

# A HP Transformation Experience



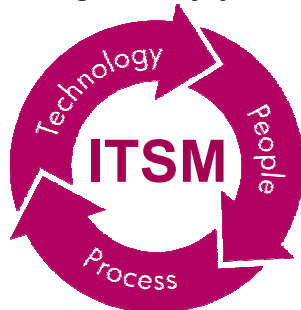
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## Az IT átalakítása

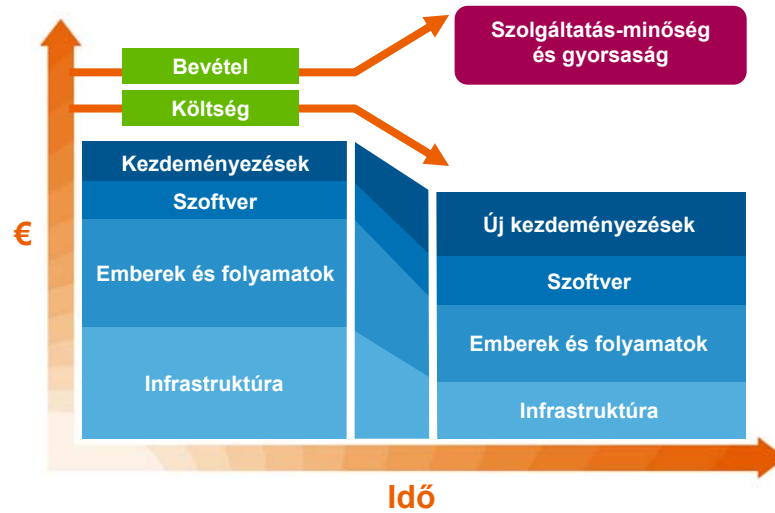
- Alakítsuk át az IT-t költségalapú technológiai szolgáltatóból az üzleti stratégián alapuló szolgáltatásnyújtóvá!



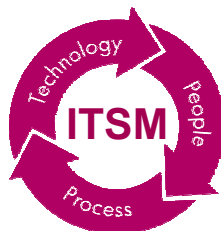
volt	lesz
Felhasználó	Ügyfél
Befelé néző	Kifelé néző
Technológia- központú	Folyamatközpontú
Alkalmi folyamatok	Racionalizált folyamatok
Legjobb tudás szerint	Mért, számonkér-hető folyamatok
Teljesen belső	Kiegyensúlyozottan belső és kiszervezett
Széttördezett, szigetszerű	Integrált, end-to-end
Reaktív	Proaktív
Operations manager	Service management
Rendszer-képességek	Hallgatási képességek



## Az ITSM hatása



## Átfogó kínálat az ITSM kialakítására



**Szolgáltatás**

A HP tapasztalatán és a legjobb gyakorlaton alapuló helyzetfelmérés, az optimális megoldás megtervezése, majd a végrehajtás támogatással és kiszervezéssel együtt

**Szoftver**

Az IT hozzáigazítása az üzlethez, az IT folyamatok automatizálása a különböző technológiai és szolgáltatási területeken

**Oktatás**

CIO-k, IT vezetők, IT projektvezetők, informatikusok, OpenView felhasználók, ITSM tanácsadók, ITSM projektvezetők részére

## A HP ITSM Transformation Experience Workshop

- A teljes ITSM átalakításának szimulációja fél nap alatt
- Egydülálló, vetítésmentes gyakorlati workshop egy különleges szobában



