Introduction to HP OpenView

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HP WORLD 2003
Solutions and Technology Conference & Expo

Agenda

- Introduction and Adaptive Management Strategy

- HP's management software overview
  - Managing infrastructure
  - Managing services
  - Managing business processes
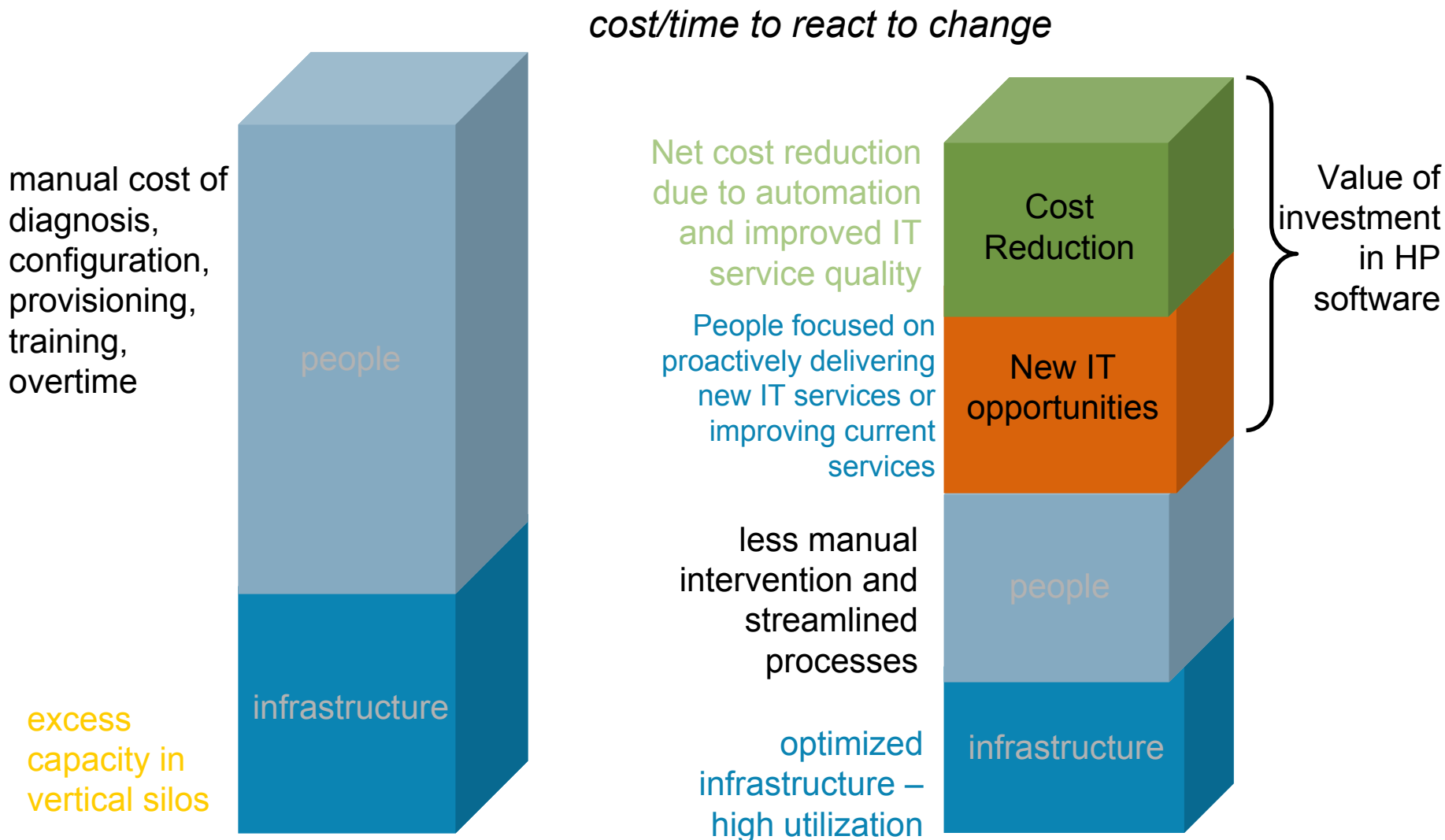
- Why deploy HP OpenView?

