

HP and the IT Infrastructure Library (ITIL)

White paper



Table of contents

- Introduction 2
- About ITIL 2
- HP and ITIL 3
- An ITIL success 3
- HP’s approach to ITSM and ITIL 3
- HP software and ITIL 4
- HP’s ITSM Reference Model and ITIL 4
- HP Consulting and ITIL 5
- HP education and ITIL 5
- HP Managed Services and ITIL 5
- HP’s Service Provider Certification and ITIL 5

HP partners with you to help you design and implement IT processes that reduce the complexity of IT management and align IT service delivery with the needs of the business.

One-stop shopping for ITIL and IT service management since 1996

Today, many IT or service provider organizations face the challenge of shifting paradigms from infrastructure management toward service management. The IT Infrastructure Library (ITIL) has become the most widely accepted approach to IT service management in the industry. This white paper introduces ITIL as well as HP's contributions and comprehensive offerings around both ITIL and IT service management.

About ITIL

Official ITIL website: www.itil.co.uk

The IT Infrastructure Library (ITIL) has become the most widely accepted approach to IT service management in the industry. ITIL provides a comprehensive and consistent set of best practices for IT service management, promoting a quality approach to achieving business effectiveness and efficiency in the use of information systems.

ITIL is based on the collective experience of commercial and government practitioners worldwide. This has been combined into one reliable, coherent approach, which is fast becoming the de facto standard used by many of the world's leading businesses. The IT Infrastructure Library was originally developed by the government of the United Kingdom in an effort to better manage service delivery to its IT customers.

A wide range of products and services are available to support these initiatives. Non-proprietary products include ITIL books and CDs, qualifications and the IT Service Management Forum (itSMF) (see below). Commercial elements provided by companies include consultancy, software solutions and training.

The itSMF (www.itsmf.com) is a non-profit organization, wholly owned and principally operated by its membership. As the official ITIL user organization, it is dedicated to promoting and helping to set standards for best practices in IT service management.

ITIL books and publications, such as "Service Support" and "Service Delivery," may be ordered from itSMF U.K. (www.itsmf.com) or itSMF U.S.A. (www.itsmf.net/books).

HP and ITIL

www.hp.com

HP has been an active supporter of ITIL since 1995. HP was the first major corporate sponsor of the IT Service Management Forum in the United States.

HP uses ITIL and HP's ITSM Reference Model to help customers achieve maximum IT operational effectiveness. HP has contributed significantly to the IT Infrastructure Library, and continues to be a developer, reviewer and user of the ITIL. HP employees have served and continue to serve as officers and board members of itSMF organizations around the world, and many more are active itSMF members. Many of the original contributing organizations have chosen to become HP customers or HP partners. HP is a vital and important presence in the IT service management field.

HP provides a one-stop-shopping experience around ITIL for IT and service provider organizations.

An ITIL success

Among the many companies who have put HP's expertise to work is Advance Transformer, an industry leader in the ballast components and LED drivers for commercial, industrial and institutional lighting. With over 6,000 employees and contacts across North America, Europe and China, as well as expansion plans into South America, they knew they needed a better supply chain infrastructure.

Advance Transformer had an aggressive plan. During the first phase of a multi-phased project, they conducted an SAP implementation. In the second phase, they incorporated an enhanced use of the IT Infrastructure Library (ITIL) enabled by HP OpenView Service Desk.

This was a mission-critical step, because it meant that business processes would continue running efficiently for users at all points of the overall project. In fact, due to ITIL, the role and contribution of the service desk became an integral piece of Advance Transformer's proactive style of service management.

Moving forward into the third phase, the company aims to expand the utility of service management reporting into documentation that will be useful to all departments.

The project is not finished yet, but the company has already seen dramatic results and received numerous industry awards.

To read the full story, search for "Advance Transformer" at www.managementsoftware.hp.com.

