

Why upgrade to HP Service Manager 9.31



Published: May 2013

Agenda

Customer Success

Feature Highlights

Integrations and Solutions

Technical Improvements

Improved Upgrade Utilities

Want to get more information?



Customer Success - What customers are saying



HP ITSM Unique and Proven Results

Customer realized value

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. Large consumer goods organization

Categorized a greater number of service queries, from **50%** to **93.2%**, generating higher user satisfaction rates. EPAM Systems

“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



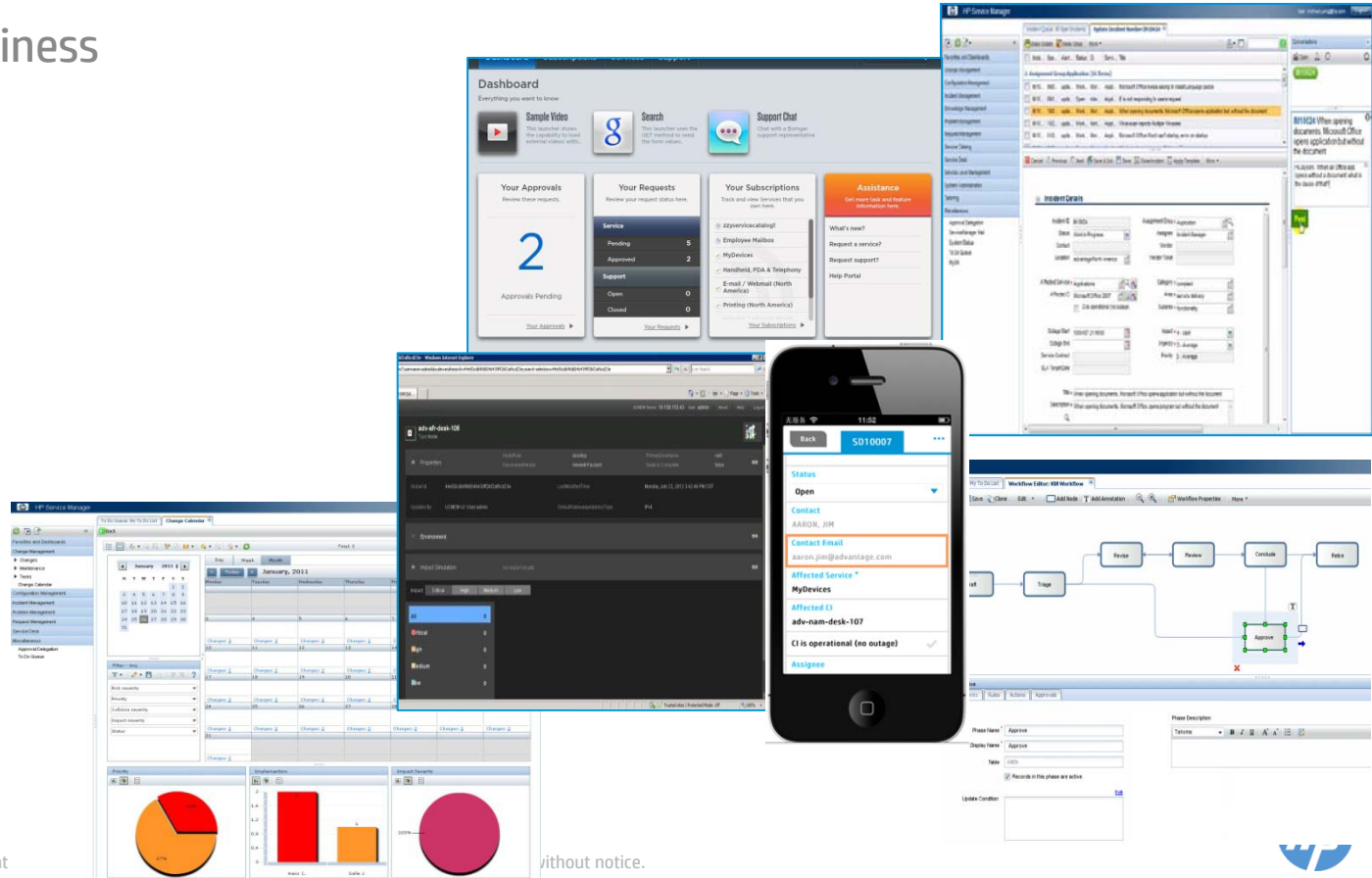
Feature Highlights



HP Service Manager key improvements

Key value for the business

- Process Designer
- Self-service portal
- 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

