

HP Service Manager 7 mit ITSM Implementation Accelerator (IIA) – ITIL V3 out of the box?



04. November 2008

■ Agenda

- Was bringt der HP Service Manager 7?
 - Überblick
 - SM7 Module
 - Neue / zusätzliche Features des SM7 im Vergleich zu OVSD
 - Von OVSD in die SM7 Architektur übernommene Features
- ITIL V3 konform mit dem ITSM Implementation Accelerator
 - ITSM Implementation Accelerator (IIA)
 - Prozessmodell-Set IIA
 - IIA-Konfiguration für SM7
- Fazit

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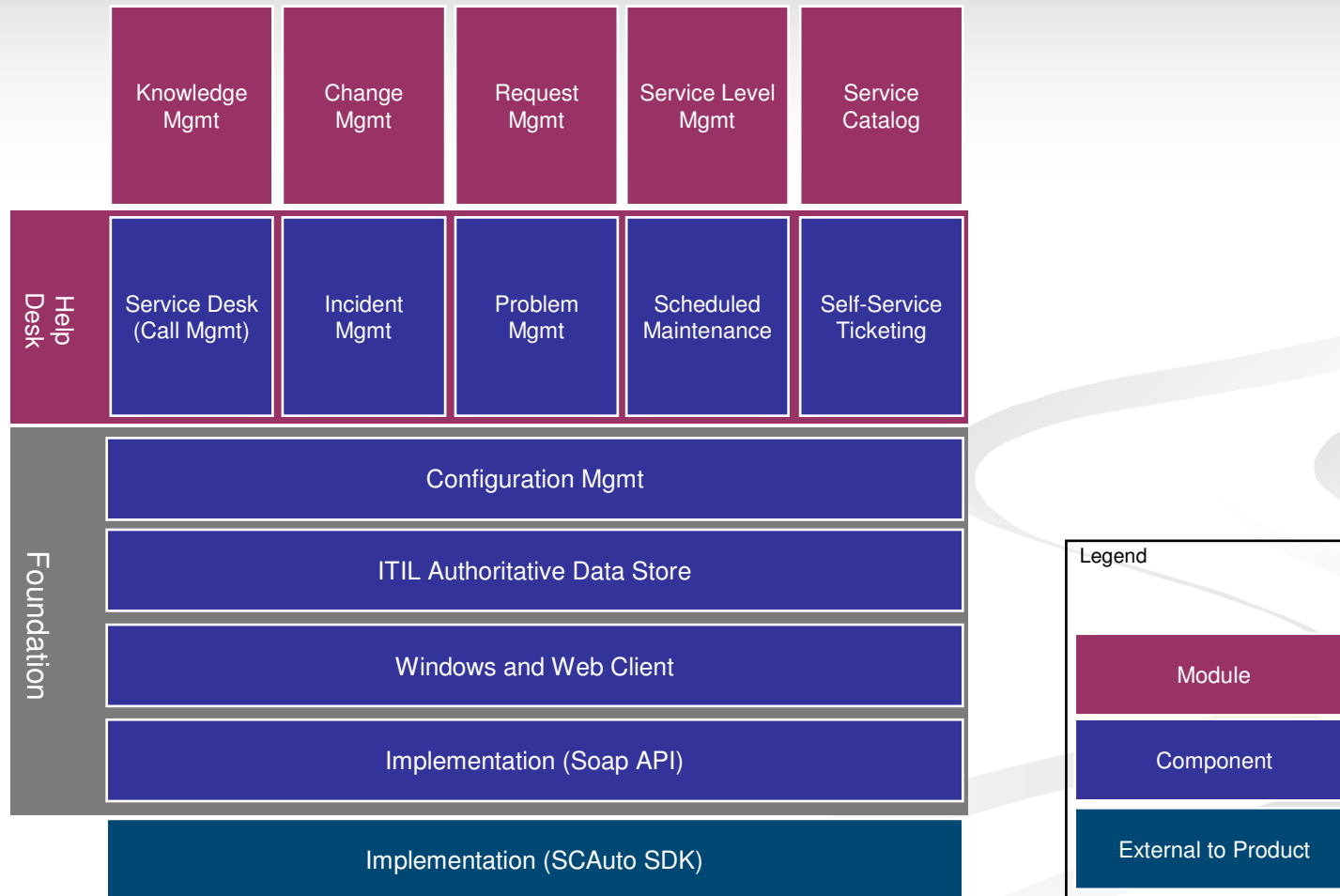
■ Was bringt der HP Service Manager 7?

