



Minimizing ITSM cost of entry: HP Service Anywhere

Simple. Scalable. SaaS.

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Fundamental question: On-Premise or SaaS

Key factors affecting the decision



ITSM as a Service

Customer Expectations

Easy to evaluate

Sandboxes, trials, POC

Quick to deploy

Establishing the production system

Simple administration and configuration

Ease to use

Allows users to do their jobs - the way they want to work

No problem maintenance and upgrades

Automatic, included in service

Easy to stay current

Cost benefits

No CapEx , predictable OpEx model

Scalable

Easily add seats as your business grows

Secure and disaster proof

Data separation

Expertly staffed, redundant operations

Total solution delivered

Service Management Lifecycle solutions

Integration capable

Process consulting and industry best practices

World-wide presence and delivery capabilities



HP Service Anywhere Solves Business Needs

Central IT, Line of Business, Satellite Organizations, Remote Sites

Reduced capital expenses

Cost benefits through the SaaS model

“Pay-as-you-go“

Low operational overhead

Low maintenance cost

Worry-free upgrades

Easy to evaluate, quick to deploy

Short implementation cycle

Tailor fields and process to business service

Simplicity

Reduced labor cost through ease of use

Increased efficiency and effectiveness

Realize immediate value

Win-win between business & IT

SaaS service desk integrates with central IT

IT continues to control integration, data security and governance

The result: Fast time to value and low TCO



HP Service Anywhere

Simple and quick SaaS Service Desk solution

Social IT Service Desk

Quicker responses with integrated collaboration

Multiple actions, multiple conversations

Interaction handling, incident, problem, change, and configuration management

Service level targets

Codeless Configuration

Faster time to value with graphical, non programmatic configuration

Processes, forms, tables, rules

Separate user edits from HP system code

Built-in *best practices*

Automated Upgrades

Simpler upgrades; take advantage of new capabilities quicker and easier

Seamless due to user configuration and tailoring separation from HP system files

World Class Services

Leverage HP wealth of ITSM & ITIL experience

Dedicated virtualized platform

Can scale to thousands of users

Full set of service options and education

Complemented by partner capabilities



HP Service Anywhere

Simplicity at its core

To Do Queue: My To Do List | **EdR Form:m Incident categorization**

Form Properties

- Form Name: incident categorization
- Title Name: Incident
- Form Type: View
- Description: Categorization form for Incident module

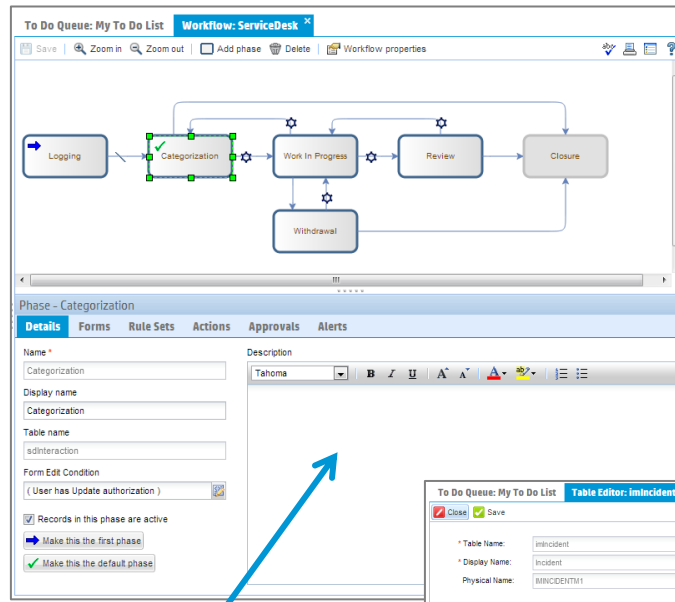
Form Fields

Available Fields

- New Section
- Button
- Role Rights
- Activity
- Attachment
- Workflow
- Task Plan
- Sub Form
- New Line
- Alerts
- Approvals
- Active
- Alert Status
- Approval Status
- Closed Time
- Completion Code
- Created Time
- Description
- Display Label
- Escalated
- Expected Resolution Time
- External Reference Number
- Scope of Impact
- Status