### Előnyök:

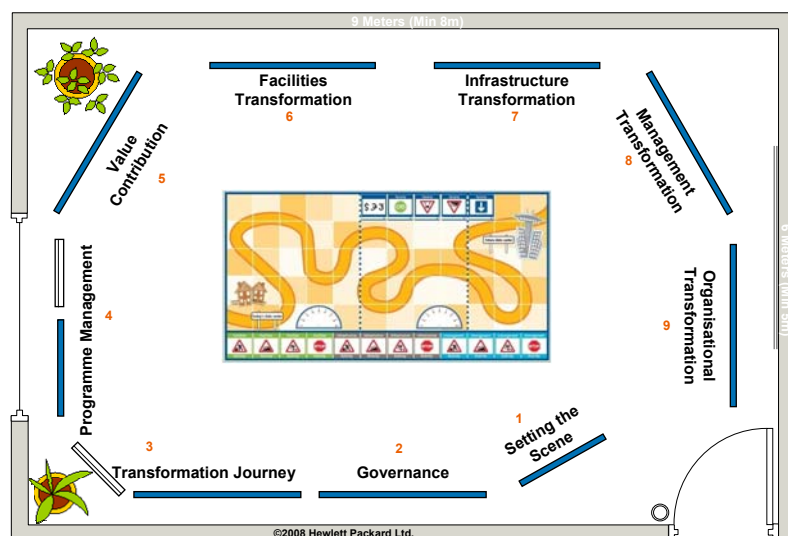
- A projekt terjedelme, mérete és a **kritikus sikertényezők** felismerése
- A mozgásba lendítő **gyors eredmények** azonosítása
- Az **érintettek megnyerése** és a futó ITSM projektek segítése
- A legjobb gyakorlatokra építés
- A következő lépések lefektetése egy **tervben**
- Megalapozott **stratégiai döntések** meghozatala az osztott szolgáltatások, az IT üzemeltetés és az irányítás területén

Videó: [www.hp.com/services/itsm\\_experience](http://www.hp.com/services/itsm_experience)

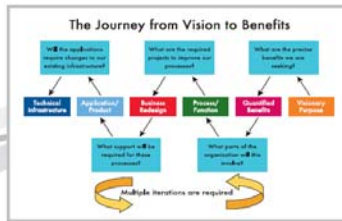


## Transformation Experience Workshop

### A szoba kialakítása

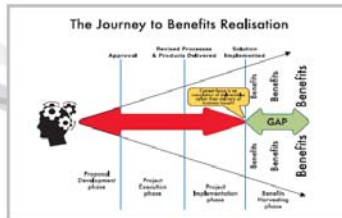


# Introduction



## BENEFITS

- REDUCE SUPPORT COSTS
- UNDERSTAND EXPENDITURE
- INCREASED SATISFACTION
  - CUSTOMER
  - USER
  - STAFF
- INCREASED FIRST TIME FIX
- REDUCED BUSINESS RISK
- IMPROVED IMPACT ASSESSMENT
- FRAGILE



# Governance



Cost of non-compliance is high

Litigation  
 • Negative press  
 • Stock price drops  
 • Reputational risk  
 • Customer attrition - reduction in word-of-mouth  
 • Expenses previously hidden for the best of project processes and practices, leading to multi-million dollar loss or more  
 • Liability to trade

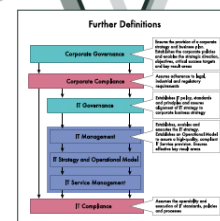
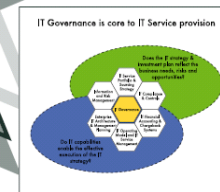
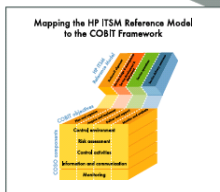
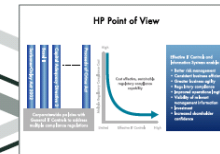
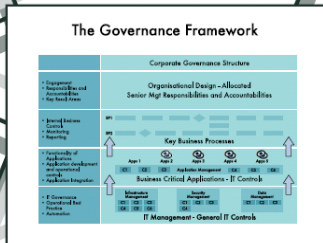
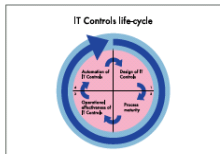
Global Party Company Size	Annual Compliance Program Cost
Small (100)	\$100,000 - \$500,000
Mid (100-500)	\$500,000 - \$1,000,000
Large (500-1000)	\$1,000,000 - \$2,000,000
Very Large (1000+)	\$2,000,000 - \$5,000,000