■ Überblick

- HP Service Manager 7 (SM7) basiert auf Service Center (SC) Version 6.2
- Essentielle OVSD Features sind in die SM7-Architektur eingeflossen (das „Beste“ aus OVSD und SC wurde im SM7 vereint)
- Mit Erscheinen des SM Version 7.1 (ca. Ende 2008) wird ein Migrationspfad von SC bzw. OVSD nach SM 7.1 bereitgestellt

Überblick zum HP Service Manager 7

SM7 Module



■ Überblick zum HP Service Manager 7

- Neue / zusätzliche Features des SM7 im Vergleich zu OVSD
 - Interactions im Service Desk
 - Relationen zwischen typgleichen Objekten
 - Graphische Darstellung von Abhängigkeiten
 - Knowledge Management
 - Service Catalog auf ESS
 - SLM Modul mit BAC Integration
 - Service Lifecycle

■ Überblick zum HP Service Manager 7

- Interactions als übergeordnete Objekte im Incident Management

HP Service Manager

To Do Queue: My To Do List New Interaction x

Navigator New Interaction

Cancel Undo Submit Close Find Fill Apply Template

New Interaction

Interaction ID: SD11029 Status: Open - Idle
Handle Time: 00:00:00 Interaction Owner: PALCOH

Interaction Detail Resolution Detail Contact Detail

Primary Contact

Create Incident

Contact for this interaction:

Full Name:

Notify By: Email

Email:

Service Recipient

Request Change

This interaction is for:

Full Name:

Interaction Initiator

Show Related

Reported By:

Full Name:

Affected Items

Search Knowledge

Type:

Model:

Interaction Detail

Category:

Subcategory:

Product Type:

Problem Type:

Assignment:

Initial Impact Assessment:

Urgency:

Approval Status:

■ Überblick zum HP Service Manager 7

- Relationen zwischen Objekten gleichen Typs + Historisierung (z.B. Change mit Change)

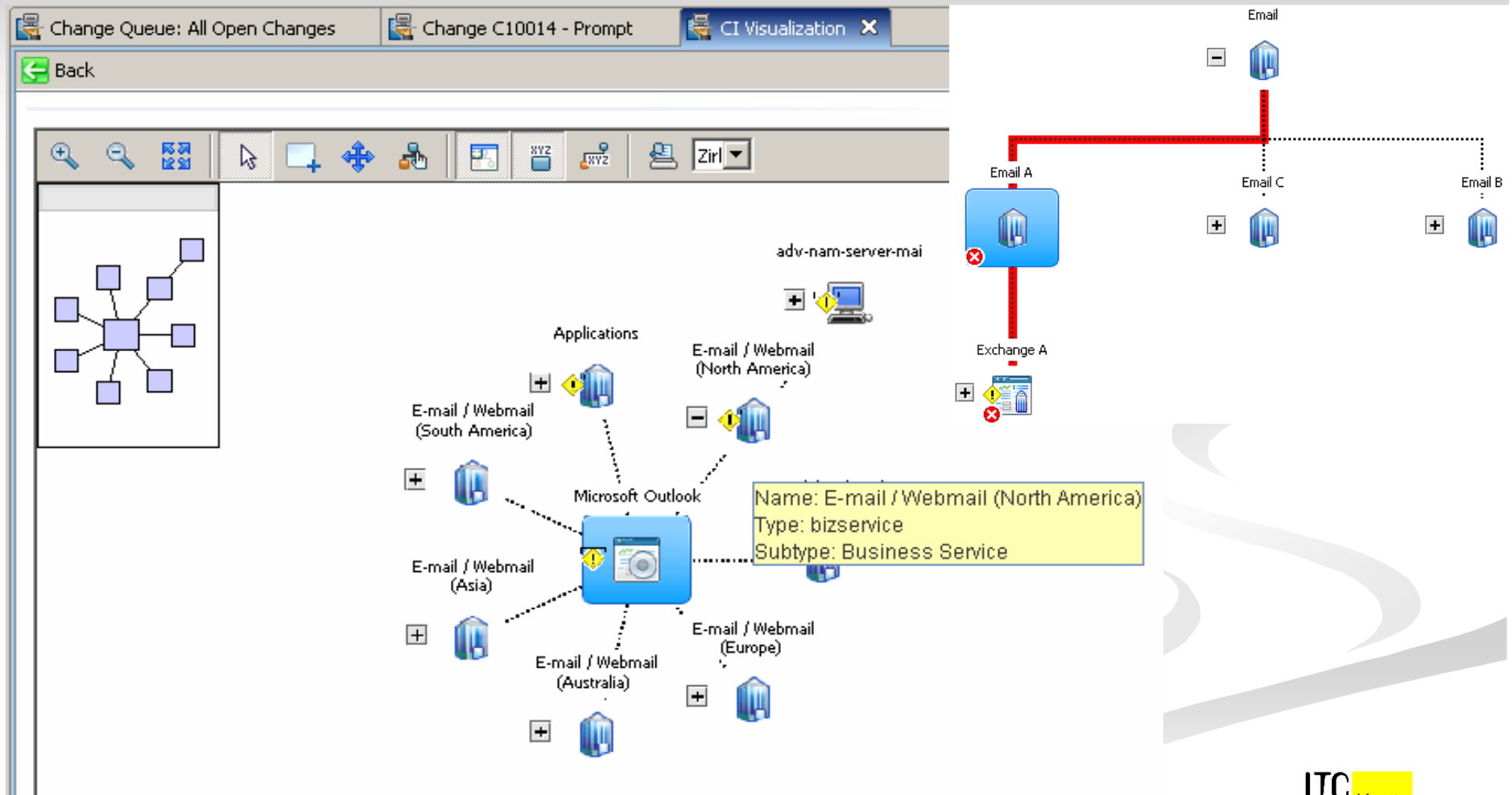
Change No.:	<input type="text" value="C14"/>	Ext. Project Ref.:	<input type="text"/>
Category:	<input type="text" value="RFC - Advanced"/>	Planned Start:	<input type="text" value="05/08/02 10:00:00"/>
Subcategory:	<input type="text" value="security"/>	Planned End:	<input type="text" value="05/09/02 10:00:00"/>
Phase:	<input type="text" value="2.plan"/>		
Brief Description:	<input type="text" value="Remove Tech Support from the QA database system."/>		

