Why upgrade to HP Service Manager 9.31

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Agenda

Why upgrade?

Customer Success

Feature Highlights

Integrations and Solutions

Technical Improvements

Improved Upgrade Utilities

Want to get more information?

Why upgrade?

Simple, quick, yet integrated service lifecycle management

High IT service quality
with more functionality and integrations

Looking for automation? Increase process maturity? Service lifecycle coverage?

Better TCO and ROI
with increased simplicity and ease of use

Looking for codeless config? What about mobility? Investment protection?

Reduced risk
with more deployment options & upgrade utilities

Plan, build, test and deploy your upgrade with assistance?

Customer success -
What customers are saying

"The migration to HP Service Manager was flawless with no priority one, two or three incidents. We only had to deal with low priority, non-critical issues, which was fantastic."

Service manager sponsor for a leading consumer goods organization

HP ITSM unique and proven results

Automated functions led to a **30%** reduction in staffing costs and **80%** reduction in system migration times.	Austrian Airlines
Delivered services **19%** faster on top 5 catalog requests; Increased error-free configuration changes by **40%**; Reduced IT service costs by 12%.	Kellogg's
Reduced the average number of service request for incidents and problems by up to **35%**, improving customer and end-user satisfaction.	ICICI Bank
Reduced administration and cost of customer support by introducing end-user self-service for **80%** of all communications.	DONG Energy
Automated workflows, reducing ticket reassignment by **50%**, boosting IT efficiency.	Leading consumer goods organization
Categorized a greater number of service queries, from **50%** to **93.2%**, generating higher user satisfaction rates.	EPAM Systems

Feature highlights

Why HP IT Service Management?

The difference

Start quick, simple and smart

- Easy-to-use, fresh look-and-feel, mobile
- Out-of-the-box best practices

Elevate your service lifecycle management

- Realize process improvements quickly
- Harness the power of thousands of successful ITSM implementations
- Worldwide services, enablement and support
- ITIL gold level endorsement for 11 processes, more than any other vendor

Complete your solution across & beyond IT operations

- Sevice request and automated fulfillment, change, configuration and release, break-fix
- HP built and supported integrations

HP Service Manager key improvements
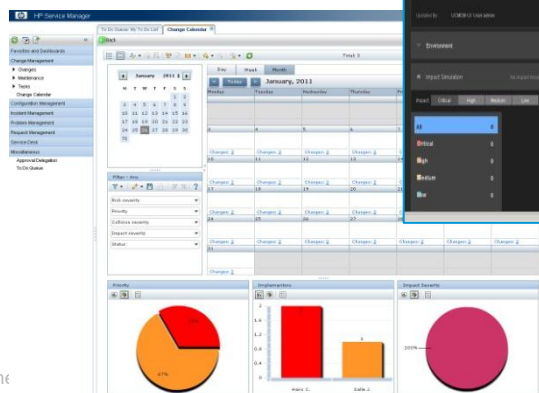
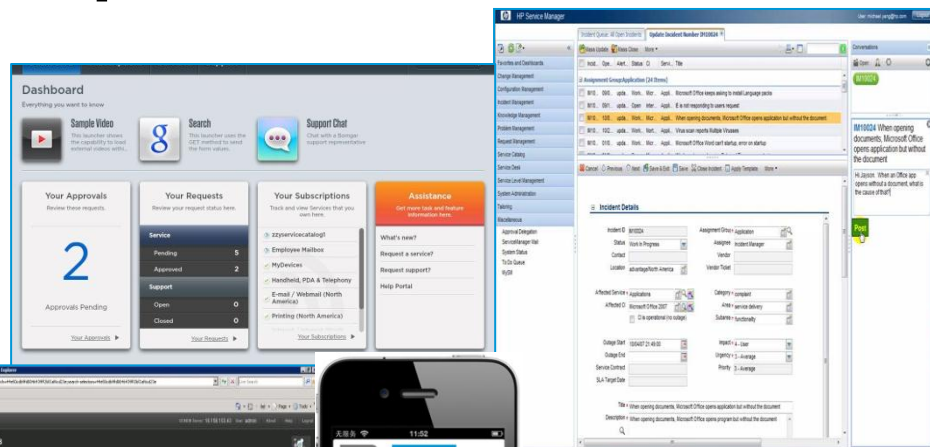Key value for the business

