



# HP Anticipates IT Incidents to Improve Service Availability with HP BSM 9.1

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## Overview

IT is under continued pressure to deliver applications and services that meet strict availability and performance service level expectations. Managing IT performance grows more complicated with advancements in technology, the growing volume of end-user-generated content and information generated by a diverse array of applications running on- and off-premise. Current IT management processes are typically reactive in nature and provide limited ability to isolate and prioritize issues impacting business services.

The new [HP Business Service Management \(BSM\) 9.1](#) software helps organizations to anticipate IT incidents before they happen, enabling IT management to remediate potential issues before they impact IT operations and the organization. By anticipating potential problems, HP BSM 9.1 helps clients increase service availability and customer satisfaction.

HP BSM 9.1 is a key component of the [HP IT Performance Suite](#), the next-generation enterprise performance platform that enables IT management to improve performance with operational intelligence. The HP IT Performance Suite delivers a comprehensive view across all IT assets, automates IT management and adjusts IT performance to meet specific business enterprise goals.

## Anticipating service disruptions before they occur

HP BSM 9.1 automatically gathers information about services, applications, infrastructure and network performance. This enables clients to track performance changes and quickly identify root causes of performance or availability issues.

A new module to HP BSM 9.1 is [HP Service Health Analyzer](#) (SHA), a zero-configuration, zero-maintenance predictive analytics product built on top of the HP run-time service model. The HP run-time service model provides a real-time view of application services, whether the applications are running on- or off-premise, in physical or virtual environment. Developed with [HP Labs](#), the company's research arm, HP SHA correlates IT performance abnormalities with historical performance data, anticipating disruptions and enabling clients to take action before IT services are impaired.

In real time, HP SHA sifts through large amounts of complex data in mobile, physical, virtual and cloud environments in real time to deliver actionable

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insight. Leveraging the HP run-time service model, HP SHA analyzes historical norms and current trends of both applications and infrastructure data to correlate metric abnormalities with topology, or mapping. When HP SHA uncovers performance metrics that do not correlate with historical trends, it sends an alert to the event management tool and initiates automated remediation to fix the problem.

HP BSM 9.1 also provides clients:

- Improved service levels by monitoring performance of mobile applications as well as public clouds from Amazon Web Services and Microsoft® Azure. HP BSM 9.1 anticipates performance spikes and automatically adds cloud capacity on demand.
- Simplified management of operations and security issues through a single console by integrating HP BSM 9.1 with [HP ArcSight Logger](#) and [ArcSight ESM](#), unifying search, reports, alerts and analysis across any type of IT events, providing stronger collaboration between security and operations personnel.
- A centralized console for correlation and root cause analysis of HP BSM and third-party events including Microsoft System Configuration Manager and Nagios, an open source monitoring product based on a dynamic topology, or mapping, model.
- Improved collaboration between development, operations and security teams with new add-on collaboration capabilities, access to HP BSM integrations to joint clients through HP Live Network, plus added support for accessing HP BSM on mobile devices.
- Enhanced risk management and reduced costs with new [Upgrade Services](#) from HP Software Professional Services that accelerates adoption of the new HP BSM 9.1 features via multiple upgrade options.
- Greater insight to maintain, enhance and expand HP BSM 9.1 software with the new [Education Services](#) from [HP Software Education Services](#).

### **Pricing and availability**

Pricing is based on a licensing model. HP Business Service Management 9.1 is available immediately worldwide.



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