



The HP ITSM Transformation Experience



Effective IT Service Management (ITSM) is vital for all organisations who want to align their IT investments with business requirements and capitalise on change. Many people think that implementing Service Management is rocket science, but that isn't the case. With the right know-how it can be simple and rewarding.

What if, before taking your next step, you could see into the future and quantify the opportunities and risks? What if it was crystal clear what you can achieve between now and the next three to six months – and how you achieve it? The HP ITSM Transformation Experience is a unique, slide-free and practical workshop that makes this possible in only half a day.

Come in and discover your future with us. Here is what the HP ITSM Transformation Experience can help you to do:

- Realise the scope, scale and all critical success factors for your ITSM Transformation project
- Identify quick wins that generate momentum
- Gain stakeholder buy-in and give more traction to any existing ITSM project
- Leverage best practices
- Lay out your next steps in a roadmap
- Make informed strategy decisions related to shared services, IT sourcing and governance

HP has over 15 years of ITSM experience with thousands of successful customers. We have led large ITSM transformations for multi-national companies, resulting in 20–30% IT cost reductions, impressive agility improvements and quality awards. Now is not the time to reinvent the wheel. Now is the time to achieve more with less.

“The ITSM Transformation Experience is an extremely powerful representation of a Service Management implementation. It visualises the whole journey and it allows people to understand the different phases and the different things that need to happen in each phase. To take stakeholders around a storyboard like this – right at the beginning – I believe is extremely powerful to discover more opportunities and avoid unnecessary delays.

Very impressive!”

Michael Whitaker – Unilever

Ten zones, one goal: experience ITSM live

In order to give you more insight into the critical success factors and stages of an ITSM transformation, the HP ITSM Transformation Experience takes you through ten zones.

Zone 1: Create a sound basis

What is your corporate vision and what benefits are you seeking? How can your IT make a difference? What business initiatives and business services do you want to support with your ITSM project? Which results do you want to achieve, and when? What does success look like to you? How do you ensure business benefits are realised?

Zone 2: Governance and Compliance

In this zone, we'll discuss which compliance requirements your IT organisation needs to meet. Regulatory compliance requirements such as Basel II, FDA 21 CFR or Sarbanes-Oxley often play a crucial role in the future direction of the organisation and IT environment.

Service Management processes and tools will support governance and compliance by translating the standards into associated roles, responsibilities, controls, key performance indicators (KPI) and key risk indicators (KRI).

Zone 3: Develop a roadmap

Once your current situation is clearly understood, we will discuss what a successful transformation will look like for you. This will allow us to identify the shape and focus of your organisation and achieve the goals you have defined.

Zone 4: Demonstrate rapid results

A successful ITSM transformation relies on generating momentum by focusing on business priorities and delivering tangible short-term results. 'Quick wins' are instrumental in creating momentum, and typical examples are explored in this zone.

Zone 5: Formalise project steps

In this zone we'll look at key project management success factors when implementing ITSM. We'll talk about the importance of sponsor and stakeholder involvement; clearly defined actions and owners; consistency of approach across all work streams; adherence to set timescales and milestones; and risk mitigation and escalations.

Zone 6: Your staff's role

Implementing IT Service Management relies on cultural and sometimes organisational change. By managing and communicating effectively, and clearly identifying the potential issues, we can help people move through the transition. HP's change fundamentals help establish the correct skill set and approach for success.

Zone 7: Process implementation

Many organisations deliver good quality service in a very reactive and costly manner. Here we talk about how your company can benefit from HP's best practice and implementation experience, and establish mature and integrated processes which deliver a more proactive and cost-effective operation.

Zone 8: Management technology

ITSM processes perform more effectively when underpinned by management software by supporting pro-active management process integration, automation and reporting against KPIs. In this zone the impact of an integrated management infrastructure is discussed and how this could be developed in your company to meet current and future goals.

Zone 9: Achieve and measure results

Benefits realisation activities are key to demonstrating that the identified and agreed goals are being met. This zone describes how working within a controlled environment with a continuous service improvement cycle measured by a Balanced Scorecard, demonstrates success and identifies areas for on-going enhancements.

Zone 10 – The Interactive Zone: The ITSM Highway Code

In this zone we will discuss the specifics of your current situation and your long-term vision. We will use what we have learned in the previous zones to prioritise your issues and the time frame in which they need to be addressed. You will leave this zone with a roadmap of activities to address your high-priority issues.

Just do it

Please go to <http://education.hp.com/itsm/experience> to see a four minute video introduction of the workshop.

Do you have specific questions about ITSM and HP's ITSM Transformation Experience? Talk to your HP representative or send an e-mail to the HP ITSM experts: itsm.experience@hp.com

"HP is the industry's ITSM and ITIL expert – everyone else is trying to catch up."

Dennis Drogseth, Vice President,
Enterprise Management Associates