Introduction and Adaptive Management

"It is not the strongest of species that will survive nor the most intelligent but the one most able to change…"
Charles Darwin

automation can reduce costs and improve response

cost/time to react to change

manual cost of diagnosis, configuration, provisioning, training, overtime

people

excess capacity in vertical silos

infrastructure

Net cost reduction due to automation and improved IT service quality

Cost Reduction

People focused on proactively delivering new IT services or improving current services

New IT opportunities

Value of investment in HP software

less manual intervention and streamlined processes

people

optimized infrastructure – high utilization

infrastructure

The adaptive enterprise
real-time business agility

It's the ultimate state of fitness: business and IT perfectly synchronized. Operating in a world where every business decision triggers an IT event.
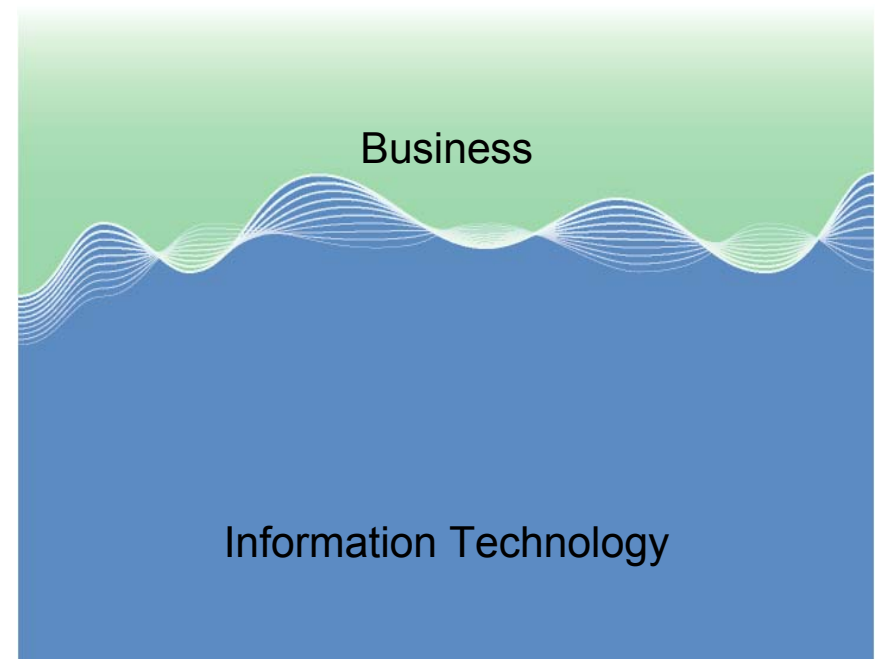
Agile

Supply continuously aligned with variable demand

Integrated

Resources and business processes work together - inside and outside the enterprise

