanding operator efficiency

HP Service Manager Change Management

HP Service Manager Change Management incorporates ITIL-v3, best-practice-based workflows to manage and control IT changes within the organization, mitigating risk and providing effective process controls. It makes sure that changes are recorded, evaluated, authorized, prioritized, planned, tested, implemented, documented, and reviewed in a controlled manner.

The powerful workflow capability of the Change Management suite means that processes can be designed, modified, and visually monitored with drill-down features to expose multiple levels of subprocesses. In clear, visual terms, it exposes every element of a change process: people, assets, time frames, tasks, phases, and notifications. Change Management also provides an enhanced workflow for Configuration Management’s state management and baseline lifecycle support features. Furthermore, the real-time integration with HP Universal CMDB enables the configuration item’s (CI’s) actual state to be verified against the planned state of the CI as defined by the change process.

Finally, embedded release control functionality provides rich decision-support information such as risk and impact analysis as well as collision detection to move a request for change through the process faster and with more confidence. The familiar Microsoft® Outlook-style Change Calendar provides information both for scheduling changes and troubleshooting. A virtual online CAB (change advisory board) capability provides for more efficient meetings.

Figure 4: Mobile access to tickets via Smartphones



HP Service Manager Change Management:

- Respond faster and more confidently to change requests.
- Prioritize changes based on departmental goals.
- Monitor change processes in real time.
- Mitigate the risk of unplanned outages.
- Identify and resolve unplanned changes in the infrastructure proactively.
- Reduce the cost and risk of manually provisioned changes through the execution of a predefined run-book automation flow, following request for change (RFC) approval, that automatically provisions very complex changes across the production environment.

HP Service Manager Service Level Management module

The HP Service Manager Service Level Management module is designed to help keep IT services aligned with business needs and demonstrate value back to users and stakeholders. It makes it easy to develop standardized service level objectives for calls, user requests, incidents, problems, and changes, and thereafter allows you to construct service-level agreements that can be applied to various CIs, people, and business services.

The Service Level Management module also provides cost tracking. It provides line-item cost calculations for both parts and labor, and empowers IT to develop rules that limit spending according to contract parameters.

HP Service Manager Service Level Management:

- Improves IT service alignment with business objectives
- Provides better measurements for prioritizing service tasks
- Aligns IT departments with service delivery goals
- Enables cost-based service delivery pricing

HP Service Manager Request Management module

The HP Service Manager Request Management module automates the entire user request process, from initial request through delivery, fulfillment, and update of the CMDB, optimizing costs of the service desk.

HP Service Manager Request Management:

- Streamlines request, quote, ordering, and fulfillment processes
- Enables sequencing of fulfillment activities
- Facilitates the reuse of assets through the Virtual Stockroom
- Consolidates multiple orders for efficiency and cost saving
- Reduces the costs of IT request and fulfillment services
- Employs the ITIL-defined Technical Service Catalog

HP Service Manager Knowledge Management module

The HP Service Manager Knowledge Management module empowers your staff and end users by enabling and leveraging organizational wisdom. Cutting edge search engine technology and a web 2.0 based search form/UI provide superior performance and scalability along with superior user productivity. A GUI-based workflow designer and business rule editor allows for easy and interactive tailoring of the Knowledge Management module to specific needs.

HP Service Manager Knowledge Management:

- Reduces rework for your IT staff by leveraging knowledge
- Obtains the best answers in real time for both IT staff and end users
- Lowers the cost of ownership for your help desk and reduces call resolution time
- Accurately and in real time routes, escalates, or resolves customer incidents through a powerful, fully integrated run-book automation tool via a link within the knowledge article
- Solves call interactions and incidents in real time with fully integrated knowledge lookup
- Searches within the results of an existing search to quickly narrow a search



Knowledge-Centered Support—an industry best practice for knowledge management, defined by the Consortium for Service Innovation, for which HP Service Manager has received external certification

Figure 5: HP Service Manager Service Catalog dashboard



- Supports full knowledge lifecycle
- Offers a Hot News feature with time limitations on entries to improve accuracy and the quality of solutions

HP Service Manager Service Catalog module

HP Service Manager Service Catalog provides a state-of-the-art, Web 2.0-based service portal to help managing the complete service request lifecycle, key to supporting popular initiatives such as cloud computing and data center transformation.

