Brochure

IT Service Management automation

Reduce the cost of your IT operations

Get started >

Hewlett Packard
Enterprise

Traditional IT Service Management (ITSM) solutions do not support the changing needs of today's businesses. Modern applications and infrastructure demand a more efficient and agile service desk.

IT organizations therefore need an ITSM automation solution that combines all essential elements—Big Data service desk, asset management, configuration management, discovery, and task automation.

Table of contents

New challenges demand an agile approach to ITSM

Technologies and trends such as cloud computing, mobility, and Big Data put IT organizations under immense pressure to deliver and support services faster. At the same time, IT users expect a consumer-like experience they know from interacting with popular applications, from searching the Internet and from shopping online. On top of this, traditional IT service desk organizations are often perceived as being unresponsive, slow, and having burdensome processes. This inevitably leads to unmet business expectations, increased compliance and security risks, and ineffective service support. User dissatisfaction and a high cost of IT operations are additional consequences.

A successful IT service desk organization needs to be fast, agile, and efficient. How can IT get there and tackle the challenges involved with complex applications and infrastructure, all within tight budget constraints?

HPE IT Service Management:

- Task automation
- Intelligent Big Data analytics
- Simplified configuration and maintenance
- A single front door for all IT services
- End-to-end change and release management
- Customizable out-of-the-box best practices
- Configuration and asset management
- Agent and Agentless Discovery
- Available on-premise and as software as a service (SaaS)

Automating ITSM

Best practice frameworks such as ITIL help IT organizations to align well with the business and to become service-centric. They also increase IT organizations' efficiency by introducing processes, workflows, roles, and responsibilities. A simplified ITSM solution with automation can take this to next level. By leveraging task and workflow automation and applying Big Data analytics, IT can demonstrate that it is more relevant to a successful business than ever before. What values and benefits does ITSM automation bring?

Key values drive the success of your ITSM—and decide between win or lose

- **Increased service quality:** Big Data analytics provides actionable insight and fast knowledge delivery. It allows spotting trends in incident and other service desk data for an easy jumpstart into proactive problem management. End-to-end change and release management automates the execution of changes and releases, which decreases the risk of failure. A Configuration Management System (CMS) supports end-to-end change and release management as well as other IT processes, providing a common data foundation to increase service quality.
- **Reduced cost of IT:** Self-sufficiency means high adoption and use of self-services, along with increased service quality, which leads to reduced ticket volumes. Together with faster call handling and problem resolution times, there is a significant cost savings for the IT organization. Accurate configuration and asset information with a complete understanding of application and service models enables IT asset optimization. This helps control IT asset spending, including software licenses and drives compliance to reduce cost further.
- **Improved speed and agility:** Codeless configuration and customization make it easy to configure, administer, and maintain the system. Task automation reduces manual, time-consuming, and error-prone tasks, ranging from incident categorization to workflows and processes such as change and release management. Automated discovery and automated service modeling speed up the process to keep configuration data current.
- **Superior user experience:** A single front door to IT, responsiveness, and consumer-oriented self-services enable a superior user experience. On the one hand, users expect to easily find and access the goods and services they require and on the other, they want to find help quickly, and if necessary open a ticket as simple as possible.

