HP OpenView ITSM Migration Opportunity to HP OpenView Service Desk

Dear valued HP ITSM Customer,

We want to take this opportunity to thank you for choosing HP OpenView ITSM. Thank you also for all your ideas and suggestions to enhance the product. Based on enhancement requests, like "more flexibility, openness, ease of use" our development architects decided to develop a solution based on Java technology that is ready for the future.

Today we proudly present HP OpenView Service Desk,the next generation name and face of ITSM, based on the latest proven technology you can rely on.

- Service Desk is the new name & face for the next generation HP OpenView IT Service Manager
- HP OpenView offers tools and support **for smooth transition** from ITSM to Service Desk
- HP recommends ITSM customers to migrate to **Service Desk 4.0** (release planned August 2001) or later
- HP OpenView is committed to **secure current investments** in license and module purchases of HP OpenView ITSM
- HP OpenView Service Desk will not offer an optional Reporting Module as used with ITSM We will offer current Report Manager customers the ability to transfer their license to a Business Objects license. More details are available in the migration policy.
- ITSM 5.7 support will be available until end of August 2003
- HP strongly recommends using migration assistance from HP Consulting or an OpenView authorized partner

> *"The speed of the migration really surprised us! Insotec, an HP*
> *authorized software partner did the data migration in only 4 days.*
> *Also the training of our 100 users was much less effort than expected.*
> *The concepts are the same and the GUI is very easy to use."*
>
> *Peter Loner,*
> *IT Manager, ABN AMRO Infoserv-Germany*

Valued Customers
HP OpenView highly values the continued commitment of our existing HP OpenView IT Service Manager (ITSM) customers. With the availability of Service Desk 4.0 and its powerful functionality, there is a growing interest from our customers to evaluate a solution switch. Should you wish to exploit this, please take a look at the information and recommendations in the migration policy and the migration documentation. As you would expect, HP

OpenView has taken steps to ensure that the migration from ITSM versions 5.6 and 5.7 to Service Desk will be as smooth and seamless as possible.

Service Desk value
Service Desk offers the opportunity to cover even more of your business support needs than ITSM with for instance Change Management,Service Level Management and Problem Management. Please work with your partner or HP sales representative to evaluate further application usage of Service Desk .

HP OpenView will keep you informed about the functional content of the Service Desk releases as well as subsequent processes and documentation to facilitate your migration activities.
For more information about the migration options please feel free to contact your local HP reseller or local HP sales office. You can also send an email to itsm_train@hp.com

Sincerely,
HP OpenView Software Business Unit