- It makes IT more efficient by streamlining and automating the processes of offering IT goods and services to users and processing and fulfilling their orders.
- It dramatically reduces the number of calls to the service desk for these routine items.
- It enables IT to properly set users' expectations about what they can acquire, how long it will take to receive it, and what they will receive.
- An interface to support self-services provides users with a simple, easy-to-use and interactive mechanism to request help from IT for their most common problems.

The results are transparency, user satisfaction, and efficiency.

HP Service Manager Service Catalog:

- Enables innovative, highly responsive, and quality service provision through service standardization and simplification, integration, and automation of the entire service request management lifecycle
- Improves the total user experience and enhances perception of IT by enabling a fast, inexpensive, and an easy to use order and support process for the end users and support agents
- Cuts costs and reduces the service desk's workload by providing powerful self-service capabilities via a friendly and intuitive Web-based service portal
- Supports global enterprise requirements such as multi-language and multi-currency
- Creates an ongoing subscription that can be managed, updated, or canceled
- Single guided, questionnaire-style user interface for requesting support for catalog and non catalog items
- Support self-services save IT cost by automating the resolution of common support requests

Complementary HP Software products

HP Asset Manager software

HP Asset Manager software fully enables IT organizations to manage the physical, financial, and contractual aspects of all IT assets, helping to control costs, manage inventory, and improve utilization of IT resources.

HP Universal CMDB software

HP introduced the industry's first ITIL v3-aligned Configuration Management System (CMS) solution and has significant experience working with large-scale enterprises to deploy CMS solutions. The heart of the HP CMS solution is the HP Universal CMDB. Rather than being a single monolithic database that physically stores all service information, HP Universal CMDB provides a single point of access to multiple federated data sources without becoming the single repository. HP CMDB not only stores CIs and models their service dependencies, but also dynamically accesses other data sources to provide all IT management domains with a more complete, common understanding of business services.

By using a federated approach, IT organizations can quickly access current information across teams and tools in a common service context, resulting in faster, better, business-aware decisions that improve business service quality and reduce cost.

HP Discovery and Dependency Mapping (DDM) software

HP DDM software dynamically discovers and continuously maps IT service dependencies to provide visibility and control over business services with minimal effort and cost. It populates the HP Universal CMDB with IT elements and relationships to create an accurate model of your IT environment. HP DDM provides you with the basis for understanding what makes up the business services that IT delivers from the physical layer of the data center all the way to the business process layer.

Westbury Service Management Intelligence (SMI) Suite

This is an out-of-the-box partner solution that puts the power of sophisticated operational reporting in

HP Services

Get the most from your software investment.

HP provides high-quality software services that address all aspects of your software application lifecycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with outstanding services and support. The wide range of HP service offerings—from online self-serve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

For an overview of HP software services, visit www.managementsoftware.hp.com/service.

To access technical interactive support, visit Software Support Online at www.hp.com/managementsoftware/services.

To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit www.hp.com/go/swcustomerconnection.

the hands of IT professionals at every level of the organization. The solution enables users to access, retrieve, and analyze any type of information stored in the service management application. SMI Suite removes the complexity involved in operational reporting, since the software does all the heavy lifting; it understands the HP Service Manager Database structure, it understands the relationships between objects and practically builds reports for you.

Comprehensive training

HP provides a comprehensive curriculum of HP Software and IT Service Management courses. These offerings provide the training you need to realize the full potential of your HP solutions, and achieve better return on your IT investments.

For more information about these and other educational courses, visit www.hp.com/learn.

The smartest way to invest in IT

HP Financial Services provides innovative financing and financial asset management programs to help you cost-effectively acquire, manage, and ultimately retire your HP solutions. For more information on these services, contact your HP sales representative or visit www.hp.com/go/hpfinancialservices.

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