

The value of metrics to your business

SMI 2011 is the operational reporting solution for HP Service Manager, putting the power of reporting in the hands of the people who need the data; end users, process owners and managers.



**HP Software
Certified Application**



Understanding the value of ITSM reporting is central to understanding how SMI 2011 can make your ITSM organization more agile, cost-effective and better able to serve its customers.

If you can't measure it, you can't manage it

The first stage in any effort to improve standards is to evaluate, quantify and qualify the current state of affairs. It's essential to establish benchmarks, so that when improvement efforts are started, their impact can be fully understood.

The business of IT Service Management creates a great deal of data, making it comparatively easy to measure, provided you have the correct mechanisms in place to use that data to its full potential. Although

it can be tempting to rely on anecdotal evidence about things like performance, or customer satisfaction, judicious use of metrics can allow you to look at the hard facts, and make important business evaluations based on incontrovertible data.

If you can't measure it, you can't improve it

ITSM reporting is the key to unlocking significant process improvement. By monitoring the effect of process improvement initiatives, you can fine tune the initiatives themselves, so they have the maximum possible impact.

Transparency about IT performance also helps build a culture of openness and commitment to improvement - so you not only communicate better with your

customers, you're also better equipped to communicate with your colleagues - and communicate in ways that encourage buy-in and participation.

Metrics give you the complete picture

You may think that you know your IT department well, but you can still be surprised when something unexpected goes wrong - or right. Using reports to fill in the blanks helps reduce the risk of unforeseen changes, and gives you the confidence to know that the challenges you face will be visible from a distance.

And if your visibility of your IT department isn't all that it could be, external people are going to find it even harder to understand the department's contribution to the business. These days, IT is a fully fledged business unit that contributes to the success of the enterprise - and as such it is subject to stricter controls and governance than ever before. Detailed information about the way the department operates, and the value it adds to the business, can help prevent budget cuts during lean periods, and help win important investment funds to further streamline process when budget is available.

ITIL and beyond

The increased value placed on frameworks for process improvement reflect the increasing importance of IT Service Management metrics to businesses' general operation and performance. Reporting is the cornerstone of strategic process improvement, no matter what stage of the initiative you are at. And if you have yet to begin a serious process improvement drive, understanding your current position, and establishing a baseline, is the best first step.

For HP Service Manager, SMI 2011 is the key to reporting

Users of HP Service Manager can generate reports from their environment simply by dragging and dropping, with SMI 2011.

Designed specifically for HP Service Manager, SMI 2011 puts the power of ITSM reporting in the hands of those who need it most, and empowers ITSM workers to access the metrics that matter.

About Westbury

Established in 1998, Westbury is the worldwide leader in reporting solutions for HP ITSM platforms.

Westbury pioneered the principle of Service Management Intelligence, which puts the power of self-service reporting in the hands of those who need it most: process owners, IT managers and decision-makers.

Service Management Intelligence allows IT departments to make informed decisions, and prove the value of IT to the business.

For more information about our solutions, please contact us.

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