Management Challenges

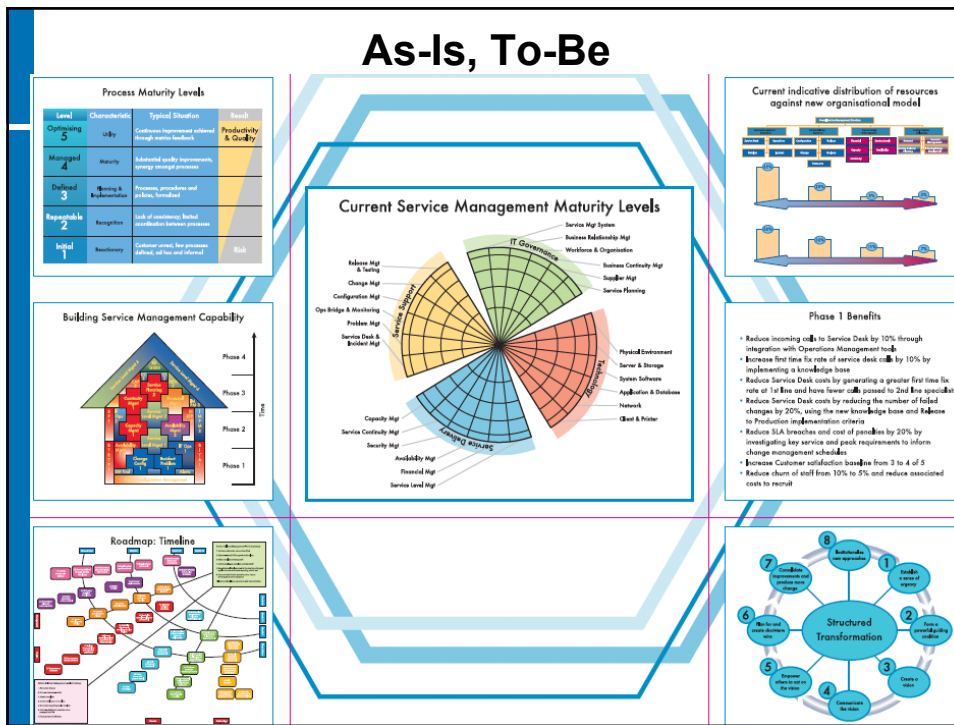
CEO  
 - Legal exposure and consequences of non-compliance  
 - Financial market consequences of non-compliance or presence of material weakness  
 - Compliance & Auditing internal & external costs

CFO  
 - Reduce ongoing internal & external auditing costs associated with Regulatory Compliance  
 - Estimate ~500 class companies are spending \$2-10 Million+ or more  
 - Auditing process needs to become more predictable

CIO  
 - Responsible for delivering the application services, infrastructure availability, IT security and ensuring General IT controls  
 - IT budget issues due to compliance efforts