Selected Fields

- Incident ID
- Description
- Title
- Service
- Status of Impact
- Status
- Requested By
- Major Incident
- Contact Person (Recorded By)
- Escalated
- Incident Manager (Owner)
- Category and Assignment
- Category
- Subcategory
- Urgency
- Area
- Assigned Group
- Expected Resolution Time
- Assigned Person
- Escalation team
- Escalation Team
- Affected Configuration Items
- Outage Start Time
- Outage End Time



To Do Queue: My To Do List | **Table Editor: imincident**

Table Name: imincident

Display Name: Incident

Physical Name: IMINCIDENTM1

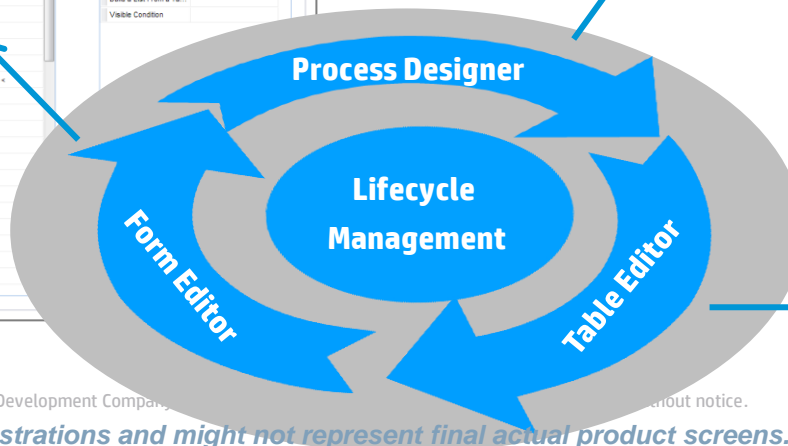
Description: Incidents

Fields

Name	Caption	Type	Description
ActiveProcess	Active	Boolean	Indicates the ITL Process is active. Either the process is ongoing (true) or has been com.
AdditionalInfo	Additional Info	String	
AlertStatus	Alert Status	String	The current Alert Stage of this Incident.
ApprovalStatus	Approval Status	Enumeration	
ClosedTime	Closed Time	Date	The date and time the Incident was completed or closed.
CompletionCode	Completion Code	Enumeration	Code that describes the completion state of the ITL Process. For example, it could have c.
CreateTime	Created Time	Date	The date and time the record/resource was created.
Description	Description	String	A detailed description of the entity.

Relationships

Relationship Name	Caption	Related Table	Reverse Relationship Name	Left Cardinality	Right Cardin.
caused Incident	Caused Incidents	Incident	isCausedBy Incident	1..*	1..1
causes Change	Caused Changes	Request For Change	isCausedBy Incident	1..*	1..*
has Interaction	Related Interactions	Interaction	isLinkedTo Incident	1..*	1..*
hasAssigned FunctionalGroup	Assigned Group	Functional Group	isAssignedTo Incident	1..1	1..*
hasAssigned Person	Assigned Person	Person	isAssignedTo Incident	1..1	1..*
hasEscalationMembers Person	Escalation Team	Person	isEscalationMember Incident	1..*	1..*
hasLinked Problem	Related Problems	Problem	isLinkedTo Incident	1..*	1..*
hasPart Activity	Activities	Incident Activity	isPartOf Incident	1..*	1..1



Simple Web 2.0 User Interface

Operator/Agent Incident interface with Collaboration

The screenshot displays the HP Service Anywhere interface for incident management. The top header shows the HP logo and "HP Service Anywhere" on the left, and a user profile "kquan" and a help icon on the right. The main content area is titled "To Do Queue: Unassigned" and features a tab for incident "IM000053".