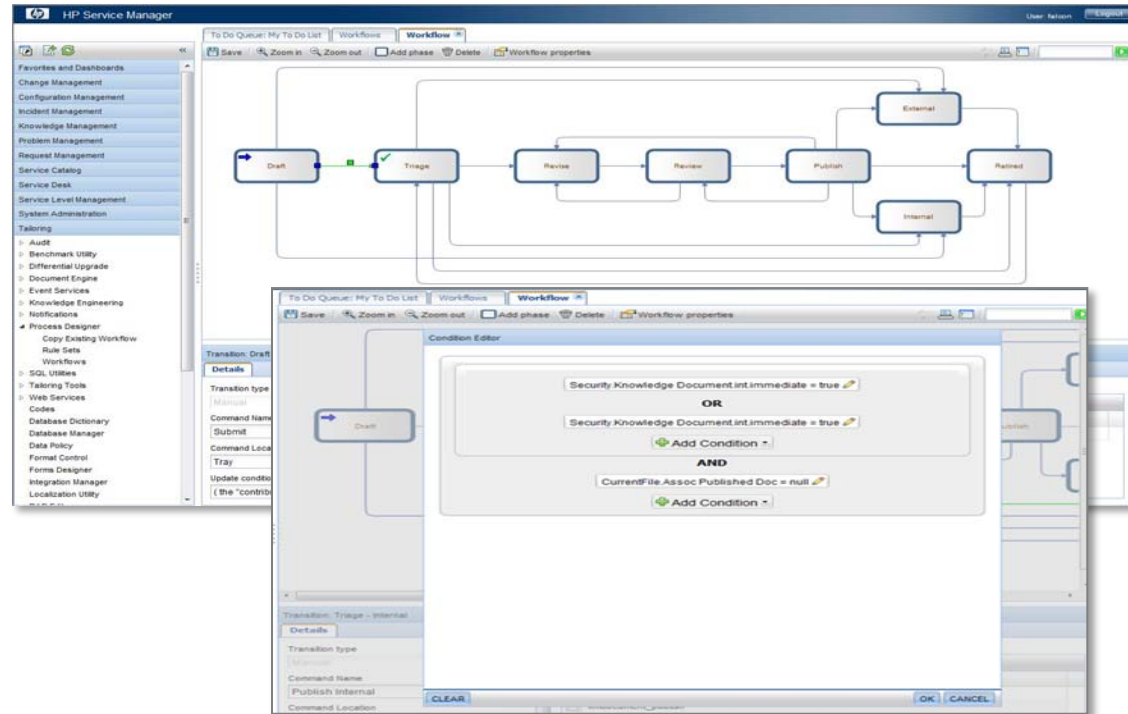
Build states and transitions within the SM Client

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

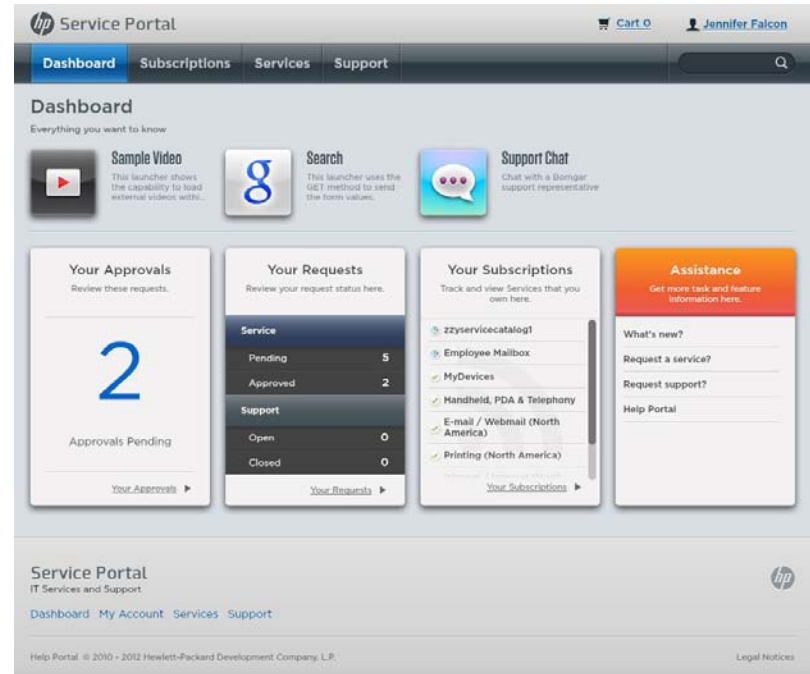
Define and maintain a standard set of user goods and services