Process Designer

Self-service portal

Knowledge Management

Mobility

SM Collaboration

Change Assessment
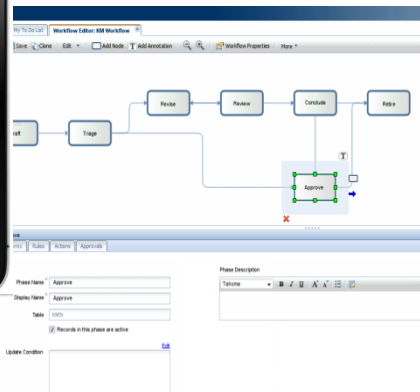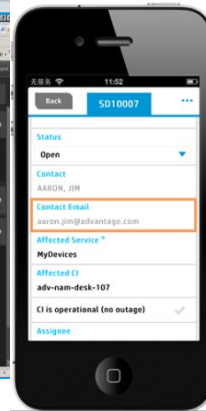
Process Designer

Quick and easy process customization – no programmers required!

Process user editing and configuring of workflow, conditions and rules
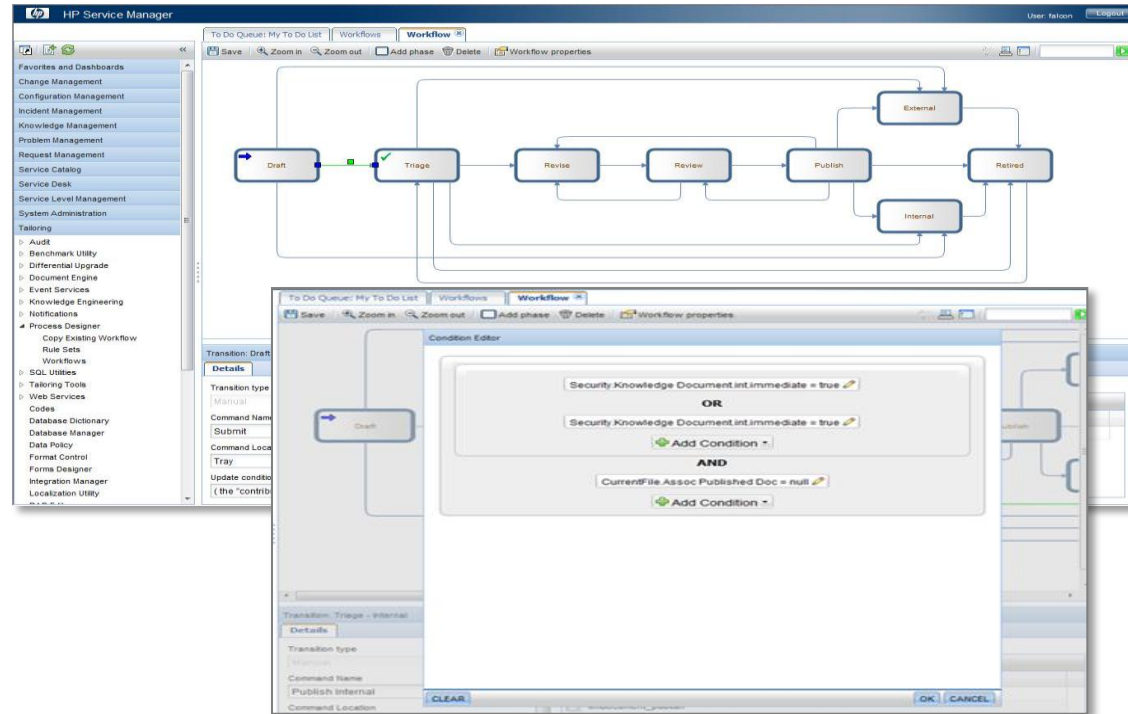
GUI based workflow designer