The interface is divided into several sections:

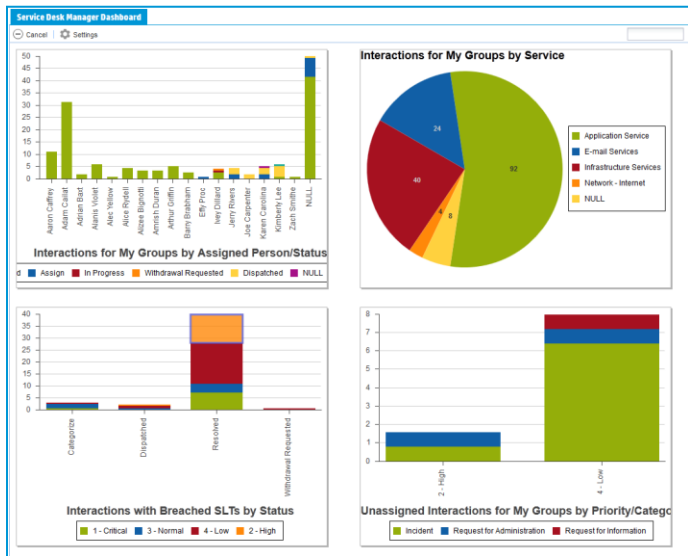
- Navigation Sidebar:** Includes "Favorites and Dashboards", "Service Desk", "Incident Management", "Change Management", "Problem Management", "Configuration Management", and "Miscellaneous" (with a "Change Password" button).
- Categoryization and Assignment:** A form with fields for Category (Software), Subcategory (App Failure (Whole App)), Area (NA), Assigned Group (Application), and Assigned Person. It also includes dropdowns for Scope of Impact (1 - High), Urgency (1 - Critical), and Priority (1 - Critical), along with an Expected Resolution Time field.
- Affected Configuration Items:** A section for listing items affected by the incident.
- Workflow:** A process flow diagram showing steps: Logging (green), Categorization (green), Investigation (grey), Recovery (grey), and Review (grey). Arrows indicate the sequence and feedback loops between these steps.
- Conversations Panel:** A chat window titled "IM000053 PeopleSoft is down" with a message input field and a log of messages from "Inno Analyst" and "Kimberly Quan".

The bottom status bar indicates the date and time: "10/10/2012 01:39:33 pm - Audit Record successfully recorded and added."



Home Page and Charting

Modern look and better interactivity



Stacked bar charts

An additional dimension of data is displayed

Allows the comparison of the parts to the whole

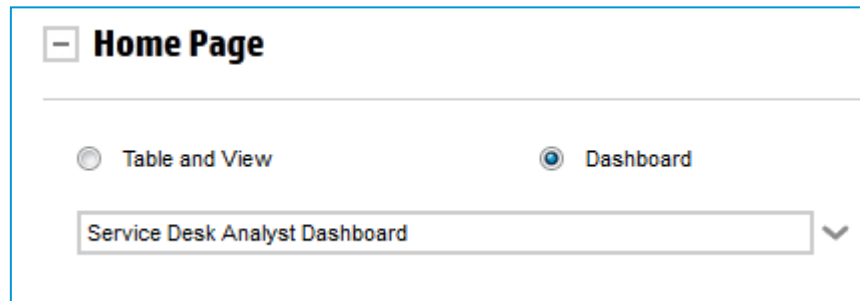
Home Page - Dashboard Options

Choose to start on any existing Dashboard

Home Page - Queue Options

Continue to start with the To Do Queue

Choose to start on a more specific queue (e.g. Incidents queue)



In-context Social Collaboration

Quicker, More Effective, Easily Accessed

The screenshot displays the HP Service Anywhere web interface. A 'Participants' dialog box is open, showing a list of suggested users including 'Chuck Darst'. The main interface shows a 'Cannot login to webmail' error message. Below the error message, there are fields for 'IM000001', 'Service: E-mail Services', 'Requested By: Connie Conlan', and 'Contact Person:'. A table below these fields lists 'Affected Configuration Items', 'Workflow', 'Proposed Solution', 'Related Records', 'Updates', and 'Attachments'. The 'Updates' column shows '3 - Low', '4 - Low', and '4 - Low'. The 'Attachments' column shows 'Expected Resolution Time:'. A 'Change Password' button is visible in the bottom left corner.