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



Mobility

Work faster and smarter while remote

Mobile client support

Approve Change tickets

Resolve Incident tickets

Runs on

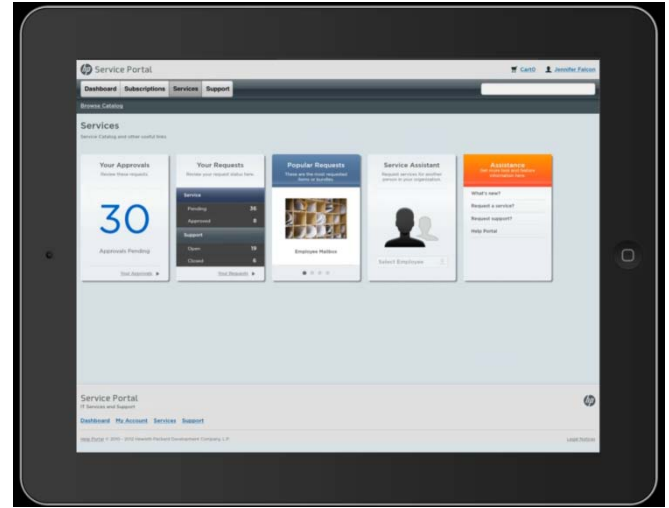
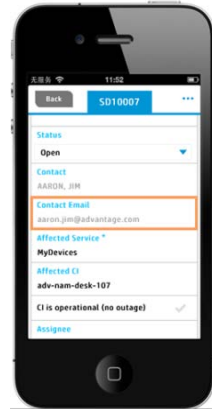
Android

BlackBerry

iPhone

Tablet support for SRC

Mini app solution for HP portfolio apps



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

The screenshot displays the HP Service Manager interface. The top section shows an incident queue with a table of incidents. The selected incident, IM10024, is highlighted. Below this, the 'Incident Details' section provides comprehensive information about the incident, including its status, contact, location, affected services, and outage details. The 'Incident Details' section includes fields for Incident ID (IM10024), Status (Work In Progress), Contact (advantage/North America), Location (advantage/North America), Affected Service (Applications), Affected CI (Microsoft Office 2007), Outage Start (10/04/07 21:49:00), Service Contract, and SLA Target Date. The 'Assignment Group' is set to 'Application', and the 'Assignee' is 'Incident Manager'. The 'Vendor' field is empty. The 'Category' is 'complaint', the 'Area' is 'service delivery', and the 'Subarea' is 'functionality'. The 'Impact' is '4 - User', the 'Urgency' is '3 - Average', and the 'Priority' is '3 - Average'. The 'Title' and 'Description' fields contain the text: 'When opening documents, Microsoft Office opens application but without the document'. On the right side of the interface, a 'Conversations' panel shows a real-time chat for incident IM10024. The chat history includes a message from 'Hi Ke-ke' and a response from 'Jayson Webb' asking to check with 'KeKe' first. A 'Post' button is visible at the bottom of the chat area.