# As-Is, To-Be



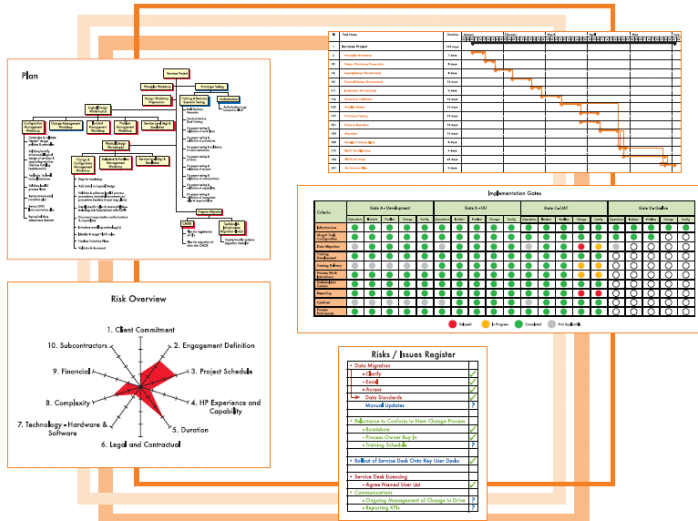
## Quick Wins

Quick Win Examples				Your Quick Wins		
Issue	Solved by	Achievement	Results	Issue	Solved by	Achievement
Event storms continue	Event correlation	Visibility of events to set on Operational efficiency				
No automatic notification of incidents	Key event forwarding to Service Desk	Reduced outage time Prioritisation of effort				
Impact of systems and application outages is unclear	High-level mapping of systems and application to services	Prioritisation of activity based on business impact Improve business & IT alignment				
Tools not fully integrated	Use and integrate existing tools	Better use of tools and resources Operational efficiency				
Loss of data	Review backup strategy Backup and recovery processes	Regulatory compliance				
IT processes perceived as operational overhead	Process efficiency event for senior and middle management	Value of integrated processes recognised				
Change Management perceived as cumbersome	Review of change and request categories	Reduction in the number of changes handled by CAB				
Customers not satisfied with incident handling and resolutions	Review of incident categorisations, CAB queries matched to staff with relevant skills	Increase in customer satisfaction and reduction in incident down time				
Resolution targets not perceived as relevant by business customers	Prioritisation with the business of key services	Prioritised incident resolution to reduce business impact of service outages				
Repeated incidents handled by Service Desk	Review of historic incidents and creation of a knowledge base for incident and problem management	Reduction in repeated incidents through root cause analysis and implementation of changes				
Business needs of IT services unclear	Operational and change management meetings periodically joined by key business users	Improved dialogue and perspectives				
No event and fault monitoring of key services	Distribution of event and performance agents to key systems and applications	Proactive reduction of service outages				

Legend: ■ People, ■ Process, ■ Technology

# Project

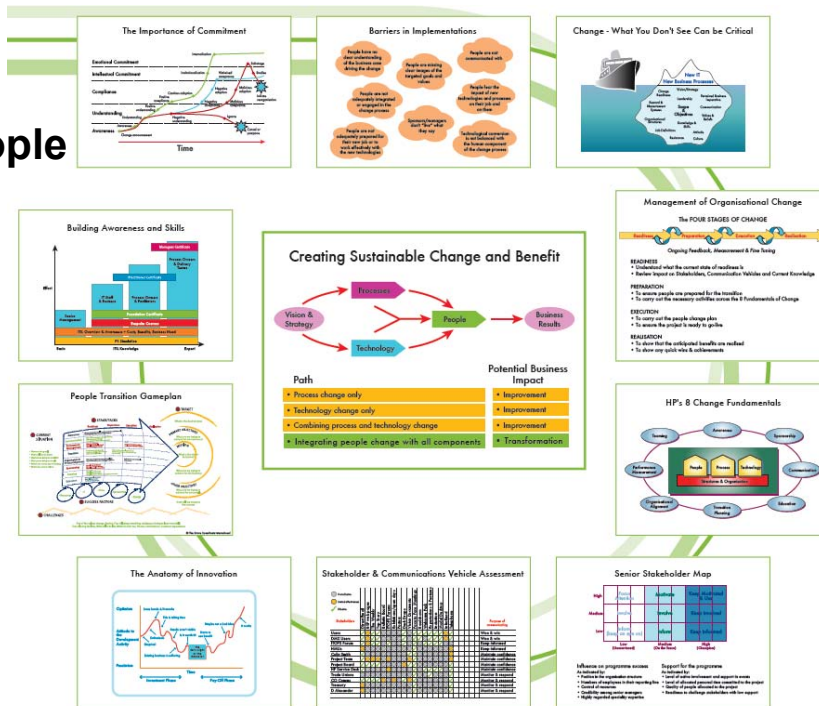
- ## Principles of Success
- Understanding the business case
  - Sponsorship
  - Move quickly/good is good enough
  - A clear approach - ITSM/ITIL
  - Team = 60% from HP, 40% Internal
  - Communication & Training
  - Ongoing demonstration of results
  - Pro-active realignment throughout the project
  - Leaders 'walk the talk'