[General](#) [Description](#) [History](#) [Contact](#) [Plan](#) [Estimate](#) [Associated CIs](#) [Affected Services](#) [Approvals](#) [Tasks](#) [Attachments](#) [Related](#)

Date/Time	Type	Operator	Description
08/19/07 04:07:21	Relate Change	CA 1	C14 And C13. Reason:None
08/18/07 06:23:56	Unrelate Change	MANAGER COA	C14 And C25. Reason:None
08/18/07 06:21:58	Relate Change	MANAGER COA	C14 And C25. Reason:None

■ Überblick zum HP Service Manager 7

- Graphische Darstellung von Service-Bäumen und CI-Relationen



■ Überblick zum HP Service Manager 7

- Knowledge Management mit komfortabler Suchfunktion

The screenshot displays the 'Search Knowledgebases' interface. At the top, a search bar contains the text 'Circuit is dead according to caller. She said phone company has been called.' Below the search bar are 'Search' and 'Advanced...' buttons. A checkbox labeled 'Search in results' is present. The 'Search Results' section shows a table with two entries, both with a 66% match score. The first entry is titled 'Quick tips for phone troubleshooting' and is categorized as 'external'. The second entry is titled 'PBX Phones' and is categorized as 'internal'. The text of the 'PBX Phones' entry is circled in red.

Match Score	Result Title	Category	Source
66%	Quick tips for phone troubleshooting Quick tips for phone troubleshooting tips to help you troubleshoot your corporate phone system Quick tips for phone troubleshooting tips to help you troubleshoot your corporate phone system	external	Knowledge_Library
66%	PBX Phones ... and is used for its internal employees to communicate both between themselves and the outside world. The original purpose of a PBX was to allow line pooling within an enterprise in order to grant that ... enterprise the ability to have more employees than telephone lines - taking advantages of the natural economies of scale that begin to occur as headcount rises. p align="left">Over time , the PBX has ... enterprise and is used for its internal employees to communicate both between themselves and the outside world. The original purpose of a PBX was to allow line pooling within an enterprise in order to ... that enterprise the ability to have more employees than telephone lines -	internal	Knowledge_Library

Überblick zum HP Service Manager 7

Service Catalog mit Subscribe-Funktion

The screenshot displays the HP Service Manager 7 interface. On the left, a navigation pane shows 'Service Catalog Entries' with categories like Authentication and Security, Conferencing and Collaboration, Email, File Storage and Sharing, and Hardware Bundles. The main area shows a 'Service Catalog' with a list of items. On the right, a 'Configuration Item Queue' window is open, showing details for 'E-mail / Webmail (North America)' with fields for CI Identifier, Name, Asset Tag, Status, Assignments, Owner, Config admin group, and Support Groups. Below this, a 'Relationship Graph' shows a central node for 'E-mail / Webmail (North America)' connected to other nodes like 'Microsoft Outlook', 'E-mail / Webmail (Africa)', 'E-mail / Webmail (Australia)', 'E-mail / Webmail (Europe)', 'adv-nam-server-mail', 'adv-nam-server-dt', and 'adv-nam-switch'. At the bottom, a 'Items Currently in Cart' table is visible.

