



HP Point of View: bridging the change gap

Aligning IT with business and optimizing IT efficiency are consistently top concerns for chief information officers (CIOs) and IT management. Complicating these efforts is the escalating rate of change as IT struggles to keep pace. New business requirements and advancing technology have added significantly to the rising volume and frequency of change, creating one of the biggest challenges IT operations departments face today.

In large organizations, the volume of change requests can be staggering. In a recent IDC survey, 20% of IT respondents reported dealing with 2,000 or more changes a week¹, and 77% of respondents expected the volume of change requests to increase by 10% or more in 2009². The accelerating adoption of virtualization can further speed the rate of change. Manual methods cannot keep up with the constant demands endemic in a dynamic virtualized environment.

A holistic approach to IT management, including enabling change-resilient operations, employing IT best practices, and accelerating automation, can result in a win-win situation for IT and business operations. HP's approach to bridging the change gap encompasses:

- Managing IT at the business service level, aligning expectations and enabling demonstrable progress towards business and IT alignment

- Widening adoption of process standardization, improving the effectiveness of IT service delivery
- Achieving higher levels of process automation, reducing IT costs and increasing efficiency

Comprehensive service lifecycle approach

Aligning IT and business requires action on a number of important service management issues. Foremost is moving towards a lifecycle approach that keeps business services up, running, and continually improving. Other service lifecycle elements include responding to requests quickly and efficiently, cooperating on IT strategy and planning, and orchestrating the roll out of new applications and updates using standardized processes. Adopting a broader, holistic approach often goes hand-in-hand with consolidation, whether driven by mergers and acquisitions, IT portfolio rationalization, or physical data center consolidation initiatives.

A comprehensive service management approach relies on knowledge of the supporting component relationships and dependencies. IT managers need to understand the relationship between business services and the underlying IT components across applications, data bases, networks, servers, storage and end-user clients. This enables business-wide incident prioritization, service impact analysis, and comprehensive change and release controls.

Why HP?

- HP is an industry leader in developing and co-authoring ITIL v3 standards and has one of the world's largest and most knowledgeable ITIL/ITSM certified workforces.
- HP has more than 7,000 ITIL-skilled resources on hand to meet your needs.
- HP offers unique, packaged "blueprint" services from the HP IP Factory that include pre-configured ITIL-based processes for faster time-to-value.
- HP provides comprehensive services—based on our unique expertise and experience in the development of ITIL standards—to help make your ITIL v3 projects successful.

IT can analyze change risk, prioritize changes with the business, and create an authorized change schedule for all stakeholders. Real-time visibility into infrastructure and business services is particularly useful in addressing any issues that might arise during release and deployment sequences.

Industry best practices and processes

Adaptable operations and effective change management processes help IT better control time, risks and costs. Process standardization can result in significant improvements, for example. Various studies have shown that up to 80% of IT problems can be self-inflicted, often due to improper changes.

Standardizing and consolidating IT change management across functional domains can dramatically increase productivity. On the other hand, a disjointed approach to managing change increases risks and inefficiencies. Reflecting an industry trend towards consolidated IT Service Management (ITSM), a recent IDC survey found that 55% of companies are planning to consolidate their service desks within the next two years.

Improved change management processes lead to higher success rates. They also deliver faster responses and change cycles with fewer errors, re-work, and change-induced outages. Taking advantage of IT best practices is one of the most effective approaches to improving change management processes. IT Infrastructure Library (ITIL) is a particularly good example.

ITIL v3 provides a framework for service management best practices that includes a centralized view of configuration information. This includes the steps to design, build, deploy, operate, evolve and retire changes. ITIL v3 also defines an integrated approach for event, incident, problem, change and configuration management. HP solutions support ITIL v3 service lifecycle workflows in an integrated fashion, helping to automate change across the IT service lifecycle.

Automated management processes

The greatest value comes by bringing these IT approaches together to provide an automated and integrated change, configuration, and release management process. Obsolete and manual deployment and provisioning cycles result in increased service outages and an inability to quickly respond to business needs including, but not limited to, compliance reporting.

Virtualization, which offers a flexible infrastructure and efficient use of server and storage resources, further accelerates change and increases the demand for automation. Automating configuration, release and deployment tasks significantly lowers the cost of change delivery and greatly increases service reliability.

HP Business Technology Optimization for Operations

Today, IT organizations face a wide range of cultural, organizational, process and technology challenges. To remain competitive and effectively deal with the increasing rate of change, IT organizations must address operational efficiency through such approaches as consolidation, service lifecycle process standardization, virtualization, and automation.

Service management is essential to aligning IT and business. These approaches must be coupled with an understanding of the relationships between business services and the underlying IT components. IT services can be aligned to business outcomes and easily and quickly adapt as business requirements change.

HP Service Management solutions, including HP Business Technology Optimization (BTO) software, enables you to meet these challenges. HP Software and solutions are comprehensive and integrated, yet modular, enabling IT to chart its own course and consistently adjust to escalating demands.

¹IDC White Paper: Trends in Datacenter Automation and Your Business Future, September 2008

²IDC White Paper: Optimizing and Delivering Business Value with Service Management and Automation, September 2008

Technology for better business outcomes

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