Build states and transitions within the SM Client

Allows the process user to manage the types and number of workflows

GUI based rule editor

Graphically create and edit business rules

Associate rules with workflow states and transitions simplifying management

End User Service Request Catalog

Self-Service Portal

Key focal point between IT and business

Define and maintain a standard set of user goods and services

Reduce ad hoc requests with standardized procurement processes

Provide consistent and predictable cost models

Support Self-service UI to reduce the service desk's workload

Brand to your company's logo
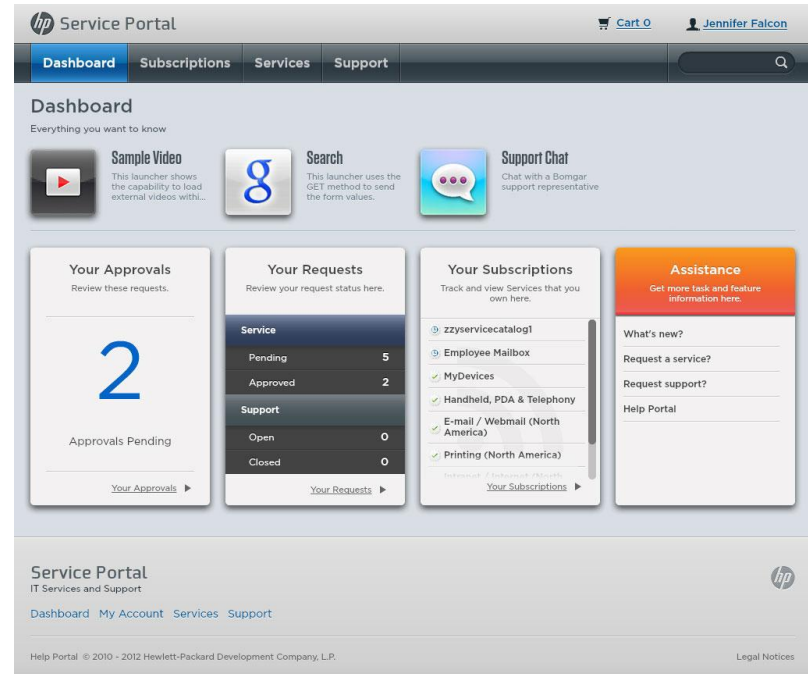
Knowledge management

Improve your help desk's efficiency
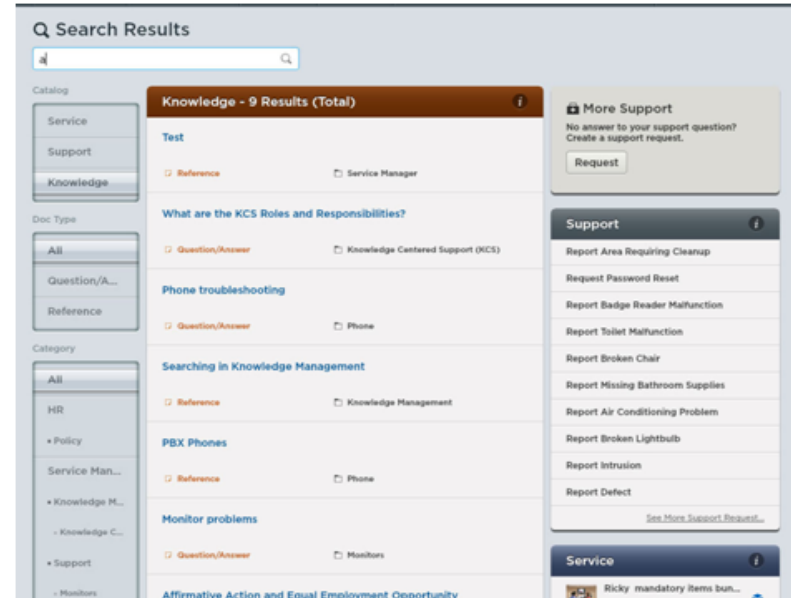
High search relevancy
Reduces number of support requests

Increased KM user productivity
Accelerates assignment of support requests

Fast, effective searches
Global searches across the service catalog, support catalog and knowledge base

Eliminates first level help desk calls
Improves end user self-resolution capability