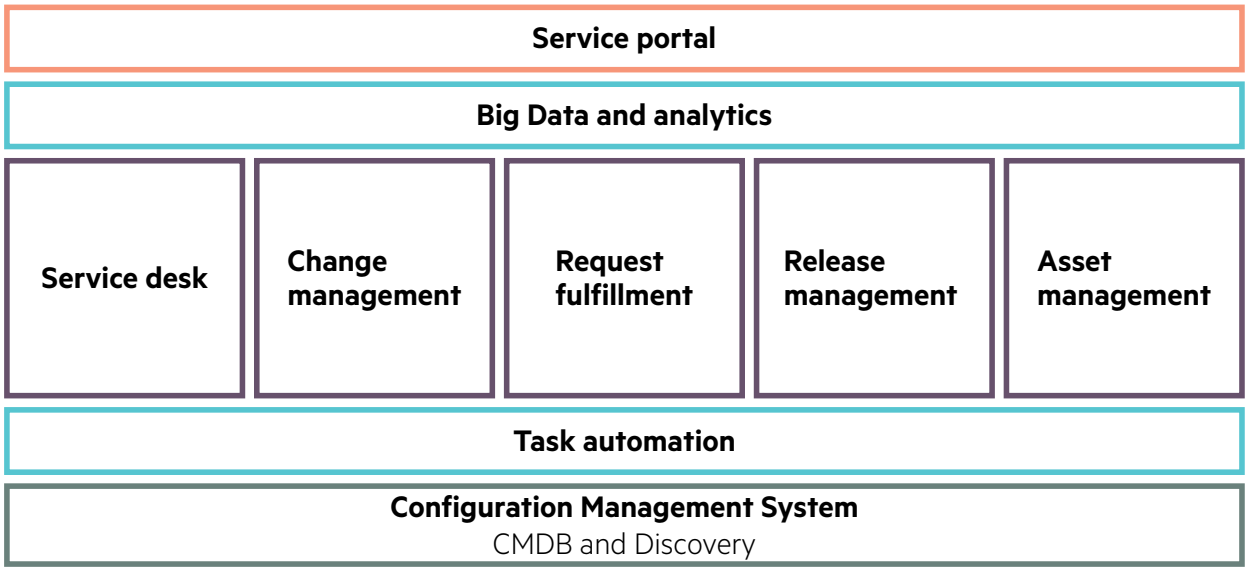

Figure 1: ITSM automation

With HPE IT Service Management your IT organization can:

- Implement a single service management solution for all key ITSM processes
- Decrease service desk response times
- Reduce ticket volumes
- Become fast and agile
- Provide a consumer-like service experience
- Help optimize portfolio and asset investments

HPE IT Service Management

HPE ITSM combines and integrates proven software for key ITSM functions, including service desk, change management, request fulfillment, release management, and asset management. These are supported by an ITIL-compliant CMS based on discovery software, and driven by task automation, Big Data analytics, and a service portal. The solution supports all key ITIL process and best practices. **PinkVerify Toolsets** and **ITIL Software Scheme Toolsets** have certified the solution for 11 processes.

- **Service desk:** With its easy-to-use dashboards for reporting, collaboration capabilities, and mobile access, the service desk is at the heart of HPE ITSM. This scalable, robust core standardizes incident and problem management processes, and gives IT and its customers a single communication hub. The service desk enables IT to work as a single organization governed by a consistent set of processes. Knowledge management augments the service desk by leveraging knowledge across the organization and by making answers available in real time to both end users and service desk staff. Service-level management makes it possible to define and track service-level agreements (SLAs).

HPE Service Manager drives efficiency for Turkish IT leader KoçSistem. Ticket self-management delivers a 26 percent reduction in incidents.

Read the **full story**.

HPE Service Manager cuts cost and enhances customer service for Raiffeisen Bank. With "ITSM Box," the bank has reduced overall ITSM operating costs by 20 percent and improved end-user usability.

Watch the **video**.

HPE Software teams with Desjardins to implement major transformation and reduced number of yearly IT incidents by more than 30 percent.

Read the **full story**.