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

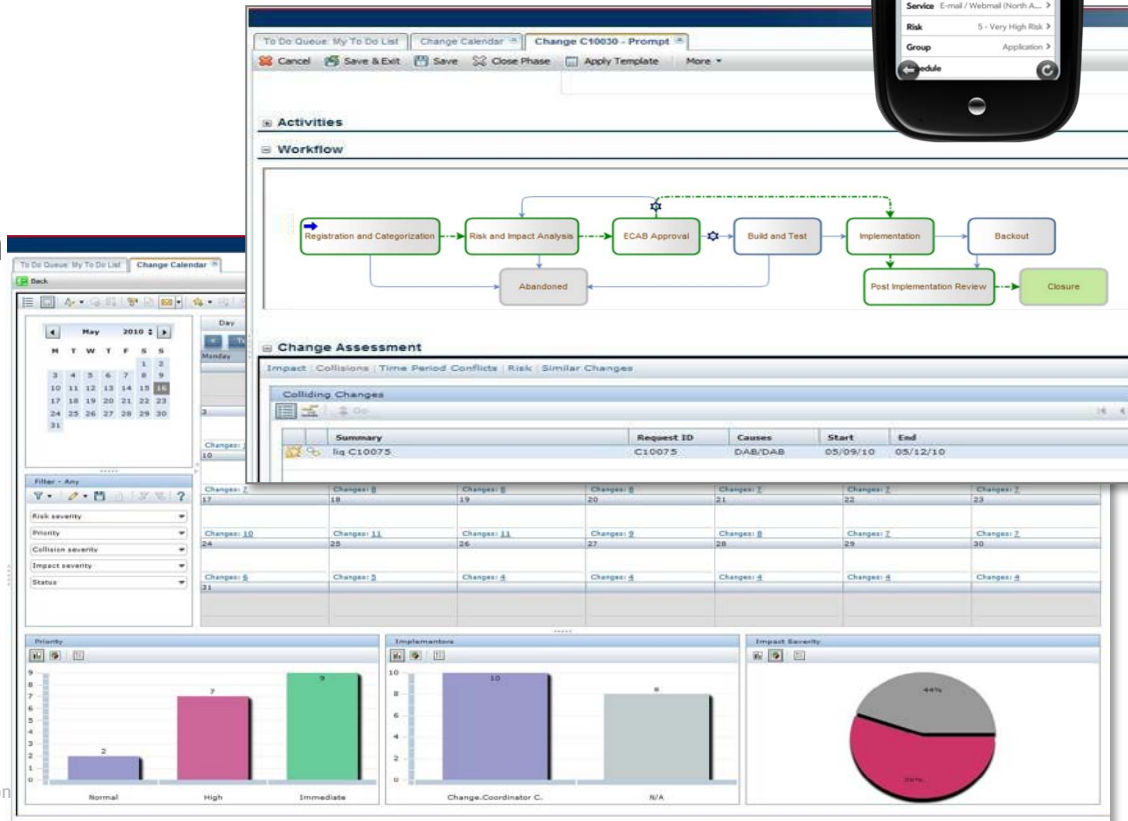
Enable CAB virtualization and more efficient meetings

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

The screenshot displays the CCRM interface with a 'Change Details' window for Change ID C10053. The change is in the 'Change Implemented' phase with an 'initial' status and 'approved' approval status. The service is 'MyDevices' and the affected CI is 'adv-afr-desk-101'. The wizard is set to 'Select an OO flow'. A table of OO flows is shown with columns for Display Name and Path. The wizard is then set to 'Select affected CI for OO flow: testlist'. A table of affected CIs is shown with columns for CI Identifier, Type, Network, Location, and Model. A blue arrow points to the 'Execute OO Flow' option in the context menu.

Display Name	Path
testlist	.Library/My Ops Flows/testlist
testping	.Library/My Ops Flows/testping

CI Identifier	Type	Network	Location	Model
adv-afr-desk-101	computer		Africa	HP Compaq
adv-afr-desk-102	computer		Africa	HP Compaq
adv-afr-desk-103	computer		Africa	HP Compaq



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 users

The screenshot displays the 'Contribute Knowledge' interface for document KM0015. The document title is '* PBX Phones' and its summary describes advanced features like voicemail and IVR. The 'OO Flow Links' tab is active, showing a table with two columns: 'OO Flow UUID' and 'OO Flow Path'. Two buttons, 'Add Link' and 'Remove Link', are highlighted with a red box on the right side of the table.