Valuable

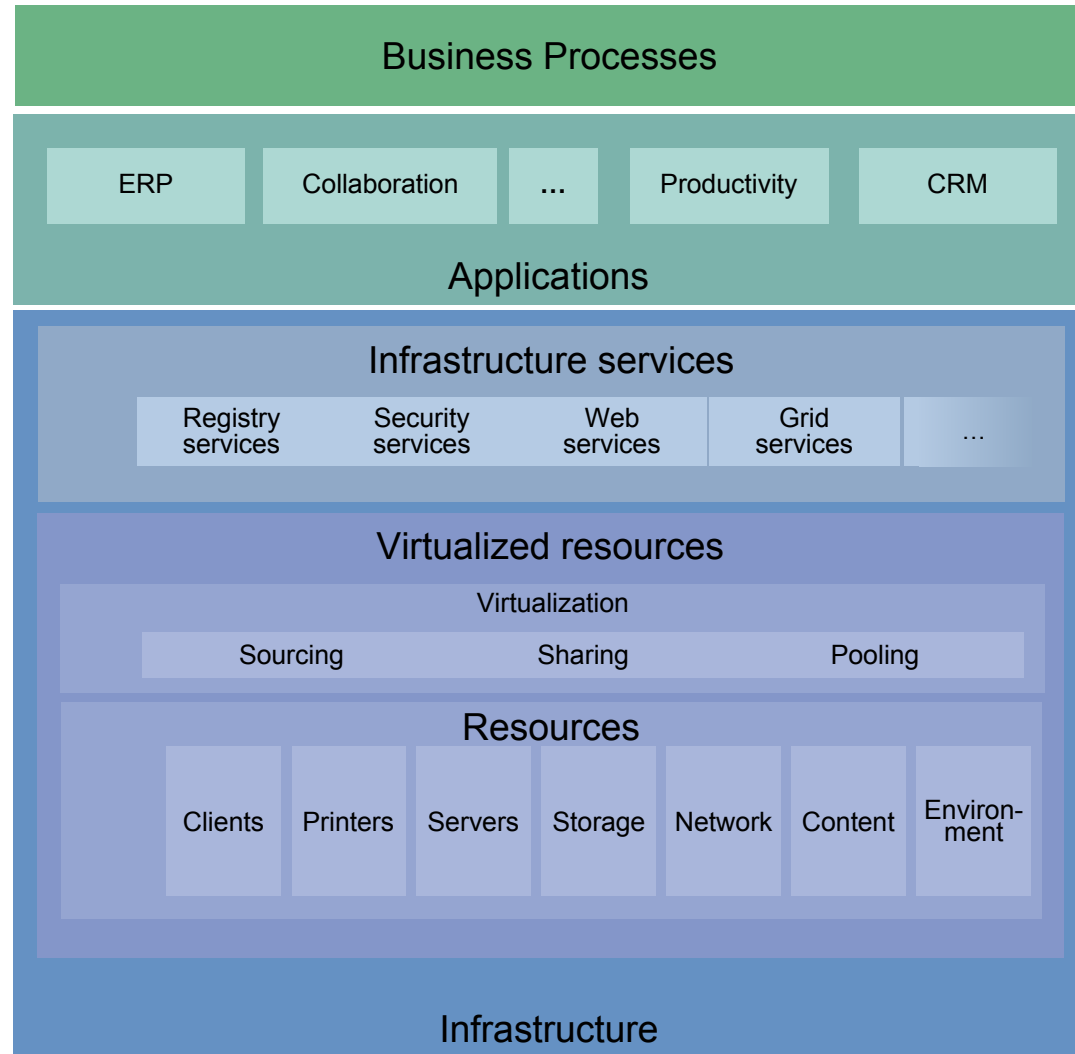Every infrastructure asset and business service is optimized. Maximize RoIT

Business

Information Technology

This is Your IT Stack...