Mobility

Work faster and smarter while remote

Mobile client support

Approve Change tickets

Resolve Incident tickets

Supported platforms

Android

BlackBerry

iPhone

Tablet support for Service Request Catalog

Mini app solution for HP portfolio apps
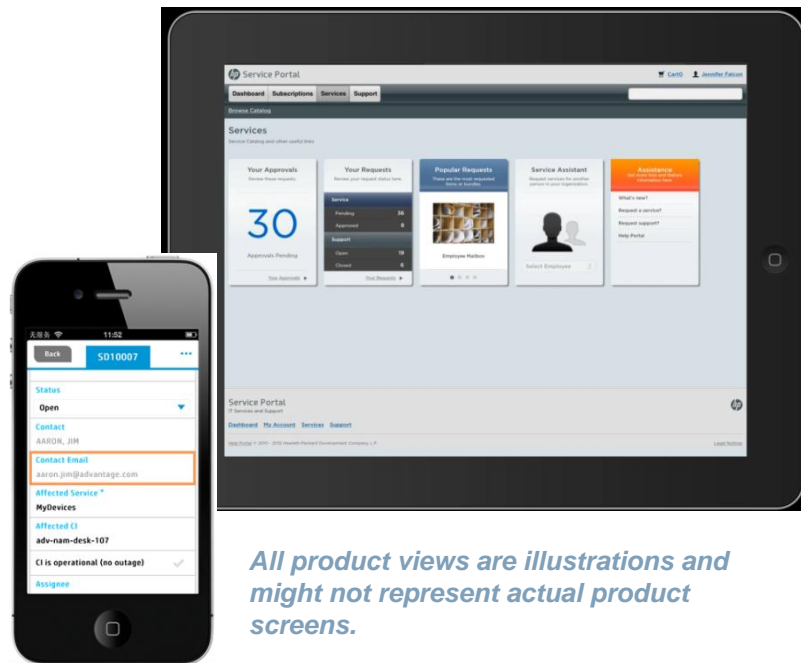
All product views are illustrations and might not represent actual product screens.

Collaborate on tickets in real-time

Connect people and share knowledge to reduce time to resolution in the cloud

Context based conversation

Across interactions, incidents, changes

Collaborate across organization

Search past archived conversations

Suggested participants

Workflow integration

Integrates with HP and non-HP products

Multiple access points

Also participate via MS Outlook and Office Communicator/Lync
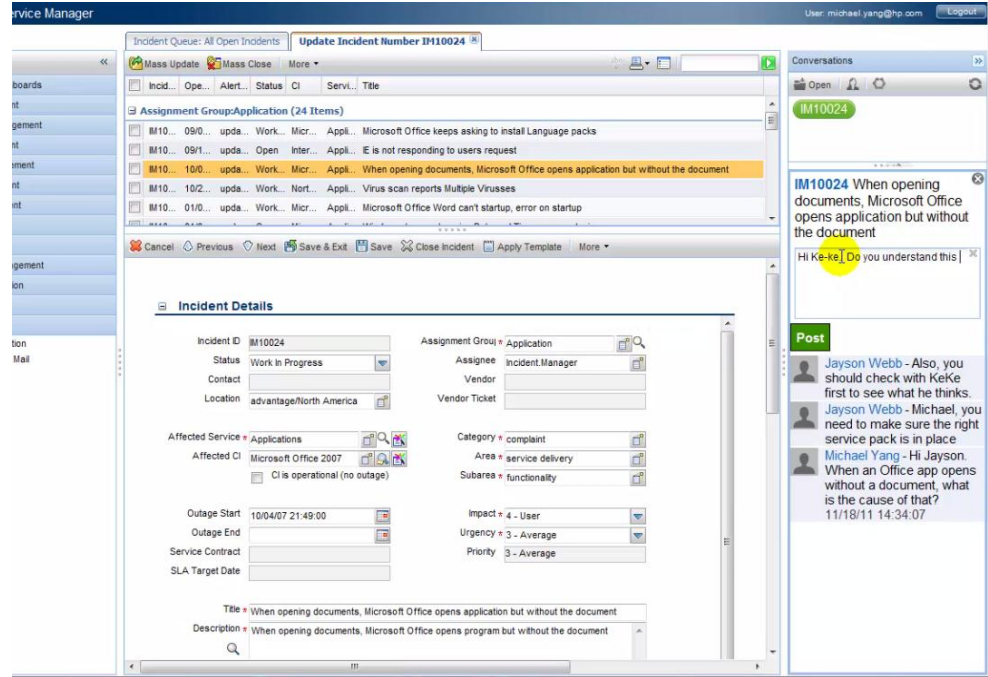
Change management and change assessment