Contribute Knowledge

Title: * PBX Phones

Document ID: KM0015

Summary: PBX has grown to incorporate all sorts of advanced features such as voicemail, unified messaging, auto attendant (IVR), automatic call distribution (ACD), call queing, branch office support, telecommuters, softphones, CTI (integration with the PC), and more.

Document type: Reference

Status: Internally Approved

Expiration date:

Locale:

OO Flow Links

OO Flow UUID	OO Flow Path
05280509-e1c4-4e93-945c-2a6a43827e91	/Library/Accelerator Packs/Database/Microsoft SQL Server/Information Gathering/Database Size
88493fce-4ce6-408b-bd42-394389ead7da	/Library/My Ops Flows/testing1
a2e7a388-eb34-412f-b00d-5d1f2c451a9e	/Library/My Ops Flows/testing2
-	

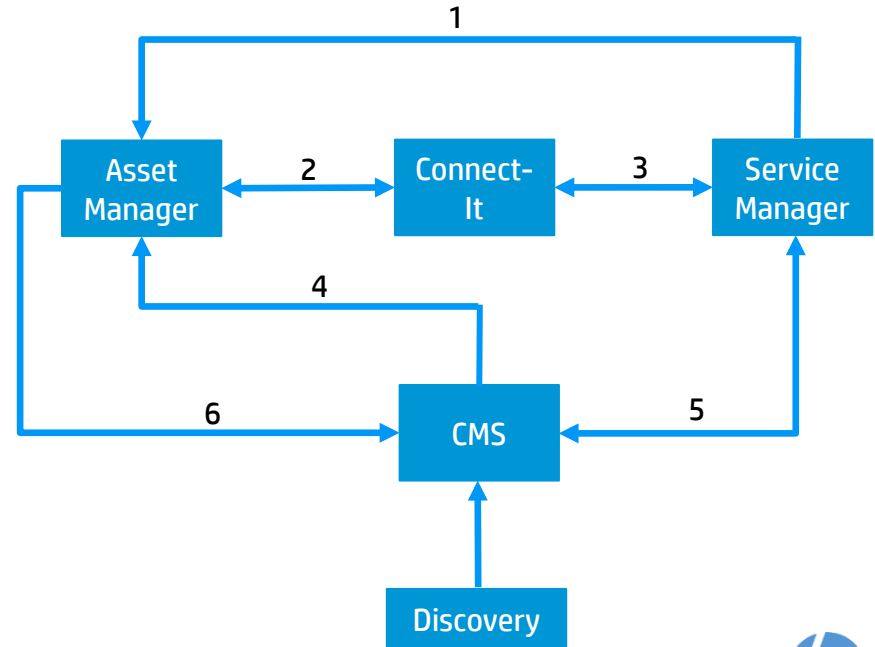
Add Link

Remove Link

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

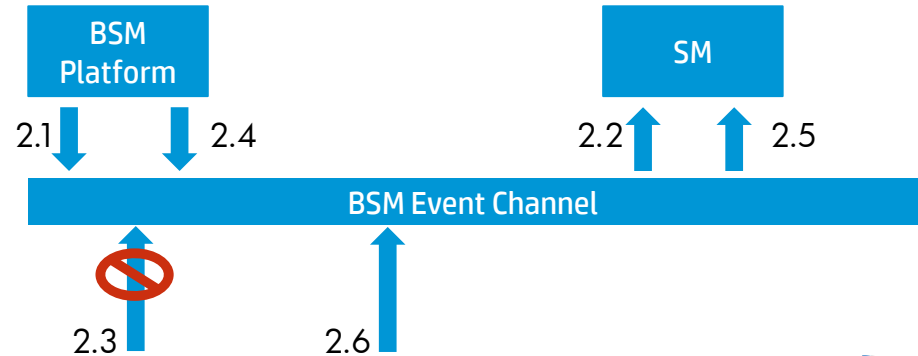
Increased efficiency for operations bridge analysts by reducing time spent on analyzing false events