Heterogeneous

Multi-vendor

Multi-platform

Partially outsourced

Business Processes

| ERP | Collaboration | ... | Productivity | CRM |

Applications

Infrastructure services

| Registry services | Security services | Web services | Grid services | ... |

Virtualized resources

Virtualization

| Sourcing | Sharing | Pooling |

Resources

| Clients | Printers | Servers | Storage | Network | Content | Environ-ment |

Infrastructure

This is Your Stack, Managed by HP Software

Heterogeneous

Multi-vendor

Multi-platform

Partially outsourced

Business Processes

| ERP | Collaboration | ... | Productivity | CRM |

Applications

Infrastructure services

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Infrastructure

HP Adaptive Management
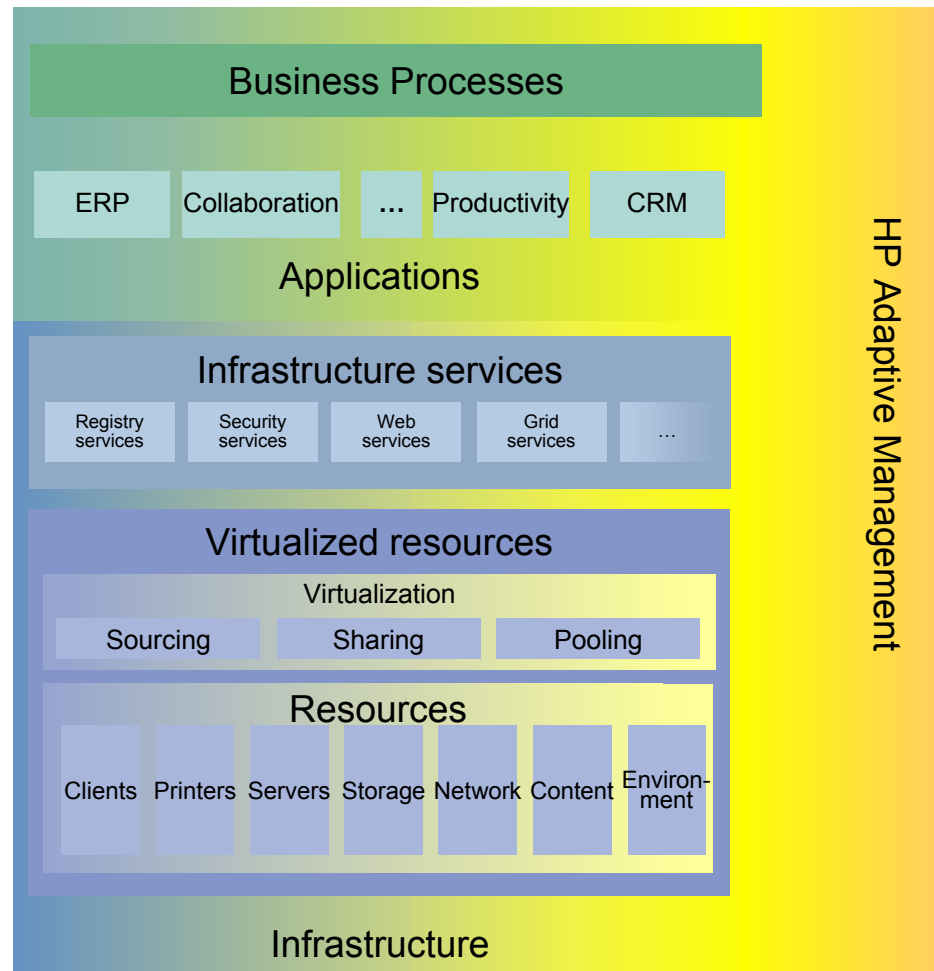
Controlled

Stable

Predictable

Efficient

Effective

Automated

Flexible

Implementing Adaptive Management

management & control

business processes

services

resources

Business stability

- Plan. Provision. Monitor. Inventory. Model. Control. Maintain

Bus

- Lir bu co & deliver services

- Align resources and IT processes to enable optimal utilization, performance and response

Real-time business agility

Complete data center virtualization

Balance, schedule, and allocate resources based on business priorities and impact