Item/Service	Requested For	Quantity	Cost
Exchange Quota	Jon Aaron	1	\$ 75.00
Total Cost:			\$ 75.00

Überblick zum HP Service Manager 7

■ SLM-Modul mit BAC Implementation

Mercury Business Availability Center (running on bac61-center.mercury.com) - Microsoft Internet Explorer

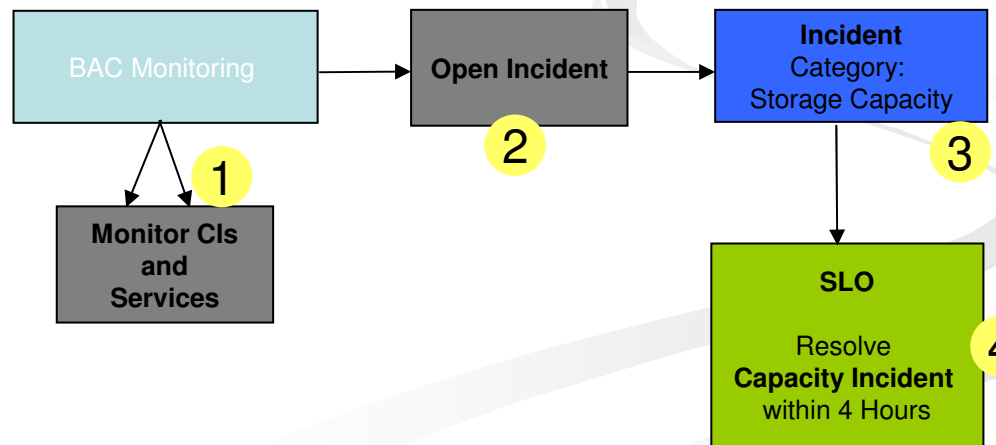
MERCURY Business Availability Center - Dashboard

View: Online Banking

Revenue Generating

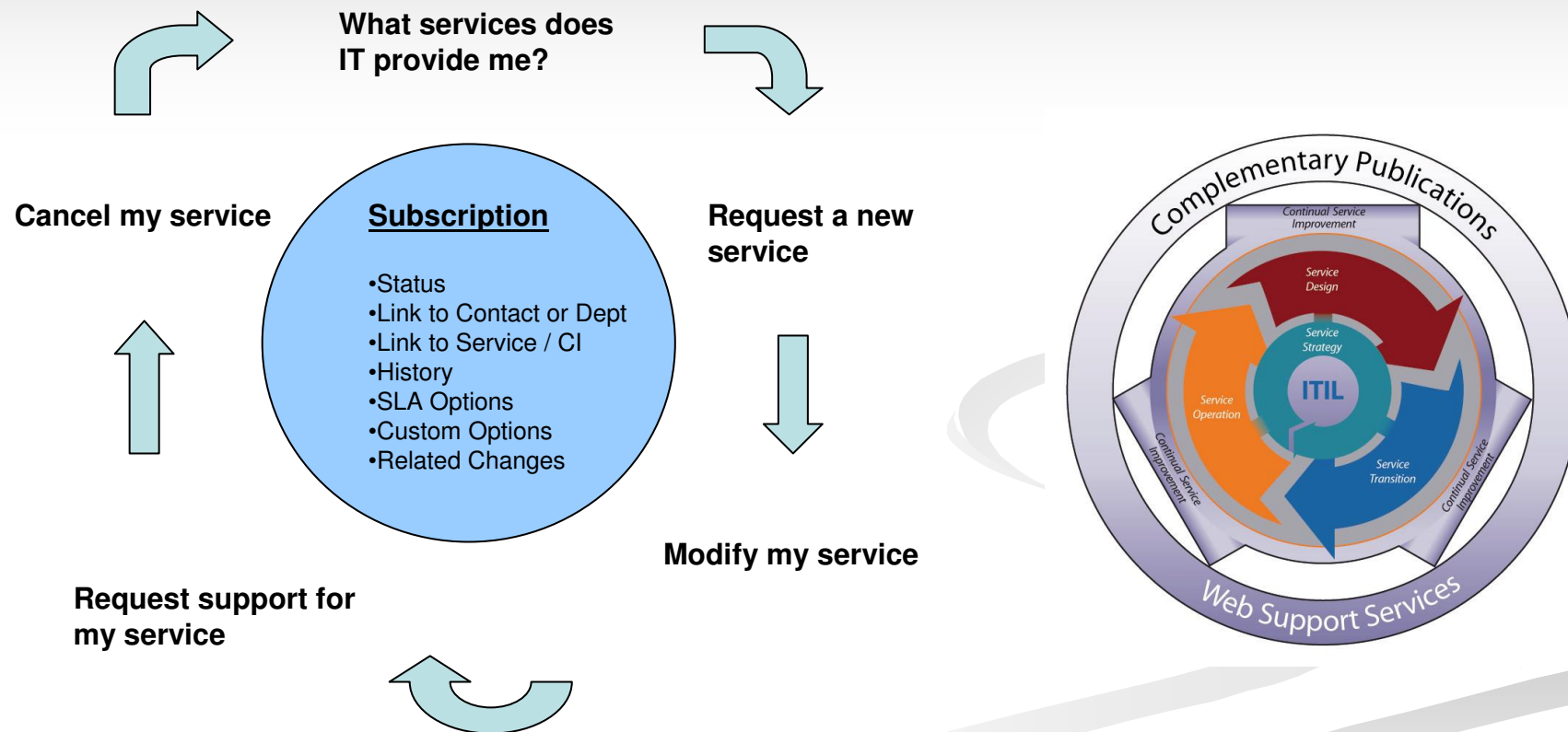
System ● ↑ ↑ Performance x x x Availability x x x RT Impact \$98,079 OT Impact \$106,505,609