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

Faster, easier, cleaner

Form simplification

End user behavioral enhancements

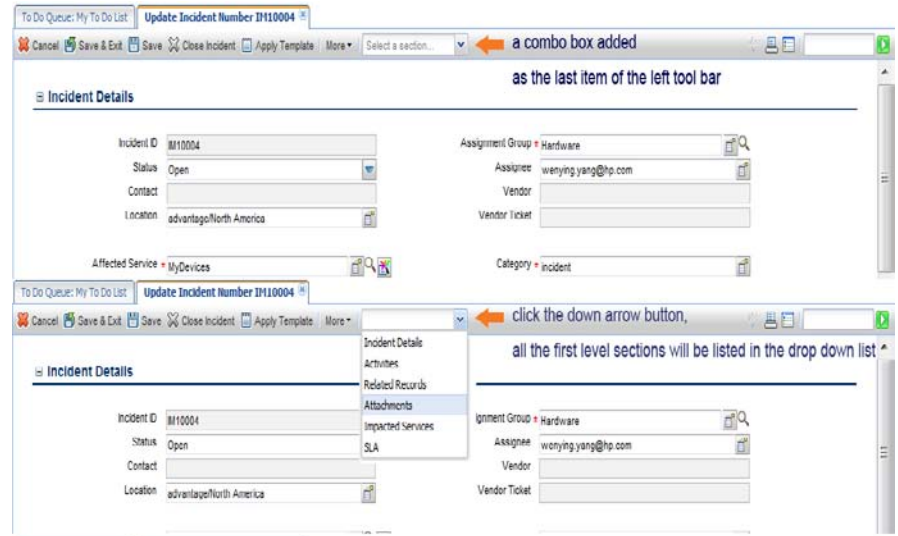
Record list optimizations

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
- Hardware load balancer support
- Reduced cluster communication



Performance Improvement

- Client performance optimization
- Login performance improvements
- Tested to 10k concurrent users
- Record list behavioral changes



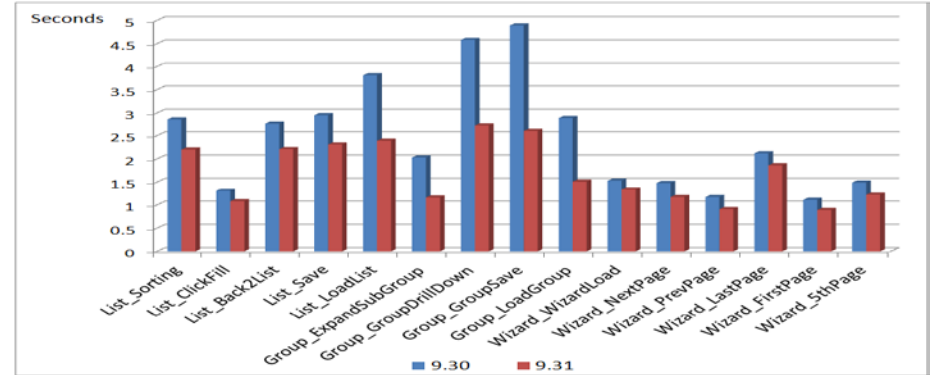
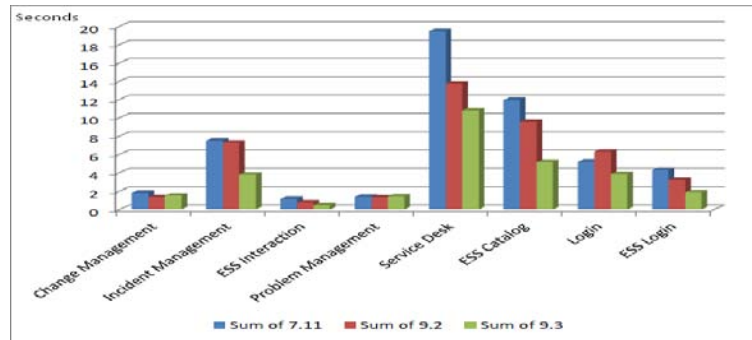
Service Manager performance improvements

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.