Optimize utilization and performance of business processes and applications

Manage end-to-end business interactions across multiple services

discrete partitioned

integrated clustered

virtualized federated

utilization

HP OpenView
Management Solutions

HP Software Delivers IT Service Management

managing
business processes

managing
IT services

managing IT
resources

technology

process

people
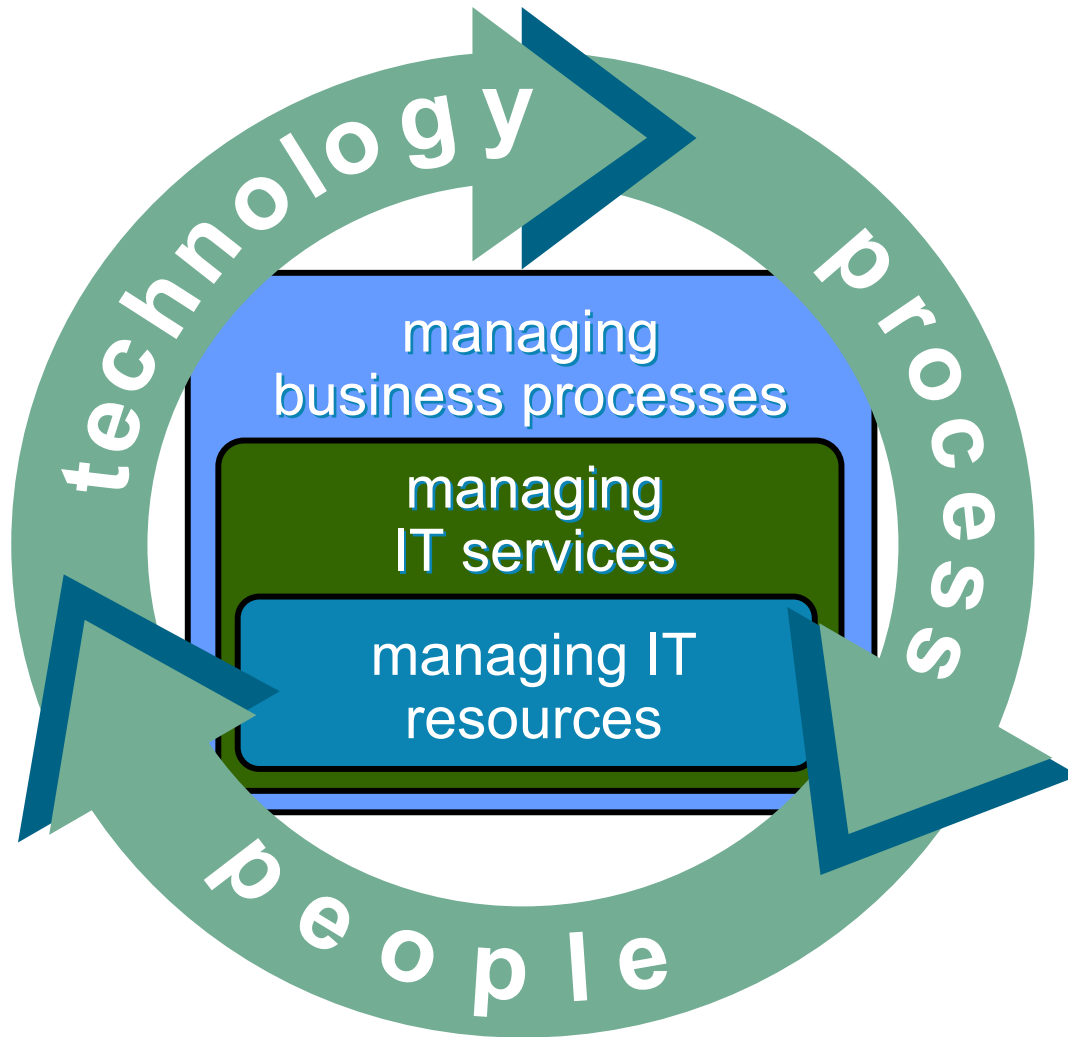
IT Service Management is a strategy, implemented through services and software that allows you to:

- assure the quality of critical business services

- reduce overall IT costs

- manage the value that IT provides across the enterprise

Managing resources

Integrated modular tools to lower your IT costs;
assure infrastructure availability and performance

resources

- Infrastructure visibility

- Fault management

- Performance management

- Hardware management

- Application management

- Management of web applications

- Integrated operations

Managing the Infrastructure

sip
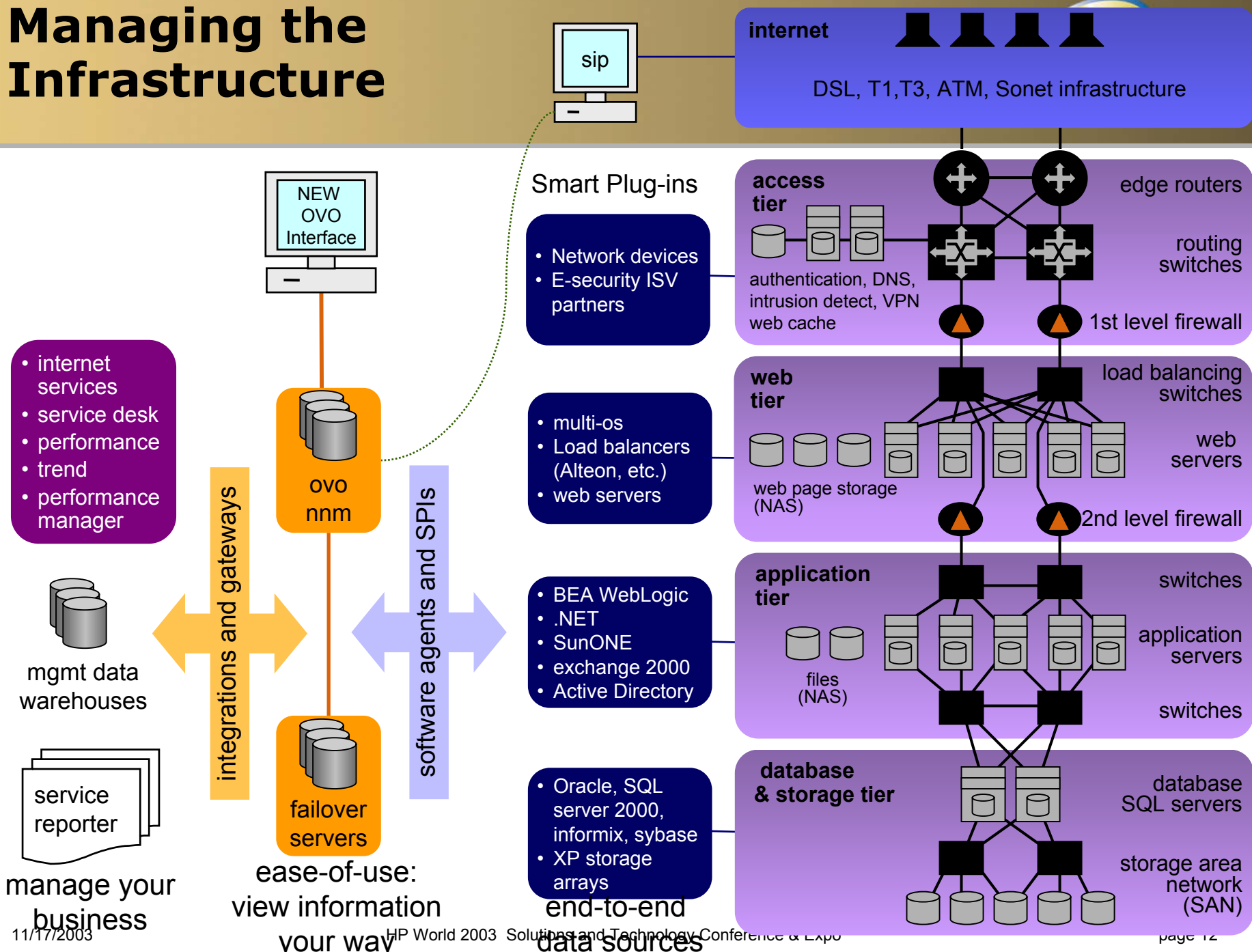
internet

DSL, T1,T3, ATM, Sonet infrastructure

NEW OVO Interface

Smart Plug-ins

access tier

edge routers

routing switches

• Network devices
• E-security ISV partners

authentication, DNS, intrusion detect, VPN web cache

1st level firewall

• internet services
• service desk
• performance
• trend
• performance manager

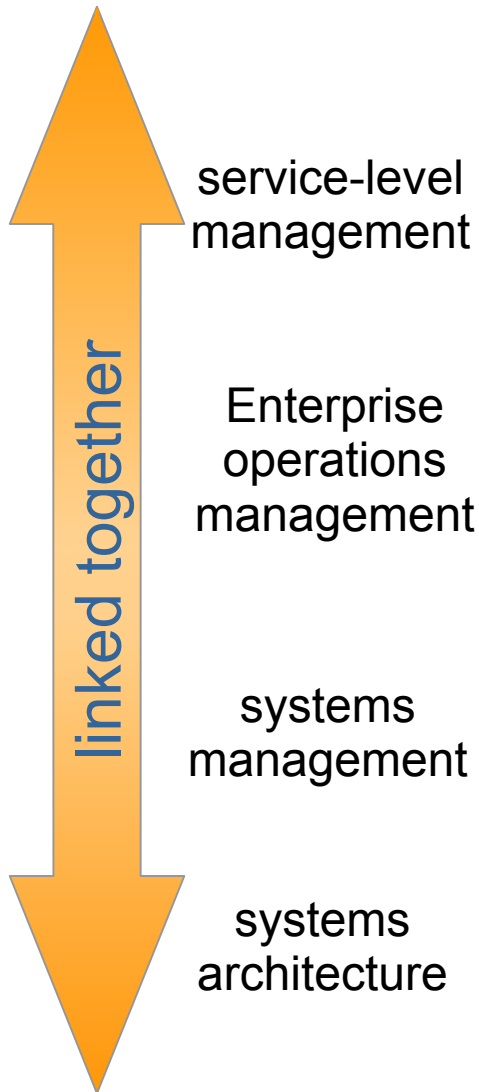integrations and gateways

ovo nnm

software agents and SPIs

web tier

load balancing switches

• multi-os
• Load balancers (Alteon, etc.)
• web servers