Name	System	Performance	Availability	RT Impact	PNR	OT Im
General Account pages	-	● ↑ ↑	x x x	\$85,286	-	\$36,99
J2EE Online Banking App	! ↑ ↑	-	-	-	-	-
Real User Sessions	-	● ↑ ↑	x x x	-	-	-
Real Users Problems / Info events	-	-	-	-	-	-
Real Users Transfr Funds	-	x x x	x x x	\$12,793	-	\$56,37
Transfer Funds	-	x x x	! ↑ ↑	\$0	11H 42.8M	\$13,13



■ Überblick zum HP Service Manager 7

■ Service Lifecycle



■ Überblick zum HP Service Manager 7

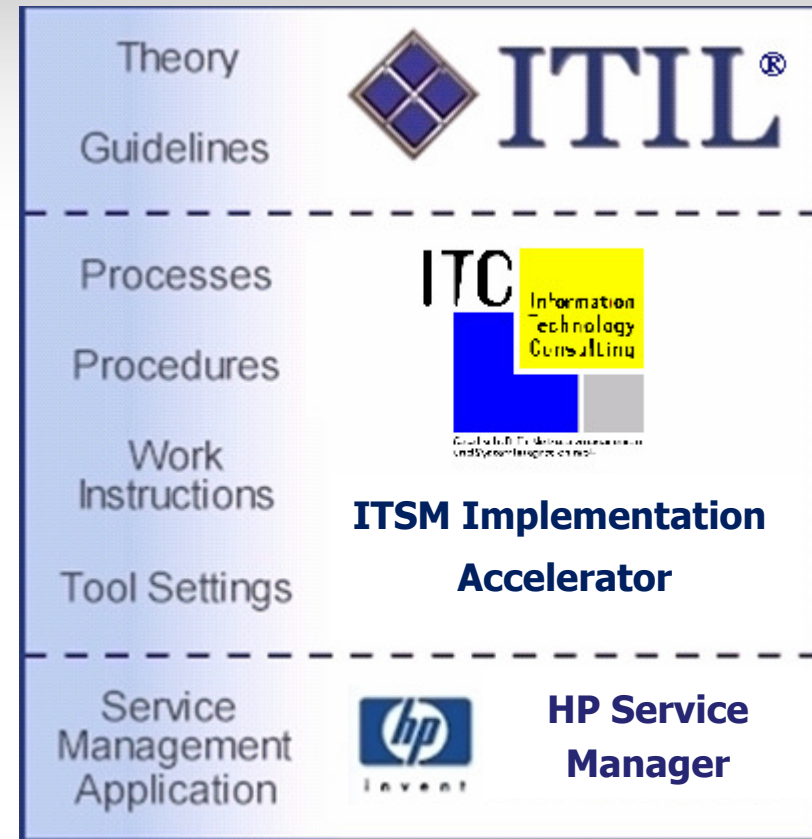
- Von OVSD in die SM7 Architektur übernommene Features
 - Folder (flache Struktur)
 - Mehrfachaktualisierung (z.B. bei CIs)
 - Advanced Find
 - ToDo Übersicht (Interactions, Incidents, Problems, Changes, WO)
 - Templates
 - Views