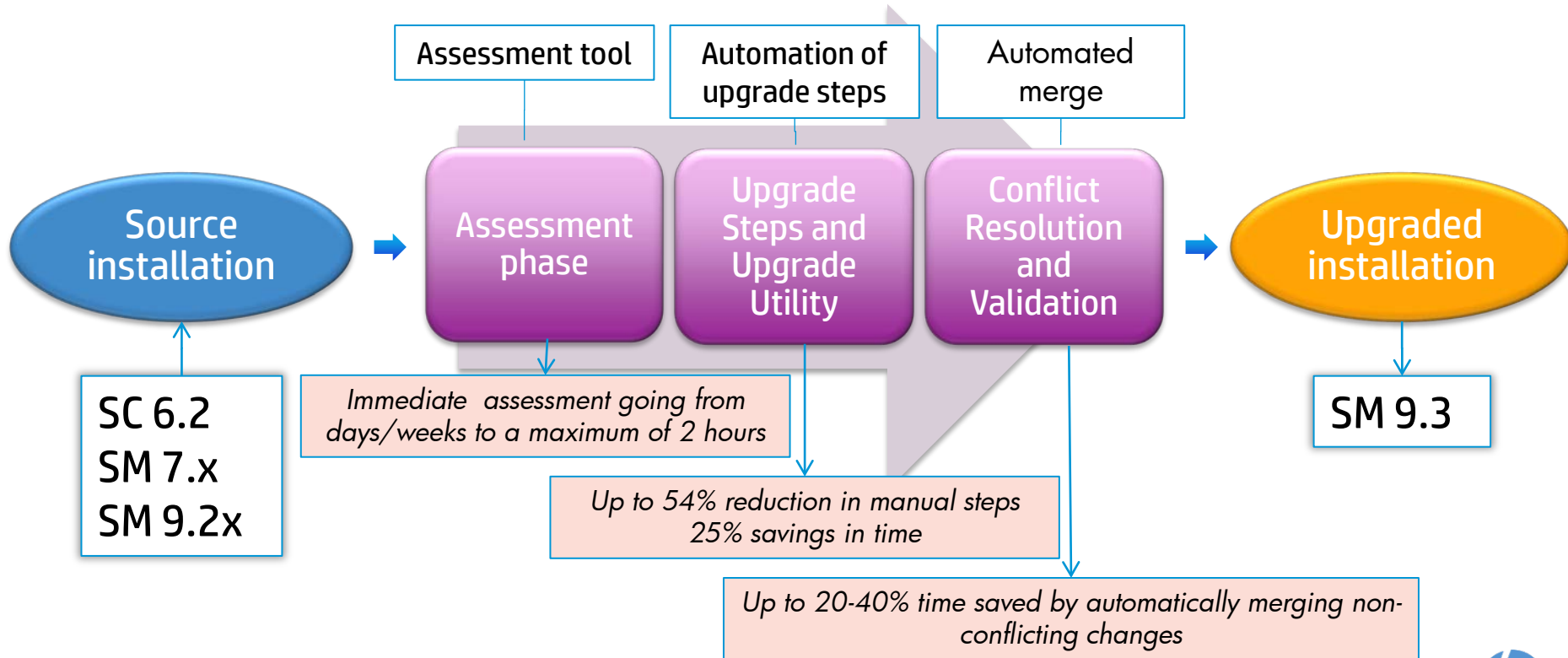
European Airline representatives beta tested 9.31 client. End users were so happy with quality and performance they forced IT team to adopt ahead of schedule.



Improved Upgrade Utilities



Improved Upgrade Tools



Dramatic improvement in quality and overall timesaving



HP ITSM Upgrade Program

Assistance with every step in your path to upgrade

Planning	Build/Test	Deployment
<ul style="list-style-type: none">• R&D architecture review and configuration verification• Project plan assistance• Initial R&D upgrade assessment• Professional Services Planning assistance	<ul style="list-style-type: none">• Accelerated support triage• Extended R&D oversight• Accelerated defect correction and delivery• Issue tracking, consolidation, and reporting assistance	<ul style="list-style-type: none">• Go-live monitoring with Support and R&D• Prioritized production issue triage and resolution• Discounted adoption tools



Want to get more information?



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

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



Looking for more information?

Datasheets

Brochures

White papers

Demos, videos

... and more

For latest information:

www.hp.com/go/itsm

www.hp.com/go/itsmblog

www.twitter.com/hpitsm





Thank you