

HP ITSM Assessment Services

Helping you reach the levels of service your business requires



HP ITSM Assessment Services are designed to help you achieve the IT service levels your business requires by reducing operational risks from all sources, including people, processes, and technologies. HP ITSM Assessment Services address everything from strategic business/IT alignment and operational process effectiveness to management of technology and the IT environment.

By helping you attain the agility and responsiveness your business requires for success, HP ITSM Assessment Services can help move your company closer to becoming an Adaptive Enterprise—an organization where business and IT are synchronized to capitalize on change.

Solutions for the adaptive enterprise.



HP ITSM Assessment Services can help you quickly identify areas to dramatically drive down costs and improve the quality of services delivered, resulting in a lean, service-centric IT organization that is adaptable to business demand and delivers exceptional business value.

Over the years, information technology (IT) has become so essential to the business world that it would be impossible for most companies to function (let alone succeed) without it. Demands that business-critical systems run at peak performance, enable strategic changes, and drive revenue growth are escalating. At the same time, CEOs are looking for reductions in IT expenditures. The result is an increasing gap between business demands and IT's ability to keep up. IT organizations are faced with the challenge of controlling IT costs while increasing IT's value to the business. They need to "do more with less" and to shift their value from that of a technology provider to that of a strategic partner providing business value.

To meet this need, IT organizations must evolve into trusted service providers that adapt quickly and offer the cost-effective, reliable, flexible IT services so critical to today's business initiatives.

This evolution is not easy. It generally requires that the IT organization adopt an IT Service Management (ITSM) model, invest in the right types of technology, develop and implement the correct IT processes, and train people to apply these technologies and processes properly. HP ITSM Assessment Services were created specifically to help IT organizations through this process and to facilitate the successful realization of their service management and business goals.

About HP ITSM Assessment Services

As a leader in IT management and, specifically, IT Service Management, HP brings tremendous breadth and depth of management expertise to every service engagement. HP offers a full range of ITSM Assessment Services, all focused on helping you identify service management gaps and create workable action plans, with the goal of:

- Aligning IT priorities and investments to business needs
- Identifying areas of risk that could result in service-level commitments not being met
- Providing stability in the face of constant business and technology change
- Decreasing IT operating costs
- Improving the quality of IT services delivered
- Delivering more reliable business support
- Enhancing customer satisfaction
- Achieving greater flexibility
- Establishing a clearer understanding of IT's capabilities to drive business growth
- Implementing an appropriate level of ITSM maturity that both matches business requirements and satisfies customer and industry demand for standards implementation and regulatory compliance

Benefits include:

- Establishing a formal benchmark for service risk and process maturity by which to measure your organization
- Quickly identifying top-priority areas to improve IT service effectiveness and business value
- Outlining the projects and actions that will enable your IT organization to improve IT service delivery while successfully supporting both new technology and application and business process improvement initiatives
- Providing supporting information to help justify service management initiatives
- Educating personnel about best-in-class IT Service Management practices
- Establishing a common vocabulary for IT Service Management that enhances communication and helps establish a common vision throughout your organization
- Providing a baseline for follow-on services that create and manage a prioritized Service Improvement Plan (SIP)



A range of services

HP's ITSM assessment capabilities consist of 23 topic areas and include over 1,100 best practices, with a focus on IT Governance, Service Delivery, Service Support, and Technology.

The HP ITSM Assessment Services portfolio is flexible enough to meet your specific needs. While each service draws upon the same comprehensive list of topic areas, you can determine the appropriate level of data gathering and analysis you require:

- **Quick assessment**—This service is ideal when you want to understand service management concepts, gain a high-level understanding of your current service management position in relation to the wider ITSM industry, and begin creating and executing actionable plans.
- **Intermediate assessment**—This service is recommended if you are seeking to identify specific service-quality risks. It offers a more in-depth review of the core service management processes.

- **Comprehensive assessment**—This service is recommended when you are seeking to improve the availability, cost-effectiveness, and/or quality of an IT service; embarking on a formal ITSM plan; or preparing for external certification, such as BS 15000/ISO 20000 or HP SP Signature certification.

- **Custom assessment**—This service is recommended if you are looking to implement detailed service improvement programs, as part of a corporate ITSM program; if you require detailed advice and guidance in specific areas; or if you are striving for the highest levels of service quality and availability.

In addition to these assessment services, HP also offers a host of follow-on services to assist you with architecting, designing, implementing, managing, and evolving a lean, service-centric IT organization that delivers exceptional business value.

How we deliver value

HP ITSM Assessment Services help you in delivering end-to-end service management and transitioning your IT organization into a business-focused service provider. Depending on the exact mix of services being delivered, HP consultants act as mentors, moderators, and facilitators to identify the areas of your ITSM implementation that are in most need of improvement.

We help you improve quality of service to your business by:

- Assessing service management in relation to industry best practices, and offering a gap analysis
- Providing measurements/scores on risk to meeting service-level objectives, process maturity, efficiency and effectiveness, and availability
- Providing comparative scores within the industry
- Establishing a baseline as to where you are today
- Delivering next steps and recommendations
- Determining if you are delivering to your goals and delivering business value
- Interviewing key IT sponsors and business partners, and helping your IT staff establish best practices for closer business alignment
- Assessing the effectiveness of your supplier management
- Providing consulting services to assist with developing and managing your ITSM program
- Delivering an optional follow-on facilitated by a workshop to discuss findings, and to develop an action plan

HP ITSM Assessment Services consist of an extensive portfolio of offerings designed to meet the specific needs of businesses with a wide spectrum of existing IT environments and capabilities. Our consultants are trained and certified in industry best practices and methodologies, and the criteria we use are derived from many of the major international standards that IT departments are beginning to deploy to improve their performance, including IT Infrastructure Library (ITIL), ISO 17799 and BS 7799, BS 15000 and ISO 20000, Control Objectives for Information and Related Technology (COBIT), PMBOK and PRINCE2, SEI Capability Maturity Model Integration (CMMI), eTOM, and Microsoft® Operations Framework (MOF).