Change Advisory Board (CAB) support tools

Comprehensive change process with built-in best practices

Predict change across IT

Provide automatic collision detection

Enable CAB virtualization and more efficient meetings

Show real-time visibility into all ITIL and ad-hoc change activity

Calculated risk score

Share information across CAB and implementation teams

Mobile approvals
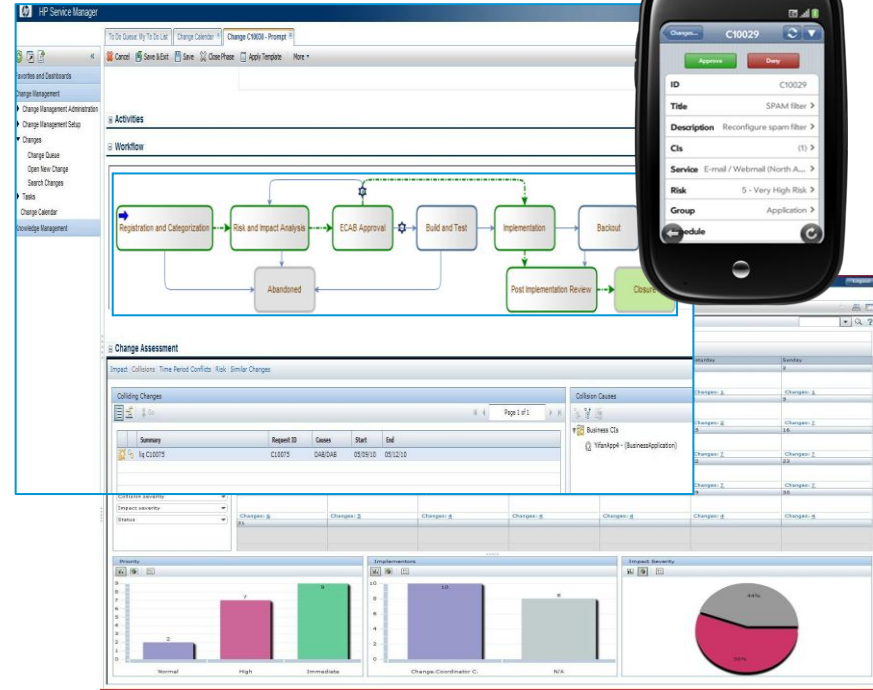
Integrations and solutions

Change Configuration Release Management (CCRM) Automation

Automatic and manual execution of OO flows for automated provisioning

Builds on Service Manager Change that standardizes ITIL v3 change process

Provides CAB virtualization, risk/impact/collision analysis, change calendar

Automates change execution, release and deployment, closed loop validation

Applications Lifecycle Management Integration

Certified solution deployment packages

CLIP Automation: KM articles contain links to Operations

Automate incident resolution without a site visit

View/add/delete OO Flows in KM knowledge articles for use by SM service desk

Service Asset and Configuration Management (SACM) Integration

Manage service assets throughout their service lifecycle

1. Catalog Requests that need assets from Asset Manager
2. People, Places, Things
3. People, Places, Things
4. Infrastructure CIs, Business Services, Applications, Software Installations and Utilizations
5. Infrastructure and Logical CIs
6. Asset Items for Infrastructure CIs
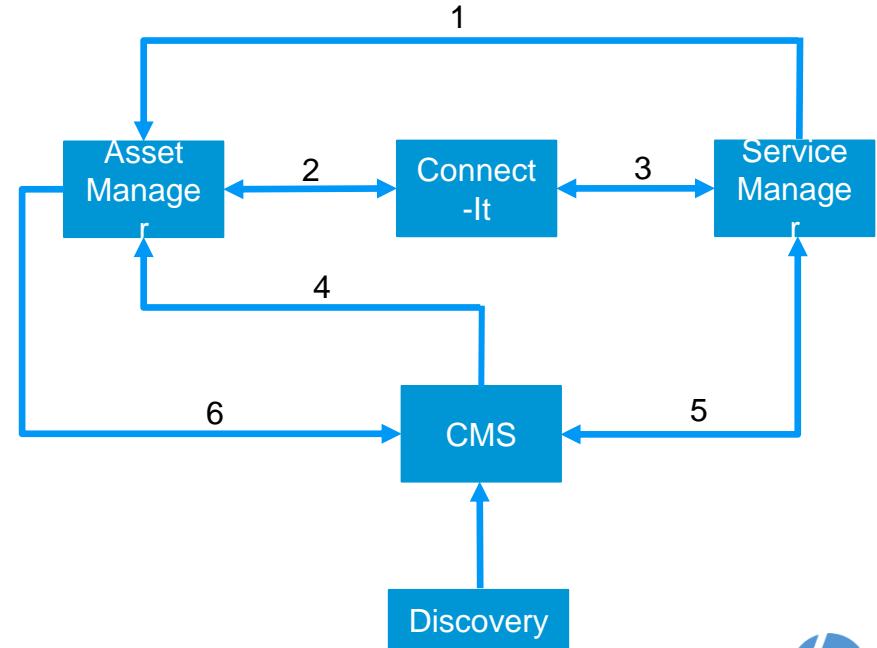
CLIP downtime management