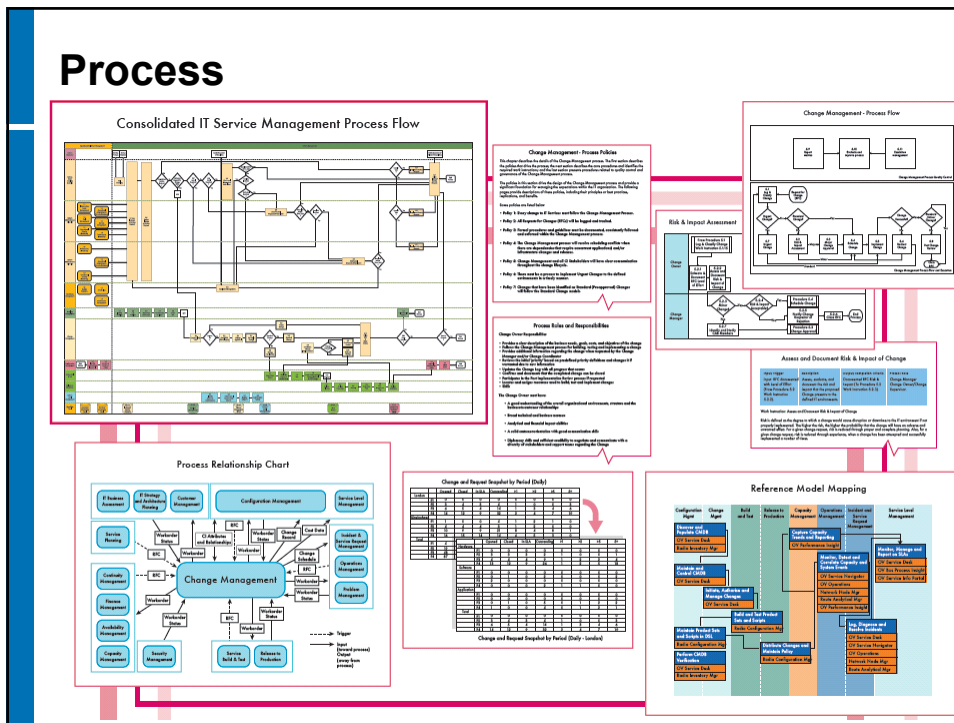
## Principles of Failure

- Unclear ownership
- No imposed measures and accountability
- Lack of governance
- Unsuitable resources
- Management styles and cultural clash
- Project impact on business as usual