HP Service Anywhere

https://serviceanywhere-sandbox-ast.saas.hp.com/serviceanywhere/index.do

chuck.darst1_admin

Participants

Add participants from the list of suggested users, or by typing an email address.

Suggested:

- Assignment Group
- Application Services
- Incident Analyst
- Incident Coordinator
- Incident Manager
- Incident Process Ow...
- Jenny F.
- Karen Carolina
- Chuck Darst
- Ivar Den
- Mikael Svahn
- Pål Randy

Email Address

Participants:

- Chuck Darst

Cannot login to webmail

IM000001

Service: E-mail Services

Requested By: Connie Conlan

Contact Person:

Affected Configuration Items	Workflow	Proposed Solution	Related Records	Updates	Attachments
Network		Impact:		3 - Low	
		Urgency:		4 - Low	
		Priority:		4 - Low	
		Expected Resolution Time:			

System Configuration

Miscellaneous

Change Password



Service Level Targets

Prioritization and achievement tracking

Initial Review and Resolution target types

Configurable by the customer (using new rule types)

Service centric approach

Targets are defined for a Service for IM and SD and for each I

Work queue prioritization

Next SLT field contains the date/time when the next SLT will be reached

Alert Definitions can use this field to trigger escalations at pre-determined intervals

SLT achievement reporting

Metrics are captures for each Incident and Interaction

Elapsed Time and Target Time for each SLT type

Reports will show rate of achievement in each module for each target over time



The bigger picture

Integrating with your central IT

HP Service Anywhere

SaaS Service Desk for remote offices and satellite groups

IT services for the LOB

Also for non-IT functions (e.g. HR call handling)