Notify operations and service desk in a timely manner

Suppress false events

HP SM updates BSM platform to suppress events generated on CIs going through change management process

Increased efficiency for operations bridge analysts by reducing time spent on analyzing false events

Alert service desk

HP BSM platform updates SM on the downtime activity to assist with service desk inquiries

Increased efficiency for service desk agents and incident analysts by correlating tickets to the existing downtime
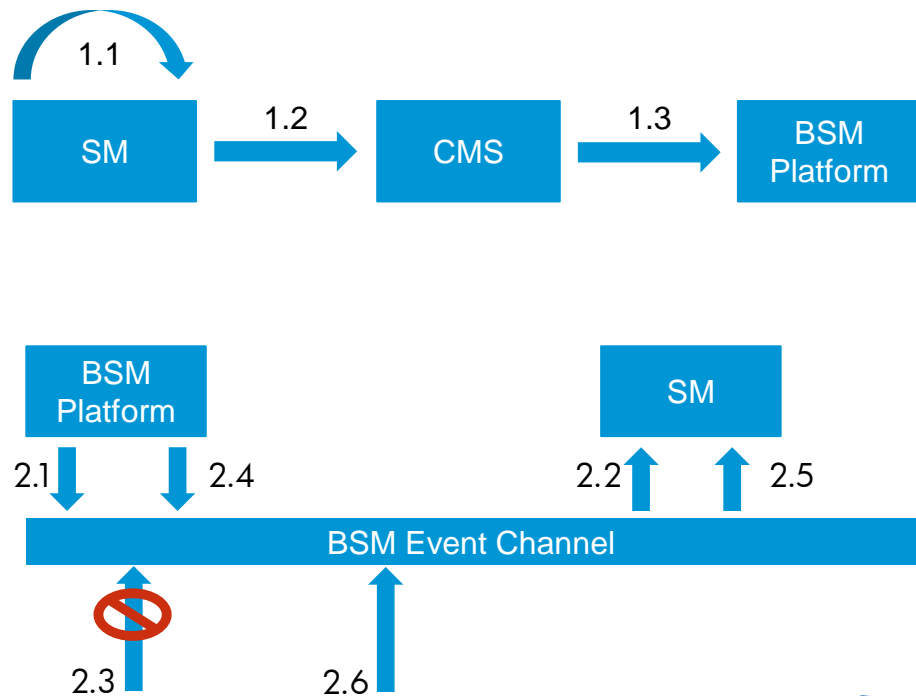
Technical improvements

HP Service Manager key usability improvements

Form simplification

End user behavioral enhancements

Record list optimizations

Reduced form scrolling

Focus consistency

Navigation tree enhancements

Embedded Release Control and UCMDB
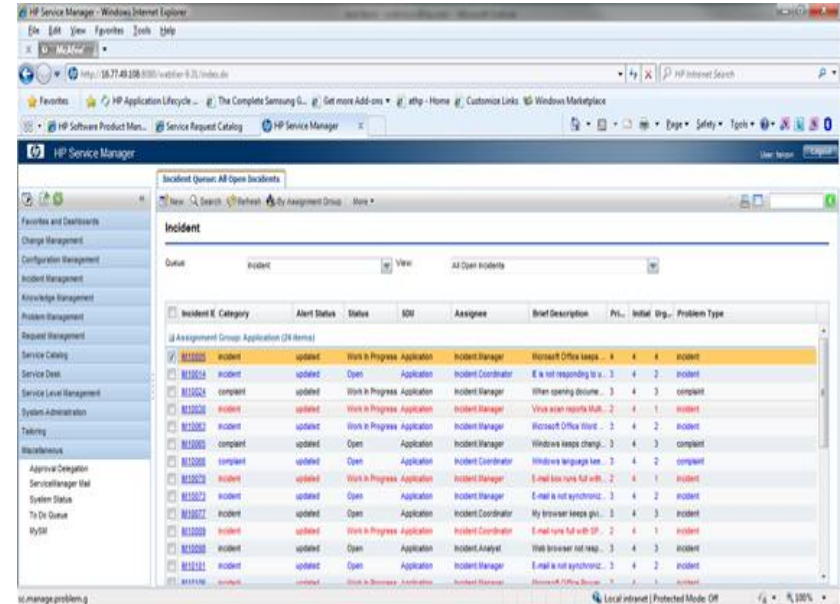
Resilience and performance