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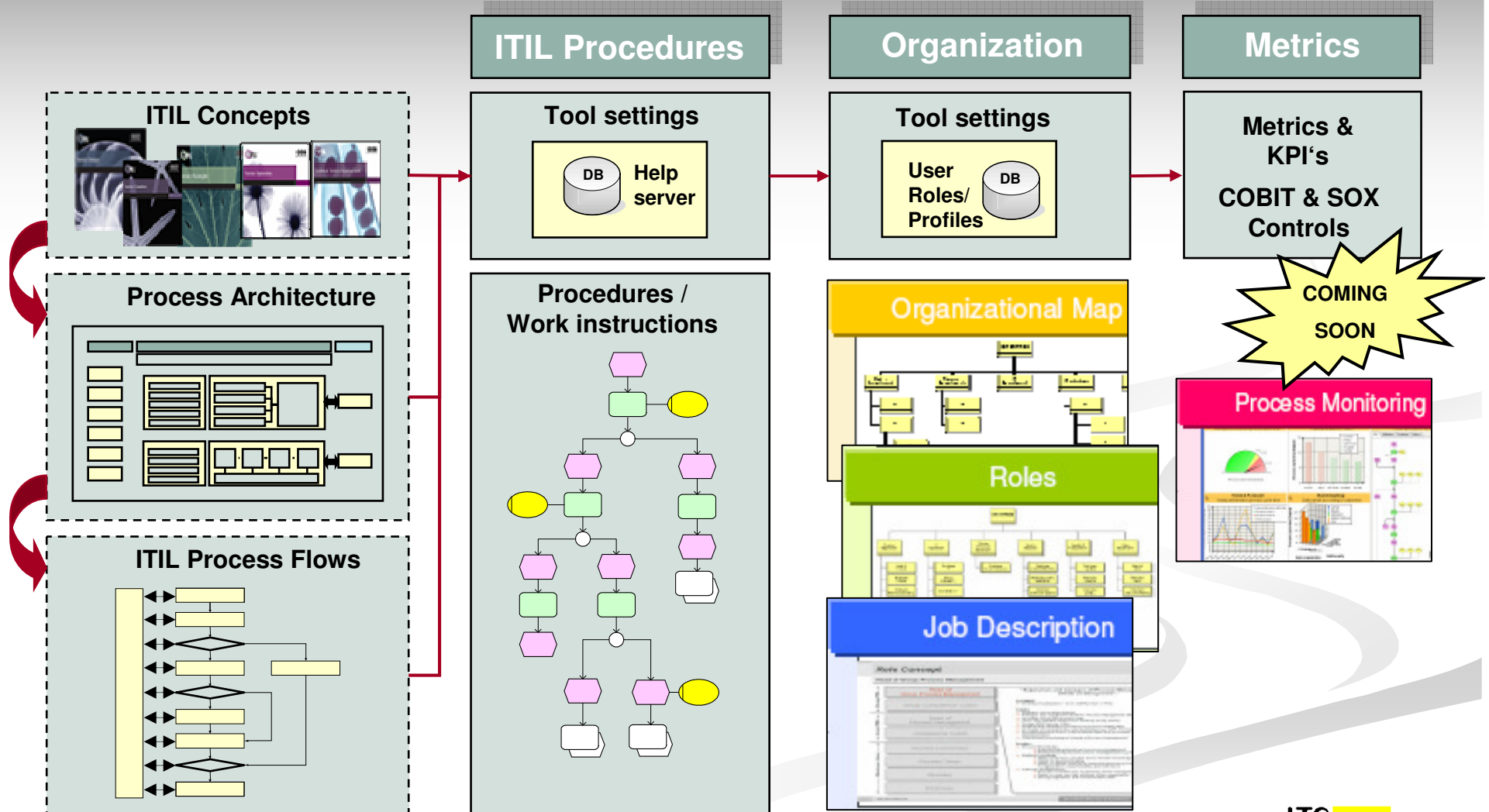
■ ITSM Implementation Accelerator (IIA)

- Ist ähnlich dem APM, jedoch für SM7
- Basiert auf ITIL V2 & V3
- Enthält 3-stufiges Prozessmodell sowie technische Konfiguration für den SM7
- Umfasst die Prozesse
 - Interaction und Self-service
 - Incident Management
 - Problem Management
 - Change Management
 - Service Asset und Configuration Management

