HP Business Service Management Solutions
HP Solution Discovery Workshop for BSM

Develop your Business Service Management strategy.

Service Brief

HP Business Service Management (BSM) solutions can help clients achieve business outcomes through automating operations across IT, improving application performance by preventing downtime, and increase efficiency through consolidation. The HP Solution Discovery Workshop for BSM provides a comprehensive approach that encompasses people, process, and technology across IT operations. Through detailed planning and business technology assessment using the HP BSM Maturity Model, you receive a detailed roadmap to get you on the fast track to leverage HP BSM for your business.

Service Overview

HP BSM is a powerful solution that encompasses HP BTO software and multiple processes across IT operations. Key features of HP BSM allow you to:

- Automate the discovery of configured items and their service dependencies as the foundation for BSM
- Define and govern service level targets and monitor real-time performance, stability, and availability of services
- Enable service-centric problem diagnostics and isolation by automatically correlating customer experience with infrastructure monitoring and associated changes

Service Description

The HP Solution Discovery Workshop for BSM provides a systematic approach to:
- Defining the business goals and objectives that BSM can achieve for your organization
- Mapping and evaluating your current-state maturity level using the HP BSM Maturity Model

- Defining a roadmap to help you progress along the maturity model to the desired state that supports your objectives
- Fully adopting and optimizing your HP BTO software investments and expanding capabilities as appropriate across IT operations

Methodology

HP utilizes a proven process that begins with a full-day workshop with key stakeholders to analyze your current state.

Detailed scorecards based on the HP BSM Maturity Model are used to facilitate the workshop, leading to consensus-building through the application of best practices.

The workshop takes into account your business drivers and top IT priorities in order to deliver a purposeful strategy.

The deliverables are aligned with your business drivers and include an end-state solution blueprint, an initiative roadmap, and an optional business-case analysis to quantity the value proposition.

HP BSM Maturity Model

The foundation for the HP Solution Discovery Workshop for BSM uses the HP BSM Maturity Model to help you quantify the maturity level of your organization's practices and characteristics on a progressive scale.

The HP team can help you gain consensus on your maturity along nine disciplines to make recommendations on how BSM can help your IT strategy. Elements of the Maturity Model include: Governance, Service Mapping, End-User Management, Service Level Management, Business Transaction Management, Service Diagnostics, Infrastructure Management, Center of Excellence, and Cost and Value.

Maturity Rating: 1.2	0 Chaotic	1 Reactive	2 Defined	3 Proactive	4 Optimized
Governance		X			
Infrastructure Mgmt			X		
End User Mgmt	X				
Service Level Mgmt	X				
Business Transaction Mgmt	X				
Problem Isolation & Diagnostics				X	
Cost & Value		X			
Event Mgmt					X
Center of Excellence	X				

Critical domains are thoroughly analyzed across a five-level maturity model to design the best *staged strategy* to mature your organization to the desired end state.

Included in the deliverables is a BSM "as-is" profile that evaluates your current development capabilities along discrete elements, each critical to achieving significant improvements in business service management.

The result is a roadmap with a specific set of recommendations including process, technology, and organizational improvements that will move you from your current state to your desired goal.
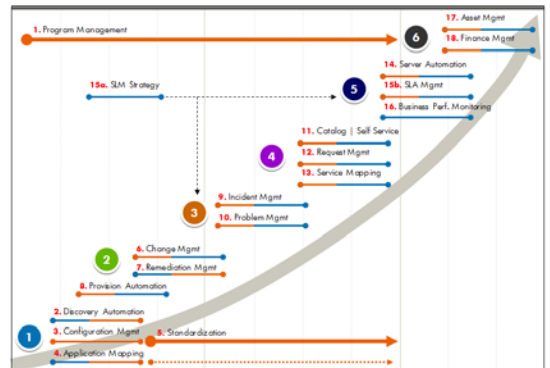
Duration

The delivery of this service is two to three weeks with a one-day onsite workshop and a half-day final presentation session.

For More Information

Contact your HP SW sales representative or email HP Software Professional Services in your region: AskSoftwarePS@hp.com

HP is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business outcome of IT. For more information, visit www.hp.com/go/bsmservices.

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