Optimize solutions for the Enterprise

Server resilience

Memory usage enhancements

Horizontal scaling optimization

Streamlined lock management

High availability

Extended virtualization support

Reduced cluster communication

Support of latest technologies

Improved Java and other security

Performance improvement

Client performance optimization

Login performance improvements

Tested to 10k concurrent users

Record list behavioral changes

Service Manager performance improvements

Faster response throughout

2500 user performance tests conducted by HP R&D team.

Aggregated response time from 9.20 to 9.30:

- Incident Management: 48% improvement
- Service Desk: 21% improvement
- ESS Catalog: 46% improvement
- Login: 39% improvement
- ESS Login: 41% improvement
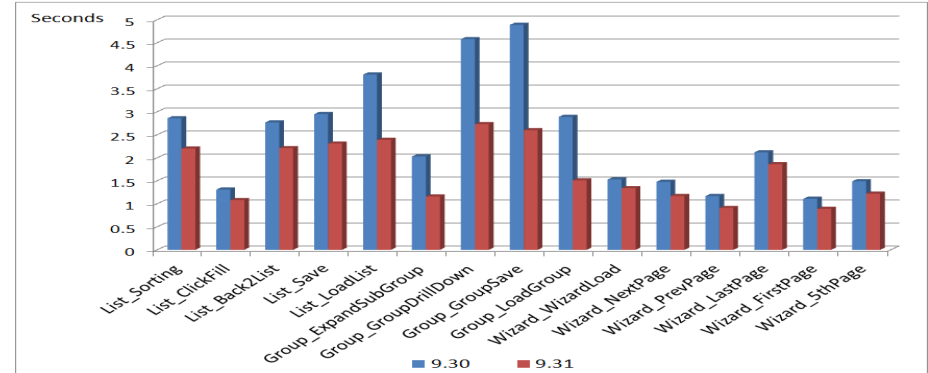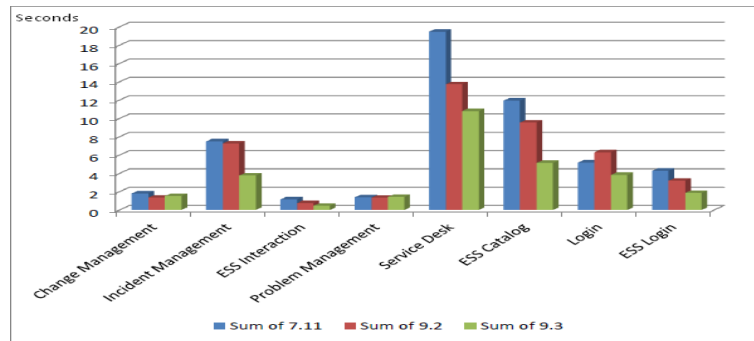
Enhancements continued in 9.31 with additional 20% improvement.

European Airline representatives beta tested 9.31 client. End users were so happy with quality and performance they forced IT team to adopt ahead of schedule.

Improved upgrade tools

Dramatic improvement in quality and overall timesaving

Assessment tool

Automation of upgrade steps

Automated merge

Source installation

Assessment phase

Upgrade steps and upgrade utility

Conflict resolution and validation

Upgraded installation

SC 6.2
SM 7.x
SM 9.2x

Immediate assessment going from days/weeks to a maximum of 2 hours

*Up to 54% reduction in manual steps
25% savings in time*

Up to 20-40% time saved by automatically merging non-conflicting changes

SM 9.3

Incentives

HP ITSM upgrade program

Assistance with every step in your path to upgrade

Planning →	Build/Test →	Deployment
• R&D architecture review and configuration verification • Project plan assistance • Initial R&D upgrade assessment • Professional Services Planning assistance	• Accelerated support triage • Extended R&D oversight • Accelerated defect correction and delivery • Issue tracking, consolidation, and reporting assistance	• Go-live monitoring with Support and R&D • Prioritized production issue triage and resolution • Discounted adoption tools

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