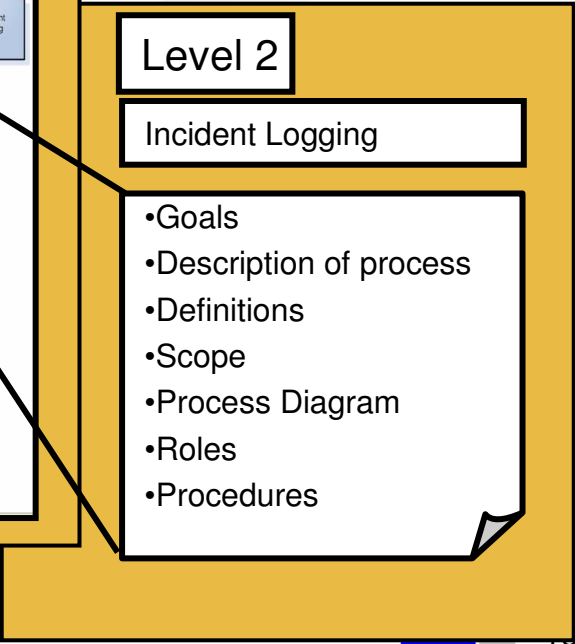
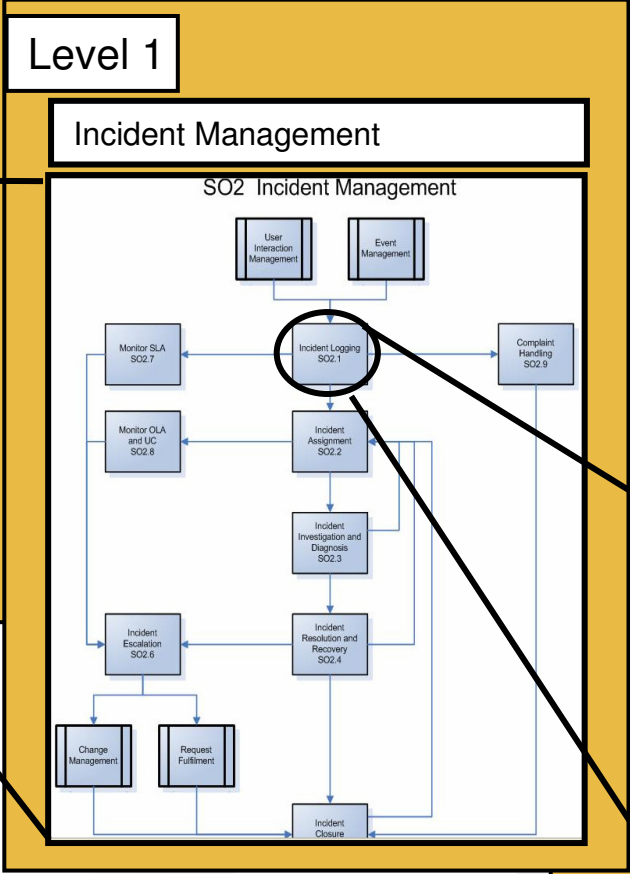
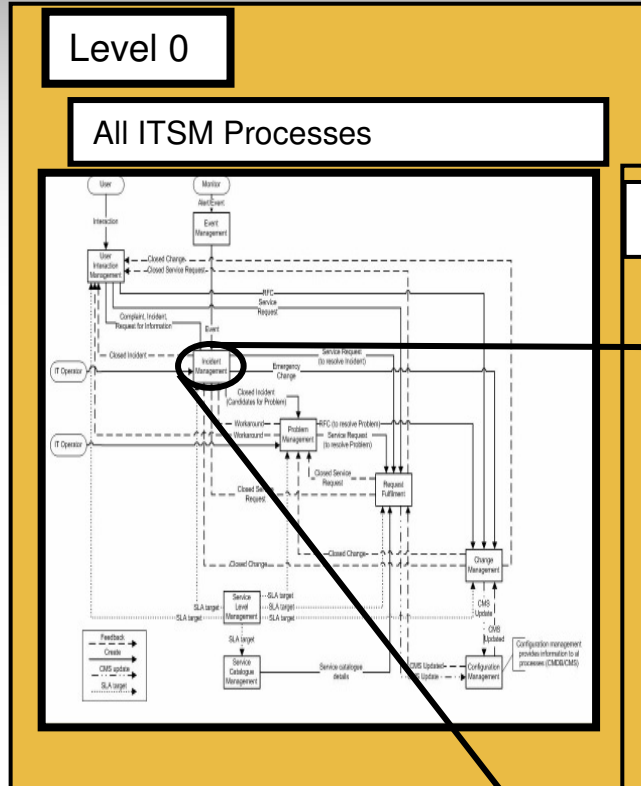


IIA schließt genau hier die Lücke – zwischen ITIL Theorie und Tool-Plattform

■ Prozessmodell-Set IIA



■ Prozessmodell-Set IIA



■ IIA-Konfiguration für SM7 Service Desk: Interaction

The screenshot displays the HP Service Manager interface for creating a new interaction. The 'Escalate' button is highlighted with a red circle. A red callout box contains the text: "Die Kategorie bestimmt die Eskalations-Art". An arrow points from this callout to the 'Interaction Detail' section, which lists the following categories: [complaint](#), [incident](#), [request for change](#), [request for information](#), and [service request](#).

■ IIA-Konfiguration für SM7 Incident Management

Incident ID: IM10002
 Status: Work In Progress

Assignment
 Assignment Group: Network
 Assignee: Chan.Approver
 Vendor:
 Reference Number:

Affected Items
 Service: E-mail / Webmail (North A)
 Affected CI: adv-nam-server-mail
 Critical CI Pending Change
 CI is operational (no outage)
 Outage Start: 02/09/07 15:44:00
 Outage End:
 Location:
 Title: Webmail login failure
 Description: Webmail can't be reached, browser can't find it

Incident Detail | Activities | Affected Services | SLA | Related Records

Incident Detail
 Category: Incident
 Area: failure
 function or feature not working
 2 - Site/Dept
 3 - Average

Context Details
 Please double click a line to drill down to a detailed overview of the records

Query	Result
Open Incidents for this Service	21
Closed Incidents for this Service	8

IIA-Konfiguration für SM7 Problem Management

Problem Queue: All Problem Tickets | Problem: PM10001

OK Cancel Previous Next Save Prior Phase Find Fill Close

Problem ID: PM10001
 Phase: Problem Closure and Review
 Status: Work In Progress

Assignment
 Assignment Group: Hardware
 Problem Coordinator: Monte.Bresnahan

Affected Items
 Service: Applications
 Primary CI: Microsoft Windows
 Affected CI Count: 0

Title:
 Not enough internal memory

Description:
 All laptop models 6720b are running out of memory when multiple severe applications are running.