HP's approach to ITSM and ITIL

The paradigm shift from managing an infrastructure to managing services within an adaptive infrastructure requires an intermediate step. That step is IT Service Management (ITSM). At its most basic level, ITSM is the alignment of IT and business objectives, and the assurance of specific performance and availability for business-critical IT services.

HP's ITSM offerings combine the global experience of HP Services consultants with proven HP OpenView software products and partners. HP helps you get the most value out of IT investments by implementing processes and tools for the delivery and support of business-critical IT services.

Plus, with a focus on IT process efficiencies, service management and continuity management, you can be assured your company will get the right information to the right people at the right time. Additional benefits include:

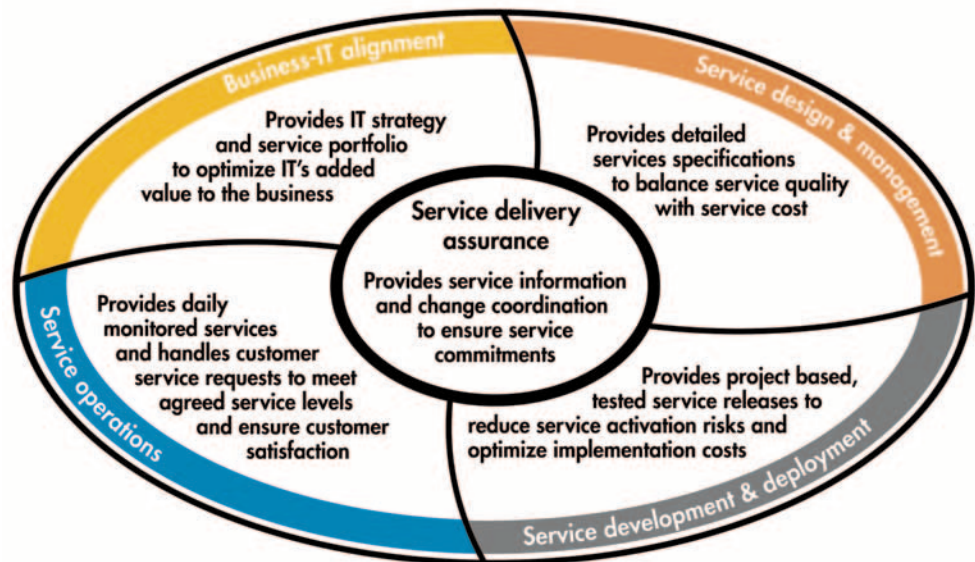
- Reducing operational costs
- Reducing business disruptions
- Improving efficiency between IT departments
- Improving staff utilization
- Addressing business change

You can now have access to HP's IT Service Management Portal, a single source of information, filled with:

- Informative analyst reports
- Web seminars
- Real-world application briefs
- Case studies
- Product briefs and white papers.

URL: www.hp.com/go/itsmevents

Fig 1. HP IT Service Management Reference Model 3.0



HP software and ITIL

www.managementsoftware.hp.com

HP OpenView offers a complete portfolio of ITSM software solutions. These solutions dramatically reduce the effort of implementing ITIL best practices.

Unlike other software offerings, HP OpenView's integrated service management solution covers all aspects of service management for all types of IT and service provider organizations. HP has brought HP OpenView Service Desk and the HP OpenView Operations service management solutions to a level of integration that is unparalleled in the industry.

- HP OpenView Service Desk helps to totally control and automate business processes, services and infrastructure for all departments of the IT or service provider organization. Based on ITIL standard best practices, the service management solution offers out-of-the-box functionality without compromising flexibility or openness. Critical service-delivery and support processes can be streamlined with a single workflow.
- HP OpenView Operations service management solutions allow end-to-end management for networks, systems, applications and storage of distributed, multi-vendor environments.

For an overview of all modules, visit

www.managementsoftware.hp.com/products.