- **Change and release management:** Automates standard changes and provides visibility and control into end-to-end change management. It increases change advisory board (CAB) effectiveness, automates impact analysis and collision detection, detects unplanned changes with discovery, and improves audit and compliance postures. With this, it also helps to plan, schedule, and control the release of services.
- **Request fulfillment:** Delivers a fast, easy-to-use ITSM process for end users and agents, from demand to fulfillment. It helps define and maintain a standard set of user goods and services, as well as provides self-service access to reduce the service desk's workload. Easy and holistic global search capabilities across the service catalog, support catalog, and knowledge base provide answers quickly. This helps automate the service request process and reduces service desk cost by providing consistent and predictable cost models.
- **Asset management:** Manages investments, assets, and resources for better decision making and for cost reduction. It lets IT managers know—from procurement through disposal—what they have, where their assets are located, how much they cost, and who is using them. Software asset management keeps track of software licenses to improve utilization and to decrease IT spending, controlling expenditure, and driving compliance.
- **Service portal:** Provides a one-stop shopping-like experience for IT users. Users can request goods and services and request support. They can find answers to their problems quickly or open a support request with simple means like sending a screenshot of an error or a description using natural language to the help desk.
- **Big Data:** Leverages structured and non-structured data of ITSM processes and external data sources such as Microsoft® SharePoint. It simplifies incident submission and classification as well as enables proactive problem management. Big Data analytics is self-learning, making it smarter with every user interaction. Natural language search helps to find the right answers in a given context quickly and increases self-sufficiency.
- **IT business analytics:** provides KPIs and with them transparency to the business, and helps IT to set the right priorities and make informed decisions.
- **Task automation:** Increases speed, prevents errors, and reduces risk related to manual and repetitive work by automating common or standard tasks. It can help remediate incidents, execute and verify changes, and provision IT services, ranging from simple access requests to comprehensive workflows such as detect-to-correct.
- **Configuration Management System:** Delivers accurate, up-to-date configuration data and service context as a foundation for all ITSM processes, and provides dynamic access to the data through actionable federation. It automates the discovery of assets, infrastructure, and applications, as well as dynamically maps them to services.

In this sample use scenario for ITSM automation, a new employee requires an email address and access to the service portal. For this purpose, the manager logs a service request to onboard the new employee. Because of this request, an onboarding task is kicked off. It automatically adds the new employee (with name, department code, etc.) to Lightweight Directory Access Protocol (LDAP) and creates a Microsoft Exchange account. After the onboarding task has been completed, both manager and employee are notified. After the according request record has been updated automatically, the service request will be closed. Using the credentials from LDAP, the new employee can now log into the service desk portal to order further goods and services required. This is a simple scenario. Other fulfillment tasks such as ordering a mobile phone or requesting a remote access token could also be part of this request.

A sample use scenario

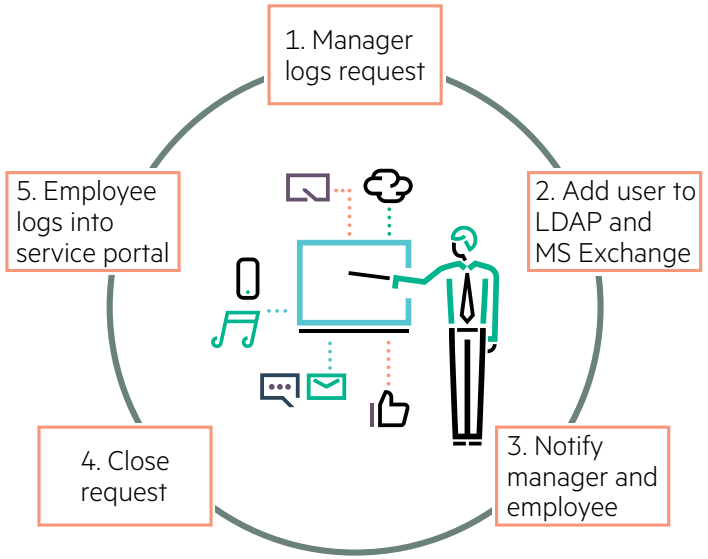

Figure 2: A sample use scenario

Conclusion

A new approach to ITSM is vital for IT organizations to increase the quality of services they provide, to improve speed and agility of the service desk, and to deliver a superior user experience, all reducing the cost to run IT.

Automation and Big Data analytics are key elements and critical success factors. Automation speeds up workflows and processes, and helps eliminate manual error-prone tasks. The Big Data service desk leverages unstructured data to decrease problem resolution times, reduce ticket volumes, and increase user satisfaction.

HPE IT Service Management Automation is the software platform to implement this approach.

Learn more at
hpe.com/software/itsm

Sign up for updates

Hewlett Packard Enterprise

4AA1-6414ENW, June 2016, Rev. 7