Root Cause Description:
 Desktop models xxx are suited with 512MB internal memory, which is by far not enough to process multiple severe applications.

Problem Detail | Assessment | Activities | SLA | Related Records

Categorization
 Category: problem
 Area: hardware
 Subarea: hardware failure
 Impact: 4 - User
 Urgency: 2 - High
 Priority: 3 - Average
 SLA Target Date:
 Root Cause Identified Date: 09/03/07 16:49:00
 Solution Identified Date: 09/17/07 00:00:00
 Problem Resolution Date: 09/28/07 12:00:00
 Related Incident Count: 2
 Closure Code: 1
 Suggested Workaround:
 Close as much as possible programs which aren't being

- Cause Code**
- Not Reproducible
 - Out of Scope
 - Request Rejected
 - Solved by Change/Service Request
 - Solved by User Instruction
 - Solved by Workaround
 - Unable to solve
 - Withdrawn by User

IIA-Konfiguration für SM7 Change Management

Change Queue: All Open Changes Change C10005 - Prompt

OK Cancel Prev Next Save Close Find Fill Clocks Reject

Change ID: C10005
 Phase: Change Review
 Status: initial
 Approval Status: approved

Initiator
 Initiated by: BARROW, JESSE
 Full Name: Jesse Barrow
 Telephone:
 Email: barrow.jesse@advantage.co

Assignment
 Assignment Group: Hardware
 Change Coordinator: Chan.Approver

Affected CI
 Service: MyDevices
 Affected CI: adv-nam-lapt-107

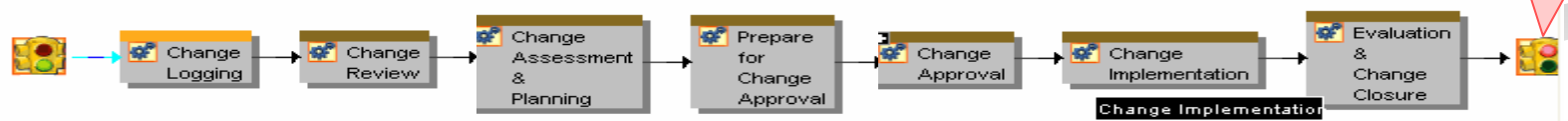
Location:
 Title: Firmware upgrade
 Description: Sleep-mode firmware upgrade

Change Detail
 Category: Hardware
 Subcategory: Configure Hardware
 Emergency Change
 Release Management
 Impact: 4 - User
 Urgency: 3 - Average
 Priority: 3 - Average
 Risk Assessment: 5 - Very High Risk
 Requested End Date: 09/29/07 14:40:00
 Alert Stage:
 Planned Start:
 Planned End:
 Scheduled Downtime Start:
 Scheduled Downtime End:
 Configuration Item(s) Down
 Ext. Project Ref.:

Category
 CI Group
 Default
 Hardware
 KM Document
 Maintenance
 Network
 Release Management
 Software
 Subscription

Emergency Change can be triggered automatically

Visualisierung des Change Workflows



■ IIA-Konfiguration für SM7 Configuration Management

The screenshot shows a web-based configuration management interface. The main window title is 'Configuration Item: Adobe Reader'. The interface is divided into several sections:

- General Information:** CI Identifier: CI10679, CI Name: Adobe Reader, Asset Tag: (empty), Status: Available.
- Assignments:** Owner: (empty), Config admin group: Application.
- Support Groups:** (empty table).
- Classification:** CI Type: Application, CI Subtype: Development Tools, Environment: (empty), Security classification: (empty), SOX classification: (empty), Export control classification: (empty).
- IT Service Continuity:** IT service continuity plan enabled, Critical CI.
- Priority:** (empty dropdown).
- Outstanding Incidents:** 0, Outstanding Problems: 0, Outstanding Known Errors: 0, Outstanding Changes: 0.
- User Base:** (empty text field).
- System Status:** System Down, Pending Change.

Status des
CIs / Services

SOX & Security
Klassifizierung

Verantwortliche
Support Gruppe

Offene
Punkte
dieses CIs /
Services

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■ Fazit

- SM7 Funktionsumfang
 - SM7 ist die Essenz aus OVSD und SC 6.2
 - Mehr Flexibilität durch eigene Programmier-Logik
 - Komfort von SC wurde durch Wizards deutlich gesteigert

- SM7 mit IIA bietet OOTB-Prozesse und Toolkonfiguration
 - Technische Konfiguration für SM7
 - Ohne technischen Aufwand sofort startklar

- IIA ist ITIL V3 konform
 - Prozessmodell mit ITIL V3 - konformen Prozessen
 - Prozesse, Prozeduren und Arbeitsanweisungen für den SM7

■ Fragen zum SM7 oder IIA?

- Markus Tonn
 - Consultant
 - EXIN ITIL Service Manager



... Fragen?