HP's ITSM Reference Model and ITIL

www.hp.com/hps/model

HP's IT Service Management Reference Model is built on HP's experience in service management and processes, ITIL and industry best practices. This model is a significant, proven tool used to guide customers as they refocus their efforts on service management instead of technology management, and on customers instead of users, and on the integration of processes, people and technology—the three critical elements required to provide and manage quality IT solutions.

HP consultants realized early on that the industry required a coherent IT process model to assist implementers of IT process best practices. In 1996, HP consultants around the world were brought together to discuss the creation of an IT process model. The result is a model that combines the best that ITIL has to offer with the best that industry experience has to offer. The team also designed the model to reflect the need to run IT "as a business" rather than merely running IT "within a business." Thus, the ITSM Reference Model has several processes not found in ITIL.

HP Consulting and ITIL

www.hp.com/hps/itsm

As a leader in IT infrastructure management, HP Consulting provides more than 160 experienced consultants who apply ITIL best practices and proven methods to help you transform your business so it will thrive and win in the new economy.

HP Consulting can help you design and implement IT processes that reduce the complexity of IT management and align IT service delivery with the needs of the business. HP Consulting, an experienced deliverer of ITIL-based consulting services and products since 1996, is the owner of HP's IT Service Management Reference Model. HP consultants bring you world-class design expertise, proven methodologies focused on time-to-market with knowledge transfer, and leading technologies that meet your business goals.

HP education and ITIL

www.hp.com/learn/itsm

Drawing on global delivery capabilities, HP can train you and your project team on a broad range of IT Infrastructure Library topics. With more than 120 education centers worldwide and e-learning on the award-winning IT Resource Center (<http://education.itrc.hp.com>), HP can provide IT service management training to thousands of employees all over the world. Or, if you prefer, you can have custom training developed and delivered onsite to meet the needs of your organization.

Based on an integrated learning approach, the HP ITSM curriculum uses an innovative blend of classroom and online courses for maximum learning effectiveness and flexibility.

The curriculum covers:

- The unique Control-IT simulation that allows you to feel the power of a fully optimized IT organization—you will experience how various injected problems demonstrate service issues between an IT department and its customers.
- Overview courses to help you understand what ITSM is all about and how your organization benefits from it.
- Foundation, practitioner, advanced service support and service delivery courses for you to become an ITSM specialist.
- Industry-recognized certification from ISEB and EXIN.
- A comprehensive set of HP OpenView courses. HP has helped hundreds of companies adopt IT Service Management quickly and efficiently, and can help you, too.

HP Managed Services and ITIL

www.hp.com/hps

HP Managed Services is the IT service provider for all of HP and many other large companies.

For more than a decade, HP's outsourcing services have helped businesses improve productivity, manage costs and assets, improve customer service, and capitalize on market changes. HP Operations also manages HP's 100,000-node worldwide IT infrastructure and provides HP internal support to all HP employees. HP Operations is using the ITIL IT service management framework to structure and standardize services, operation infrastructure, processes and tools across countries and regions. HP OpenView is the core technology platform for HP operation centers around the world.

HP's Service Provider Certification and ITIL

www.hp.com/go/spc

The HP SP Certification program reviews services a service provider already has in production today and delivers against a customer service level agreement (SLA). HP conducts a detailed onsite examination of the way the service is being delivered to their customer.

To capture the best practices in the industry, HP designed the program with technical criteria based on industry standards (ITIL) and input from leading service providers. Conducted by highly trained HP Services Business Critical Consultants, SP Certification validates services running on the full range of HP systems and storage, assessing various domains of availability. And, in order to maintain industry best practices, service providers may conduct an annual re-certification which also includes an onsite review.

HP's SP Certification is compliant to the BS15000 standard. It is the best way to prepare for an official BS15000 assessment (done by an independent BS15000 auditor) because it exactly shows strengths and weaknesses.

For more information, visit: www.hp.com/go/itsm

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