

# HP IT Service Performance Suite

Software Version: 6.2

---

## Integration Guide



Document Release Date: June 2007  
Software Part Number: T4820-80002



## Legal Notices

### Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

### Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

### Copyright Notices

© Copyright 2007 Hewlett-Packard Development Company, L.P.

## Documentation Updates

This guide's title page contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Part Number, which indicates the part number of the software.

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

**[http://ovweb.external.hp.com/lpe/doc\\_serv/](http://ovweb.external.hp.com/lpe/doc_serv/)**

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

## Support

You can visit the HP software support web site at:

**<http://www.hp.com/go/hpsoftwaresupport>**

HP Software online support provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.

To find more information about access levels and HP Passport, go to:

**[http://www.hp.com/managementsoftware/access\\_level](http://www.hp.com/managementsoftware/access_level)**

---

# HP IT Service Performance Suite

## Overview

The HP IT Service Performance Suite version 6.2 is designed to provide you with a complete solution for your Business Technology Optimization needs. It includes the following products and modules:

- HP ServiceCenter 6.2
  - Service Support Foundation
  - Windows Client
  - Web Client
  - Problem Management
  - Scheduled Maintenance
- HP Connect-It 3.8
  - Email Connector
  - LDAP Connector
  - Web Service Connector
- HP DecisionCenter 1.0
  - IT Performance Analytics (ITPA)



The HP IT Service Performance Suite is available in two license configurations, one for named users and the other for floating users.

# Features and Benefits

The HP IT Service Performance Suite expands the comprehensive and integrated service management capabilities of HP ServiceCenter by providing the performance analytics capabilities of HP DecisionCenter and the technology infrastructure integration of HP Connect-It. The HP IT Service Performance Suite provides the following benefits:

- Full-featured, rules-based solution for deploying consistent work processes across every facet of your IT organization. This solution includes configuration management, service desk management with self-service ticketing, incident management, and service management.
- Framework for identifying and eliminating the underlying problems that cause recurring incidents. This framework helps to resolve and document the root cause of issues more quickly and to reduce recurrence by managing all of the steps in problem identification and resolution processes.
- Ability to define, schedule, and perform maintenance tasks as well as automatically generate the appropriate incident tickets, change requests, or supply quotes.
- Performance analytics capabilities including:
  - Creates a shared hub for IT decision making and performance analysis, from the CIO to the IT contributor.
  - Provides built-in measures for the quality of IT managed business processes, including incident, problem, change, and service delivery.
  - Includes a flexible and intuitive semantic layer that can be changed to support customized resources and process configuration.
  - Provides the ability to control and distribute access to key pieces of information to the users who can best take action on what they find.
  - Creates a shared view between the customer and IT of the impact of IT performance.
- Easy-to-use integration platform. HP Connect-It exposes technology infrastructure data as common business objects. The Connect-It family of connectors leverages industry-standard protocols to integrate technology infrastructure products with external information systems to align business processes and synchronize relevant data.

# Integration Behavior

The integration of HP ServiceCenter, HP DecisionCenter, and HP Connect-It provides the following key integration functionality:

- An HP ServiceCenter data warehouse can be created within HP DecisionCenter. The included preconfigured schema and Connect-It scenarios ensure that ServiceCenter data is automatically collected and synchronized with the ServiceCenter data warehouse. The ServiceCenter data warehouse includes configuration, help desk, incident, and service management information generated by ServiceCenter processes.
- The DecisionCenter analytics engine measures and manages the performance and quality of ServiceCenter process data.
- DecisionCenter can be configured to allow specified users to access the ServiceCenter data warehouse within DecisionCenter.
- DecisionCenter automatically installs and configures the relevant ServiceCenter Help Desk, Incident, and Service Management analytics packages, which are preconfigured to provide reports and views based on an analysis of metrics obtained from ServiceCenter.
- DecisionCenter displays an intuitive and easy-to-access list of folders for each category of reports/views available (such as Help Desk, Incident, or Service Management). Each folder contains a complete list of detailed reports and views. For example, the Help Desk folder contains views and reports such as Average Call Volume by Day and First Call Resolution.
- Dashboards present easy-to-view information to users such as metrics, success criteria, and progress toward success criteria.

# Installation Overview

For best results, installing the HP IT Service Performance Suite requires that you install the various suite components in a specific order. The following is the high-level sequence of installation tasks:

- 1 Install and configure HP ServiceCenter. See the *HP ServiceCenter Installation Guide*.



Make sure that there is a ServiceCenter client on the same server where you will later install the ServiceCenter data warehouse.

- 2 Install and configure Connect-It. See the *HP Connect-It User's Guide*.

- 3 Configure the Connect-It protocol connectors: LDAP, email, and web service. See the *HP Connect-It User's Guide* and the *HP Connect-It Connectors Guide*.



You must install Connect-It on the same dedicated server where you plan to install the ServiceCenter data warehouse.

- 4 Install and configure HP DecisionCenter ITPA. See the *HP DecisionCenter Installation Guide*, Chapter 3, "ITPA Installation and Configuration." This chapter includes the steps required to configure the integration between DecisionCenter and ServiceCenter.



For information about where to find installation information, see [Additional Information Sources](#) on page 9.



# Additional Information Sources

For detailed information, consult the information sources listed in [Table 1](#). You can find these information sources in the following ways:

- All manuals are available on the software media.
- All manuals can be downloaded and viewed from the HP Software documentation web site at:  
**[http://ovweb.external.hp.com/lpe/doc\\_serv/](http://ovweb.external.hp.com/lpe/doc_serv/)**
- Electronic documentation is typically copied to the server system during installation. Check the product Release Notes for the location of the documentation on the server system.

**Table 1**      **Information Sources**

<b>Source Name</b>	<b>Description</b>
<i>HP ServiceCenter Installation Guide</i>	Consult all relevant sections.
<i>HP DecisionCenter Installation Guide</i>	Consult the chapter on ITPA installation and configuration.
<i>HP Connect-It User's Guide</i>	Consult all relevant sections.
<i>HP Connect-It Connectors Guide</i>	Consult the following chapters: <ul style="list-style-type: none"><li>• Configuring Connectors</li><li>• Protocol Connectors. In this chapter there is detailed information about the LDAP, email, and web service connectors.</li></ul>