

May 12, 2003



Dear hp OpenView IT Service Manager Customer,

In summer 2001, Hewlett-Packard Company notified hp Openview IT Service Manager (ITSM) support customers that the product would be discontinued and reach end of active support (EOS) in August 2002. At that time a migration program was put in place to migrate hp Openview IT Service Manager customers to hp OpenView Service Desk. Since then, hp OpenView Service Desk 4.0 and 4.5 have been released.

What is changing?

As a courtesy to our valued and loyal customers who were not yet able to migrate to hp OpenView Service Desk, Hewlett-Packard has extended the EOS deadline to **December 31, 2003**. After that date the current migration program that includes a free license upgrade will no longer be available. Support for any hp OpenView IT Service Manager version will no be available after **December 31, 2003** and Hewlett-Packard will not consider any further extension of the EOS date.

What does it mean for you?

- Active support will end at **December 31, 2003**.
- One more year of self-help support, also known as knowledge-base support, will still be available after **December 31, 2003** until **December 31, 2004**.
- Hewlett-Packard advises you to plan and execute your migration to hp OpenView Service Desk as soon as possible and complete the migration before **December 31, 2003**. Hewlett-Packard would be very excited to continue to provide you with a state-of-the-art service management solution and first class support.
- If you have already migrated to or have started migration planning for hp OpenView service desk you might be aware of all the benefits hp OpenView Service Desk brings to your organization. In this case please notify your local Services Sales Rep or Support Administrator so that the support contract can get updated to hp OpenView Service Desk as soon as possible.
- If you choose to continue to use hp OpenView IT Service Manager without support after **December 31, 2003** or decide to cease use of it, your support contract will expire automatically on **December 31, 2003** the latest.

Benefits of a migration to hp OpenView Service Desk 4.5:

- A migration program - which was first offered in summer 2001 - including a free **license swap** of the IT Service Manager licenses to hp OpenView Service Desk licenses according to a defined module mapping (see your hp sales contact or authorized partner for more info).
- A broad range of **functionality improvements in hp OpenView Service Desk 4.5** such as:
 - MS Outlook GUI
 - Work & Project Management
 - Tree Views
 - WYSIWYG Printing
 - Visualization of Processes (GANTT & PERT views)
 - Embedded Reporting Views & Charts
 - Standard Interfaces (Java API, XML)
 - Best Practices + Flexibility in One
 - Business Logic Rule Wizard
 - Attachment Handling
- **Integration** to the latest versions of other OpenView products available for hp OpenView Service Desk (this is **not** the case for IT Service Manager).
For example, there is an integration module available for OVOW 7.10 and hp OpenView Service Desk.
- Availability of **Dutch language pack for hp OpenView Service Desk 4.5**. The Dutch version for hp OpenView Service Desk 4.5 is available by downloading the Dutch Localization Pack from the support website of hp OpenView.

- **Certified to support ITIL Services.** Service Desk 4.5 meets all of Pink Elephant's ITIL verification criteria, at an "ITIL Service Support Enhanced" level of functionality.
- Capitalizing on **ongoing improvements and enhancements** of latest versions of Service Desk.
- Using the **know-how and experience** in field, support and partner on later versions of Service Desk.
- Availability of a broad range of **3rd party solutions** for Service Desk in the market.

Migration Support and Assistance

If you need help in mapping your existing IT Service Manager licenses to hp OpenView Service Desk licenses, please approach your HP sales contact or the contact of the authorized hp OpenView partner from whom you have purchased your IT Service Manager solution.

HP highly recommends you seek assistance in the planning and execution of the migration. Upgrade services may exist for hp OpenView Service Desk in your region or with your specific partner. Please contact **Jeroen Wiebolt** at **HP Services, C&I**, IT Service Management practice by email: Jeroen.Wiebolt@hp.com or phone **+31 (0) 30-2832830**.

Or contact one of the authorized hp OpenView Service Desk partners in the Netherlands, such as:

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|-------------------------------|-----------------------|
| ○ Getronics | ○ Motifact |
| ○ Westbury IT Services | ○ Pink Roccade |
| ○ Inter Access | ○ Ultracomp |

For an overview of the hp training curriculum around IT Service Management and hp OpenView Service Desk please have a look at the website <http://www.hp.nl/education/itsm.html>, or contact **Sylvia van der Tuin** by email: Sylvia-van-der_Tuin@hp.com.

Important information around the upgrade to hp OpenView Service Desk

Due to the fact that Oracle will end full support for Oracle 8.0.5 at the end of 2003, we advise you to conduct your migration from IT Service Manager 5.6 or 5.7 to Service Desk 4.5 by end of 2003 to ensure you will run your business critical support environment in a fully supported fashion moving forward.

For the year 2004 and beyond we want to inform you that in case issues will appear that are related to Oracle's end of full support for Oracle 8.0.5 that cause an unmigrated IT Service Manager installation to not properly function, we will not be able to provide solutions for these issues anymore.

Additionally, we are advising you that because of technological reasons, the next release of Service Desk (version 5.0) will not provide a migration path from IT Service Manager 5.6 or 5.7. If you were planning to migrate in 2004, please be aware that you will have to migrate to Service Desk 4.5 first before you can upgrade to Service Desk 5.0. In case you run into any problems with IT Service Manager during that migration we will not be able to solve them anymore as support for IT Service Manager has already expired on **December 31, 2003**.

For more information:

- For more information on hp OpenView Service Desk 4.5, visit the hp OpenView web site at www.openview.com
- For more information on the migration program, applicable migration partners and specific offerings please contact **Rob Degger** at HP in Amsterdam, Netherlands, by phone **+31 (0) 20-5476291**, or email Rob.Degger@hp.com

Sincerely,

hp OpenView IT Service Manager & hp OpenView Service Desk Product Teams
Hewlett-Packard Company