Today, many IT or service provider organizations face the challenge of shifting paradigms from infrastructure management toward service management. The IT Infrastructure Library (ITIL) has become the most widely accepted approach to IT service management in the industry. This white paper introduces ITIL as well as HP’s contributions and comprehensive offerings around both ITIL and IT service management.

about ITIL

Official ITIL Web site: www.itil.co.uk

The IT Infrastructure Library (ITIL) has become the most widely accepted approach to IT service management in the industry. ITIL provides a comprehensive and consistent set of best practices for IT service management, promoting a quality approach to achieving business effectiveness and efficiency in the use of information systems.

ITIL is based on the collective experience of commercial and government practitioners worldwide. This has been combined into one reliable, coherent approach, which is fast becoming the de facto standard used by many of the world’s leading businesses. The IT Infrastructure Library was originally developed by the government of the United Kingdom in an effort to better manage service delivery to its IT customers.

A wide range of products and services are available to support these initiatives. Non proprietary products include ITIL books and CDs, Qualifications and the IT Service Management Forum (itSMF) (see below). Commercial elements provided by companies include consultancy, software solutions and training.

The itSMF (www.itsmf.com) is a non profit organization, wholly owned and principally operated by its membership. As the official ITIL user organization, it is dedicated to promoting and helping to set standards for best practices in IT service management.

ITIL books and publications, such as “Service Support” and “Service Delivery,” may be ordered from itSMF UK (www.itsmf.com) or itSMF USA (www.itsmf.net/books).

hp and ITIL

www.hp.com

HP has been an active supporter of ITIL since 1995. HP was the first major corporate sponsor of the IT Service Management Forum in the United States.

HP uses ITIL and HP’s ITSM Reference Model to help customers achieve maximum IT operational effectiveness.

HP has contributed significantly to the IT Infrastructure Library, and continues to be a developer, reviewer and user of the ITIL. HP employees have served and continue to serve as officers and board members of itSMF organizations around the world, and many more are active itSMF members. Many of the original contributing organizations have chosen to become HP customers or HP partners. HP is a vital and important presence in the IT service management field.

HP provides a one-stop-shopping experience around ITIL for IT and service provider organizations.
an hp ITIL success

Among the companies that have put HP’s ITIL expertise to work is Bombardier Transportation, a
global manufacturer of trains, aircraft and recreational vehicles. Its recent acquisition of Adtranz,
the Swedish train manufacturer, has given it a leading position in the worldwide rail systems market.

To help achieve its service delivery objectives, Bombardier chose to work with HP Consulting, which
suggested basing new processes on ITIL standards. This work has yielded a highly successful service
management solution based on HP OpenView.

“Because we are now more proactive, there are fewer problems,” says Lars Holmberg, service
delivery manager at Bombardier. “If an incident does occur, we can restore services 40 percent
faster than before. The new solution has cut IT costs by about 10 percent.”

To read the full story, search for “Bombardier” at www.openview.hp.com.

hp software and ITIL

www.openview.hp.com

HP OpenView offers a complete portfolio of service-driven management software solutions.
These solutions dramatically reduce the effort of implementing ITIL best practices.

Today many IT and service provider organizations face the challenge of shifting paradigms from
infrastructure management toward a total service management. This demands a strong alignment
between both service technology management and service process management.

Unlike other software offerings, HP OpenView’s integrated service management solution covers
all aspects of service management for all types of IT and service provider organizations. HP has
brought HP OpenView Service Desk and the HP OpenView technology service management
solutions to a level of integration that is unparalleled in the industry.

• HP OpenView Service Desk helps to totally control and automate business processes, services
and infrastructure for all departments of the IT or service provider organization. Based on ITIL
standard best practices, the service management solution offers out-of-the-box functionality
without compromising flexibility or openness. Critical service-delivery and support processes
can be streamlined with a single workflow.

• HP OpenView technology service management solutions allow end-to-end management for
networks, systems, applications, and storage of distributed, multi vendor environments. For an
overview of all modules, visit www.openview.hp.com.

hp’s ITSM reference model and ITIL

www.hp.com/hps/hpc/itsm

HP’s IT Service Management Reference Model is built on HP’s experience in service management
and processes, ITIL and industry best practices. This model is a significant, proven tool used to guide
customers as they refocus their efforts on service management instead of technology management,
and on customers instead of users, and on the integration of processes, people and technology—the
three critical elements required to provide and manage quality IT solutions.

HP consultants realized early on that the industry required a coherent IT process model to assist
implementers of IT process best practices. In 1996, HP consultants around the world were brought
together to discuss the creation of an IT process model. The result is a model that combines the best
that ITIL has to offer with the best that industry experience has to offer. The team also designed the model to reflect the need to run IT “as a business” rather than merely running IT “within a business.” Thus, the ITSM Reference model has several processes not found in ITIL.

**hp consulting and ITIL**

[www.hp.com/go/consulting](http://www.hp.com/go/consulting)

As a leader in IT infrastructure management, HP Consulting provides more than 160 experienced consultants who apply ITIL best practices and proven methods to help you transform your business so it will thrive and win in the new economy.

HP Consulting can help you design and implement IT processes that reduce the complexity of IT management and align IT service delivery with the needs of the business. HP Consulting, an experienced deliverer of ITIL-based consulting services and products since 1996, is the owner of HP’s IT service management reference model.

HP consultants bring you world-class design expertise, proven methodologies focused on time-to-market with knowledge transfer, and leading technologies that meet your business goals.

**hp education and ITIL**

[www.education.hp.com/itsm](http://www.education.hp.com/itsm)

Drawing on global delivery capabilities, HP can train you and your project team on a broad range of IT Infrastructure Library topics. With more than 120 education centers worldwide and e-learning on the award-winning IT Resource Center (http://education.itrc.hp.com), HP can provide IT service management training to thousands of employees all over the world. Or, if you prefer, you can have custom training developed and delivered onsite to meet the needs of your organization.

Based on an integrated learning approach, the HP ITSM curriculum uses an innovative blend of classroom and online courses for maximum learning effectiveness and flexibility.

The curriculum covers:

- The unique Control-IT simulation that allows you to feel the power of a fully optimized IT organization—you will experience how various injected problems demonstrate service issues between an IT department and its customers.
- Overview courses to help you understand what ITSM is all about and how your organization benefits from it.
- Foundation, practitioner, advanced service support and service delivery courses for you to become an ITSM specialist.
- Industry-recognized certification from ISEB & EXIN.
- A comprehensive set of HP OpenView courses.

HP has helped hundreds of companies adopt IT Service Management quickly and efficiently, and can help you, too.
HP Operations is the IT service provider for all of HP and many other large companies.

For more than a decade, HP Operations’ outsourcing services have helped businesses improve productivity, manage costs and assets, improve customer service, and capitalize on market changes. HP Operations also manages HP’s 100,000-node worldwide IT infrastructure and provides HP internal support to all HP employees.

HP Operations is using the ITIL IT service management framework to structure and standardize services, operation infrastructure, processes and tools across countries and regions. HP OpenView is the core technology platform for HP operation centers around the world.

for more information

For more information on HP OpenView, please contact your local HP reseller or HP sales office.

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June 2002