HP ITSM Improvement Services

HP Services

Technical data

HP ITSM Improvement Services are based on HP's experience providing ITSM (IT Service Management) services across enterprise-class IT environments. The services help you improve and enhance your organization's ITSM maturity level with an ultimate goal of improving both effectiveness and your organization's ability to meet ever-increasing demands for your IT organization to enhance service levels and performance.

You can choose either the HP Fundamental ITSM Improvement Service or the HP Expanded ITSM Improvement Service.

The HP Fundamental ITSM Improvement Service helps CIOs improve their organization's service quality by continuously increasing the organization's IT Service Management maturity in the areas of service support, service delivery, and technology management. The service is initiated with an ITSM assessment to identify potential risks in the areas of service support, service delivery, and technology management. The assessment is used to create a Service Improvement Plan, which is used to help address and mitigate the risks identified during the ITSM assessment. Also, during the term of the service, HP provides ongoing advice and assistance to help you meet objectives outlined in the Service Improvement Plan.

The HP Expanded ITSM Improvement Service helps CIOs meet service-level commitments to business groups by increasing maturity in all aspects of ITSM—including service support, service delivery, and technology management—as well as IT governance. The service begins when a business-critical consultant performs a detailed ITSM assessment covering both IT management and governance. During the assessment, HP compares your IT processes, systems, workflow, organization, and relationship to the business functions to industry best-practices standards for the same parameters. The assessment identifies changes that can facilitate improving your organization's processes and overall effectiveness and help reduce risks.

Based on the assessment results, HP and you will develop a mutually agreed-upon Service Improvement Plan to facilitate addressing the identified risks and improving IT service levels that can potentially improve your organization's delivery and support costs. The plan is a guide to review progress against the improvement goals and to provide focus on areas where HP advice and assistance could facilitate improvements or help reduce risks.

Service benefits

HP Fundamental ITSM Improvement Service

- Improve IT operational effectiveness
- Improve availability of IT resources

HP Expanded ITSM Improvement Service

- Mitigate/Reduce risks to availability
- Help Customer meet the organization's IT availability, performance, and security objectives
- Improve alignment between IT and business objectives

Service feature highlights

- Business-critical consultant
- HP Fundamental ITSM Improvement Service
- HP Expanded ITSM Improvement Service

Specifications
Table 1. Service features

Feature	Delivery specifications
Business-critical consultant	The Customer's business-critical consultant (BCC) is an ITSM specialist who is the Customer's primary contact for the ITSM improvement service.
	At a mutually agreed-upon time, the BCC initiates the service by leading an ITSM assessment, as defined for each service. Then using the assessment's findings, the BCC and Customer develop a Service Improvement Plan to facilitate reducing the risks identified in the assessment. The BCC also provides ongoing advice and assistance to the Customer.
HP Fundamental ITSM Improvement Service	The HP Fundamental ITSM Improvement Service helps CIOs improve the organization's ITSM maturity. The service includes:
	• An ITSM assessment to identify risk in the areas of service support, service delivery, and technology management
	• A Service Improvement Plan defining how to address and reduce the risks identified during the assessment
	• Management of the plan to facilitate meeting the plan's improvement goals
	• Assisting the Customer in making improvements as documented in the plan
HP Expanded ITSM Improvement Service	The HP Expanded ITSM Improvement Service helps CIOs meet IT's service-level commitments to business by improving the organization's ITSM maturity in aspects of IT Service Management and overall IT governance. The service, initiated by a business-critical consultant, includes:
	• A detailed assessment covering IT Service Management—including the areas of service support, service delivery, and technology management—and overall IT governance activities
	• A comprehensive Service Improvement Plan defining how to address the issues identified during the assessment

- Management of the plan to facilitate meeting the improvement goals
- Assisting the Customer in making improvements as documented in the plan

Service limitations

- Services are conducted during HP standard business hours.
- The HP ITSM Improvement Services do not include any remedial activity, configuration changes, specialized system configuration analysis, or patch or firmware analysis.

Customer responsibilities

The Customer will:

- Provide any information HP requests prior to initiation of the service or during the service
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available; and ensure availability of appropriate staff members, as requested by HP, for interviews, reviews, analysis, presentations, or other service-related activities
- Identify and make available systems, applications, or IT services data, as requested by HP, to initiate and carry out the service.

Ordering information

HP Care Pack Services:
- HP Proactive 24 Service HA111A1 option 66N (HP Fundamental ITSM Improvement SVC)
- HP Critical Service HA112A1 option 66N (HP Expanded ITSM Improvement SVC)

HP Contractual Services:
- HP Fundamental ITSM Improvement SVC HB705AC
- HP Expanded ITSM Improvement SVC HB706AC

This data sheet is governed by HP's current standard sales terms or, if applicable, the Customer's purchase agreement with HP.

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For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following Web sites:

www.hp.com/services/alwayson