



HP Blueprint for Service Manager

Transforming IT into a more business-driven organization

HP Blueprint for Service Manager is a packaged service that includes six deep-level service management IT processes designed and pre-configured for HP Software Service Manager 7 implementations. Combining ITIL V3-based IT processes with HP experience, HP has developed a Consolidated Service Desk solution that aligns your Service Manager implementation with best practice service management processes.

Business challenges

Many IT organizations are on the way to becoming true service providers that deliver value to the business. The realization that you must undergo this important transformation while continuing to provide acceptable, predictable service to customers poses a serious challenge. You face two additional challenges around mitigating risk: First is the constant challenge of regulatory compliance through mandatory conformance to statutory regulations (e.g., Basel II or Sarbanes-Oxley) or meeting ISO 20000 standards for service management. Add to that the risk that stems from not meeting business expectations based on customer perceptions that they are not receiving their money's worth for IT spend.

Time-to-value, achieving regulatory compliance, and increasing return on IT are now the key critical success

factors for IT projects. Enterprises and individual business groups demand to see results at a faster pace. Determining how to achieve those changes and agreeing on the details to be worked out between IT and your customer organization is a real test—and that's only the beginning. Once agreement is reached, lengthy reiteration cycles and verification efforts are needed for adoption and successful software automation. Typically IT organizations do not have detailed processes based on best practices to follow. Instead, you often struggle through a lengthy definition and configuration process—without the help of clear guidelines and without standardized processes that can be quickly adopted across the enterprise.

Accelerated roadmap for service management

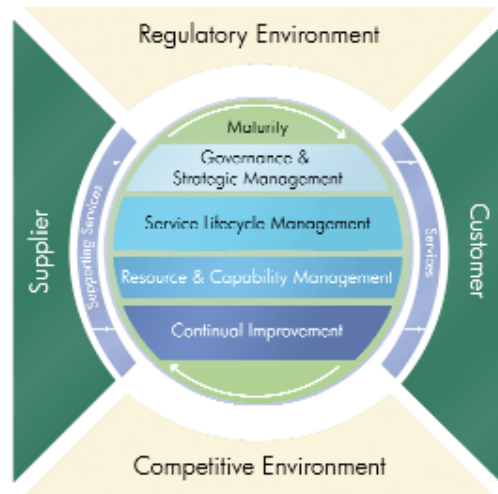
As your company seeks to implement industry best practices such as ITIL, you may often find industry standards to be limited when it comes to detailed roadmaps for implementation. As a result, you turn to your vendors to provide not only standardized processes but also accelerate automation. HP is up to the challenge—extending industry best practices through more than 15 years' experience with customer implementations. We can take you the final mile with detailed deep-level processes pre-configured using our intellectual property for HP Service Manager 7.

Not only can we help you design best practice-based processes, but we also help you implement them faster and more successfully.

A blueprint for better business outcomes

HP Blueprint for Service Manager leverages our unique directed design approach to best practices by providing a predefined, preconfigured foundation for ITIL V3-based service management solutions that:

- Accelerate IT process design and software implementation using a proven set of best practices to reduce time, effort and cost
- Implement well-defined, standardized processes, enabling your IT organization with a solid foundation to adopt quality services more quickly
- Increase the adoption rate of service management processes by providing the entire IT organization with easy access to best practices
- Continuously measure and optimize IT value to the business by meeting business requirements with quality solution design and implementation
- Shorten design timelines to reduce effort and cost in process definition, production and maintenance
- Mitigate risks associated with regulatory and ISO 20000/9001 compliance, poor solution design and software implementation errors



Successfully providing and managing IT services
HP leverages the HP Service Management Framework

to bring together the concepts of a service management system to guide service management solution implementation. You benefit from an open, best practice-based approach that incorporates industry standards while leveraging HP's deep, broad experience in standards-based service management solutions and intellectual property.

Our directed design approach leads to faster time-to-value by eliminating the need for lengthy upfront planning and process definition work. Rather than undertaking the time-consuming, iterative path of defining requirements without clear guidelines, we can jump start process design and software implementation for quicker validation and lower risk.

HP service offerings are based on ITIL and COBIT process guidance, as well as our own best practices. We not only provide detailed IT process models but also pre-defined templates and detailed work instructions needed for executing specific tasks using HP Service Manager technology.

HP Blueprint for Service Manager overview

This standardized, best-practiced based solution includes:

- Six pre-defined, deep-level service management process descriptions for incident and service request management, problem management, service level management, change management, configuration management and release management
- Tier 1-to-Tier 4 process documentation that meets ISO 9000:2000 certification standards
- Pre-configured fields, forms, roles and rules for upload into HP Service Manager
- Tool setup with COBIT IT controls and reporting templates for IT governance with regulatory compliance risks and control points visualized in process flows
- Web-based, high-level process descriptions and detailed procedures for ease of use

For more information on HP Blueprint for Service Manager, visit: www.hp.com/services/blueprint

For more information on HP Service Management solutions, visit: www.hp.com/go/servicemanagement

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December 2007