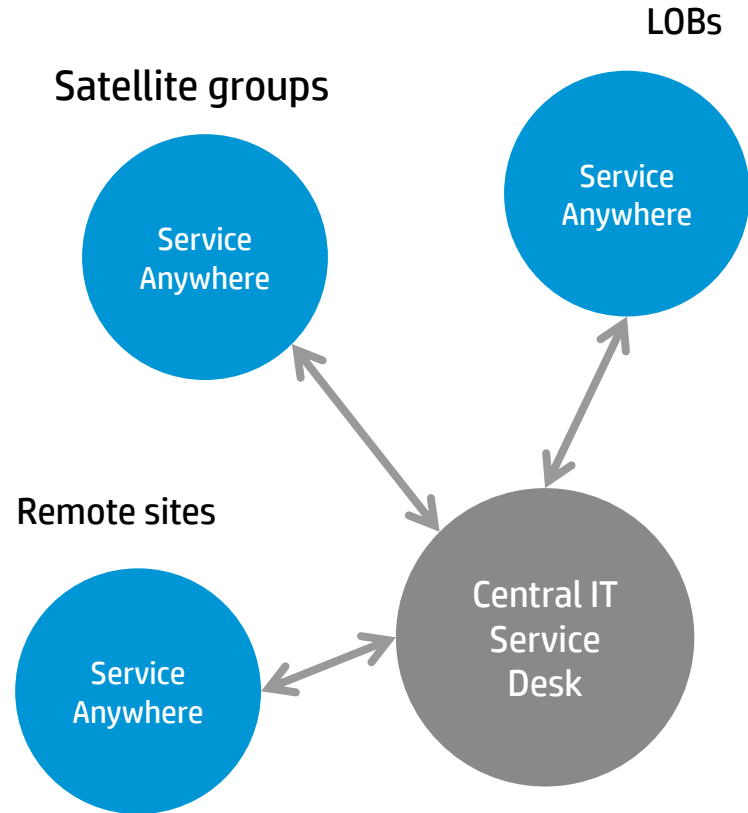
HP Service Manager based ITSM solution

On premise, for central, consolidated IT

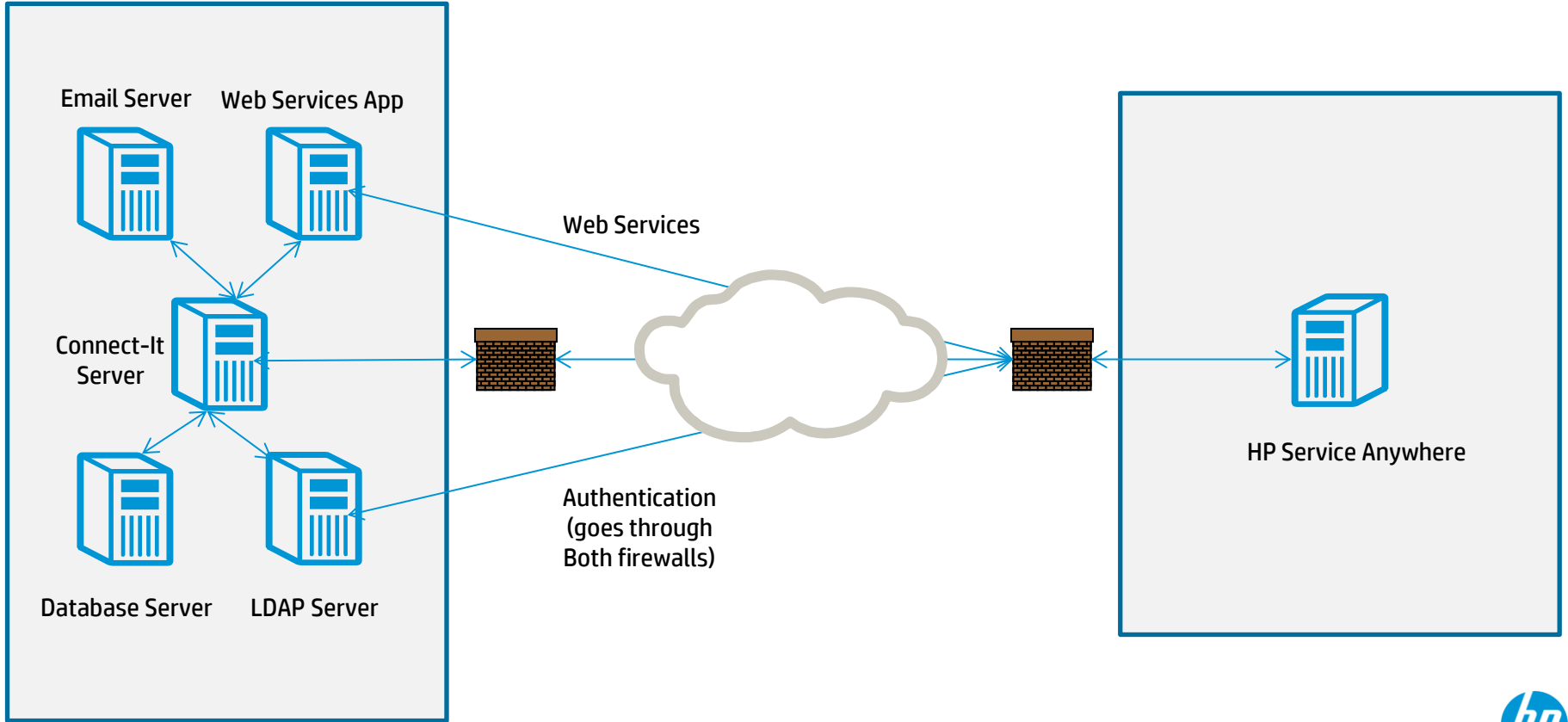
Manage service offerings and service levels