# People

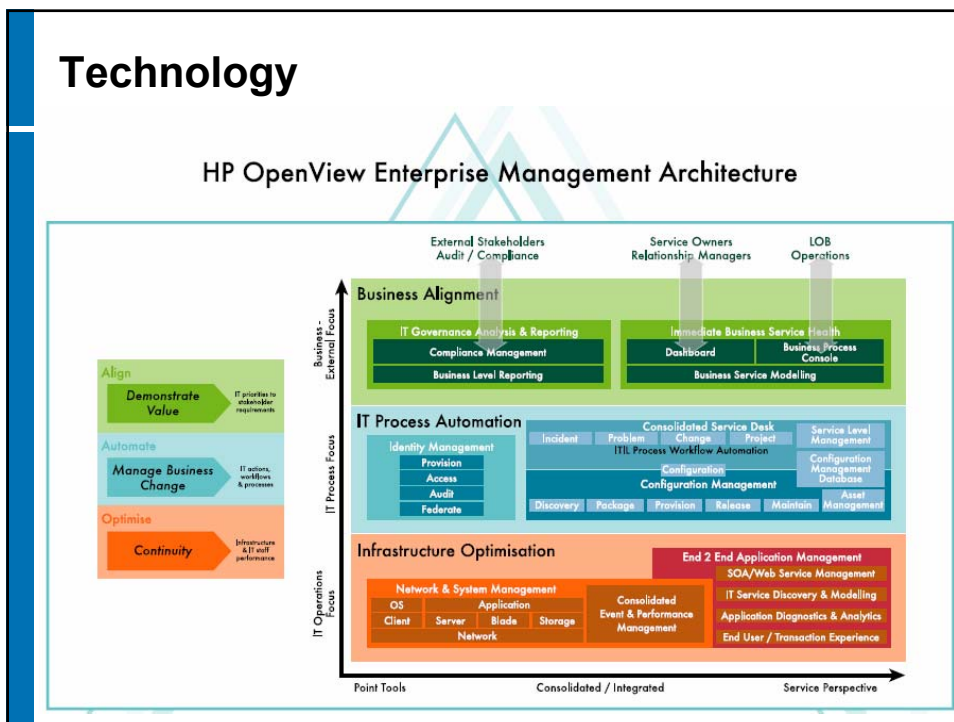


# Process



# Technology

## HP OpenView Enterprise Management Architecture



# Benefits Realisation

Customer						
KPI Ref	KPI	Target	Month 1	Month 2	Month 3	2 Month average
C1	Customer Satisfaction Questionnaire	>=95%	92.0%	93.0%	93.0%	93.0%
C2	Customer perception of technology	4	3	4	4	4.0
C3	Customer Complaints	10	13	12	11	13
C4	External customer disruption index	<=0	3.3	3.1	1.8	3.0
C5	Internal customer disruption index	<=0.5	0.11	0.49	0.76	0.44

Growth & Capacity						
KPI Ref	KPI	Target	Month 1	Month 2	Month 3	2 Month average
GC1	Productive equipment	5	4	5	5	5
GC2	Resource utilisation against forecast	3	3	3	3	3
GC3	Alignment to Capacity Realities	4	5	5	5	5
GC4	Customer Department	11	10	11	10	10
GC5	Monthly utilised against forecast	4	3	4	4	4

Continuous Service Improvement

Financial						
KPI Ref	KPI	Target	Month 1	Month 2	Month 3	2 Month average
F1	Close monthly forecast against actual	>=95%	93.0%	94.0%	100.0%	94.4%
F2	Close FYD forecast against actual	>=95%	100.0%	100.0%	85.0%	95.0%
F3	Capitalised workbooks recently closed against actual	>=95%	95.0%	94.0%	95.0%	95.0%
F4	Capitalised workbooks FYD forecast against actual	>=95%	93.0%	94.0%	94.0%	94.4%
F5	Close monthly forecast against actual	>=95%	93.0%	94.0%	93.0%	94.4%
F6	Close FYD forecast against actual	>=95%	100.0%	100.0%	93.0%	95.0%

Operational Process & Service Performance						
KPI Ref	KPI	Target	Month 1	Month 2	Month 3	2 Month average
OP1	Service Level Management & Reporting	10	8	8	8	8
OP2	Problem Management	10	8	7	8	8
OP3	Change Management	10	8	9	10	9
OP4	Configuration Management	10	8	8	9	9
OP5	Incident Management & Monitoring	10	8	8	10	9
OP6	Service Request Management	10	7	9	10	9

# ITSM Highway Code

ITSM Highway Code





## A HP előnyei

Megtérülés és ügyfélelégedettség	Átfogó kínálat	Tapasztalat
<ul style="list-style-type: none"><li>•A Gartner szerint a HP OpenView No.1 az ügyfélelégedettségben</li><li>•DHL: Nagyobb rugalmasság és 20% költségmegtakarítás</li><li>•Avaya: Magasabb minőség és 30% költségmegtakarítás</li></ul>	<ul style="list-style-type: none"><li>•A legjobb szoftver- és szolgáltatáskínálat</li><li>Újdonságok:<ul style="list-style-type: none"><li>ITSM Express Pack</li></ul></li><li>•Globális teljesítés</li><li>•Több mint 500 partner</li></ul>	<ul style="list-style-type: none"><li>•10+ év ITSM szoftver, konzultáció, oktatás és támogatás</li><li>•Több mint 4.000 ITIL-vizsgás alkalmazott</li><li>•Az ITIL fejlesztője és az ITSMF alapítója</li></ul>

„A HP az iparág ITSM és ITIL szakértője – mindenki más próbálja utolérni.”

Dennis Drogseth, az Enterprise Management Associates alelnöke



## A HP Transformation Experience Workshop kínálata:

- **Service Management Transformation Experience**
- **IT Shared Services Transformation Experience**
- **IT Governance Transformation Experience**
- **Data Center Transformation Experience Workshop**
- **SOA Transformation Experience**



Köszönöm  
a figyelmet!

