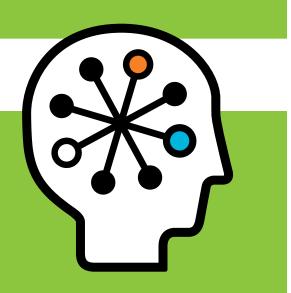# Business Intelligence for the CIO solution

Business intelligence software and services for IT

Analytical capabilities for the business of IT

Solution combines packaged data warehouse application and BI implementation services

Demands on CIOs and their information technology (IT) organizations have never been greater. Economic pressures, exploding business expectations, and rapid technology innovation all require management excellence and careful prioritization of objectives and priorities. Key decisions depend on the ability to monitor, measure, and predict strategic and operational needs and balance those with the enterprise's strategic objectives.

Most IT organizations spend their time helping the business bridge information silos with new Business Intelligence (BI) solutions, yet find themselves in a similar situation, with tremendous effort expended to integrate, reconcile, report, and analyze results across IT functions. The catch is that IT needs to balance spending on its own BI solution against allocating budget to business needs. This requires a cost-effective approach that produces practical results quickly.

That is where the BI for the CIO Solution comes in. This solution combines the HP DecisionCenter data warehouse application with our expert BI consulting services. It lowers the cost and time to implement by leveraging repeatable ITIL standards as a foundation. You get the benefit of HP expertise in ITIL, BI, software assets, and HP Labs research to develop an end-to-end approach to managing IT like a business.
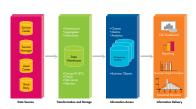
Solution benefits

- Measure, monitor, and improve cost efficiency of assets, labor, and processes
- Analyze and understand the financial impact of change
- Align IT resources with business problems
- Forecast service labor supply and budgetary needs
- Establish business-aligned metrics to quantify the financial value of IT services
- Monitor and measure IT processes and resources to set goals for continuous improvement

Software components

When you choose the HP DecisionCenter, you get:

- 100+ ITIL process-compliant reports and dashboards
- Ad-hoc reporting environment using common metadata terminology
- "What-if" scenario-based prediction
- Pre-built data extraction and loading from HP Asset Manager and Service Manager into a centralized data warehouse
- Flexibility to customize reports and dashboards and to incorporate third-party data, integration, and reporting tools

Figure 1: IT data warehouse architecture

Software Functionality

With HP DecisionCenter, you get pre-built metrics and reports for the following:

- IT financial management analysis
- Business impact and optimization analysis
- Service level management analysis
- Incident management analysis
- Service desk analysis
- Change management analysis
- Problem management analysis
- Request management analysis

Figure 2: BI for the CIO dashboard

Strategy and implementation services

While ITIL provides a foundation for delivering common packaged functionality, typical BI implementations require some degree of customization to account for specific reporting, data, or technology requirements.

For organizations that require help implementing and customizing DecisionCenter, we offer startup services that reduce time to implementation and transfer comprehensive "best practices" that enable self-sufficiency. Count on HP for:

- Requirements analysis
- Planning, installation, and configuration
- Report creation and customization
- Dashboard creation and customization
- Data warehouse loading customization from Asset Manager and Service Manager
- Testing, deployment, and training

If you have more extensive customization requirements, our BI consulting services range from strategy and management of information to implementation of complex BI architectures. Specifically, we offer:

- **BI for the CIO Workshop:** Facilitated sessions for IT management to communicate and prioritize critical information needs and issues and capture the current-state technical environment.
- **BI for the CIO Master Plan:** Four- to six-week project for understanding the organizational requirements, performing a gap analysis, and developing a roadmap and phased implementation plan.
- **BI for the CIO Implementation:** Execution of the BI for the CIO Master Plan by a skilled HP team with experience in all phases of BI solution development.

For IT business intelligence, count on HP

When it comes to BI for the CIO, it is hard to beat our deep, focused expertise in BI solutions combined with our understanding of IT management tools and HP Labs research aimed specifically at analytics for IT. When you choose HP DecisionCenter, you also benefit from HP expertise integrating with our own suite of IT management software, as well as that of third-party vendors. HP is an established thought leader in ITSM and ITIL. And for those implementations that require more extensive customization, rely on our BI for the CIO consulting services grounded in the HP Global Methods for BI developed specifically for business intelligence program planning and solution development.

Let's get started

HP brings together a powerful portfolio of services, software, and hardware to deliver information solutions that enable visibility, insight, and better decision-making across the organization for improved business performance and productivity. With thousands of consultants across the globe, industry solutions and IT solutions, HP, the largest technology company in the world, is your trusted advisor, expert implementer, and strategic business partner. For more information about our business intelligence consulting services, contact your HP representative or visit us on the Web at **www.hp.com/go/BI**

Technology for better business outcomes

To learn more, visit www.hp.com/go/BI