Manage cost and compliance for changes & assets

Deliver IT Service Management as a service



Integration Architecture



At HP SaaS, Tier 2 applications are our Tier 1

Globally based data center footprint

12 YEARS
of delivery

ISO/IEC
27001:2005

Certified by KMPG
on a yearly basis



cloud
CSA security
allianceSM
COMPLIANT

99.9%
Uptime availability
commitment

24/7 SUPPORT
Faster time to
problem resolution



HP Service Anywhere

Key features

Codeless Configuration - simple and powerful tailoring suite

Form, table and task editor
Process Designer

Simplified processes with HP best practices

Service Desk
Incident Management
Problem Management
Change Management
Service Level Targets
Configuration Management
Common workflow

Social Collaboration

Multiple sessions with multiple incidents and interactions

Self-service portal

Self Service Ticketing

Simplified access administration

Centralized user and role administration
Authentication against customer LDAP
Decreased on-boarding with user data from customer's LDAP
User data caching for improved performance

Integrations

Web services, email, and Connect-It

Data and config upload and download

Data upload of locations, organizations, groups, user & CIs
Utilities to move customizations between SaaS systems

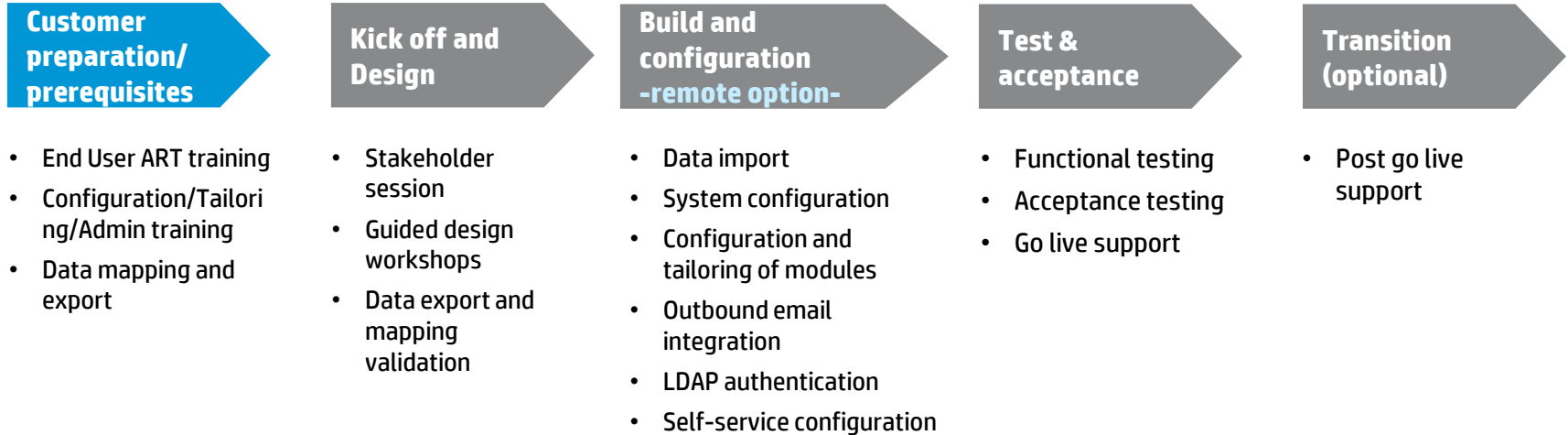
Automatic regular updates

Multiple automatically deployed updates per year
Customer configurations untouched



HP Service Anywhere Foundation Service

Quick Start - Delivery view



End user training (*)

Project management

(*) Can happen at any time as long as it is completed by go-live date



HP Service Anywhere – Take a Closer Look

Simple. Scalable. SaaS.

Learn more about it

at www.hp.com/go/serviceanywhere

Register for a Free Trial

at www.hp.serviceanywhere.com

and read the discussion at the [HP Service Anywhere Community](#)

Watch the Online Tutorials

hosted on the [HP Software Enterprise Business Channel](#) at YouTube

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Thank you