Central to HP's IT Service Management solutions is HP's ITSM Reference Model. The HP ITSM Reference Model functions as a high-level, fully integrated process relationship map designed to help organizations rapidly and effectively apply ITIL guidelines. It is based upon ITIL and has evolved in breadth and depth from HP's extensive experience in utilizing these best practices within our own IT organization and in delivering ITIL/ITSM solutions to customers. Unlike other ITSM models, it includes processes designed to achieve business/IT alignment.



Why HP?

HP Services has unparalleled capabilities to help you achieve your service management objectives. Our experience and expertise include:

- **One of the largest and most knowledgeable ITIL/ITSM-certified workforces**, with extensive global capabilities:
 - More than 80 education centers worldwide that are authorized ITIL examination centers
 - 35 support centers
 - More than 1,000 ITIL foundation certified support specialists
 - Over 80 business-critical consultants specializing in ITSM operational support
 - 2,500 employees engaged in business service and infrastructure management solutions
 - Experience from training over 80,000 IT professionals in ITIL/ITSM and HP OpenView solutions
 - HP GlobalSoft Ltd. was one of the first companies in the world to attain BS 15000 certification, a quality standard in ITSM.
- **HP's continued commitment to standards** such as ITIL and support for the user group, ITSM Forum (itSMF):
 - Global member of itSMF
 - Board member of itSMF USA
 - Founding member of itSMF chapters in USA, Canada, Japan, India, Singapore, Hungary, and Poland

- Involved in writing and reviewing ITIL books
- Involved in the development of the itSMF BS 15000 Certification Scheme
- HP/Compaq were both lead authors and developers of the ITIL-based Microsoft Operations Framework (MOF)
- ITIL is the foundation for HP's ITSM Reference Model.
- **Holistic approach:** HP Services provides solutions to business problems through a comprehensive approach employing people, processes, and technology customized to our customer's culture. (Note: 80% of unplanned downtime is due to people and processes, not technology!)
- **People:** HP's services professionals help ensure the necessary actions take place to build and propagate a sustainable IT organizational model—one supported by a service-oriented culture with people who have the right skills, roles, responsibilities, and metrics to bring about success. Through HP Education Services, we offer one of the industry's most complete ITIL curricula—covering foundation, service manager, and practitioner certification courses. More than just standard ITIL classroom courses, HP offers education solutions. Our education consultants determine customer requirements and then, based on that data, recommend and develop custom curricula tailored to meet unique needs. Additionally, HP's extensive OpenView curriculum helps customers understand how to enhance its service management capabilities.
- **Processes:** Based on HP's 10+ years of ITIL/ITSM experience, the HP ITSM Reference Model is backed up by a broad range of client-tested best methodologies. These methodologies are combined with our best-practice experience in the OpenView Service Desk product to help you effectively maximize the business value of service management.
- **Technology:** HP's ITSM approach covers the technology used to run a specific service to a given service-level agreement—evaluating the technology and, if necessary, using unique patented Availability modeling tools to predict the overall availability and to apply "What if?" analysis to determine the most appropriate mix of technology and support services. In addition, the comprehensive suite of HP OpenView management products is at the core of HP's ITSM approach. Through industry-leading HP OpenView technology, IT services are able to run on a highly available, well performing, end-to-end infrastructure with automated IT processes.

- **Fastest time to value:** When HP works with customers, our services professionals typically start engagements with 60 percent of what any company needs to transform a specific process, and have to customize only 40 percent to fit their unique needs, environment, and culture. This unique “Directed Design” approach to process design and implementation dramatically accelerates progress and reduces costs—directly leading to faster time to value.
- **Management of Change (MoC):** HP recognizes that institutionalizing a service-oriented culture is a long-term commitment to skill enhancement and cultural change. ITSM changes the way people perform their jobs, their roles, responsibilities, metrics, and often the entire IT organizational structure. HP is unique in our focus on MoC and has built this as a core capability of all ITSM consultants in order to ensure MoC is comprehensively addressed to help customers maximize their success rate with ITIL/ITSM adoption.
- **Comprehensive approach to address all aspects of customer needs:** HP Services experienced professionals offer a comprehensive set of solutions and capabilities to assist customers in designing, building, integrating, managing, and evolving a lean, service-centric IT organization that delivers maximum business value. When you choose HP, you are working with one of the most trusted names in IT—with more than 40 years of experience delivering infrastructure support, a staff of 65,000 service professionals worldwide (including 5,000 trained high availability experts), and a network of 70,000 channel partners. With a global reach that covers more than 160 countries, and a proven track record, HP Services can respond to your business needs wherever and whenever you need assistance. As you expand the boundaries of your business, you can count on HP for local language support throughout the world.

For more information

If you'd like to learn more about HP ITSM Assessment Services or any other HP service, please visit the HP Services Web site at www.hp.com/hps. Contact your local HP sales office to learn more about specific availability services that can meet your unique business needs.

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