web page storage (NAS)

web servers

2nd level firewall

mgmt data warehouses

• BEA WebLogic
• .NET
• SunONE
• exchange 2000
• Active Directory

application tier

switches

files (NAS)

application servers

switches

service reporter

failover servers

• Oracle, SQL server 2000, informix, sybase
• XP storage arrays

database & storage tier

database SQL servers

storage area network (SAN)

manage your business

ease-of-use: view information your way

end-to-end data sources

Integrated Management From HP
System Level To Service Level: OpenView + Insight Manager

linked together

service-level management

Enterprise operations management

systems management

systems architecture

OpenView Service Desk provides true ITIL-based Service-level management

OpenView Operations for Windows manages heterogeneous environment operations (applications, systems, from a service perspective

Insight Manager performs system management and has ProLiant Essentials plug-ins
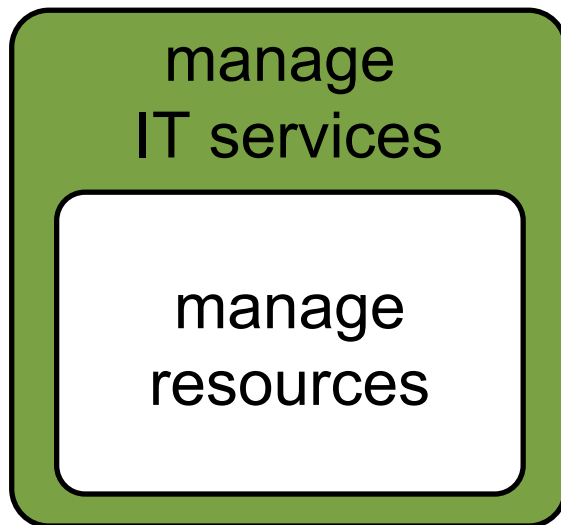
page exposes all built-in manageability
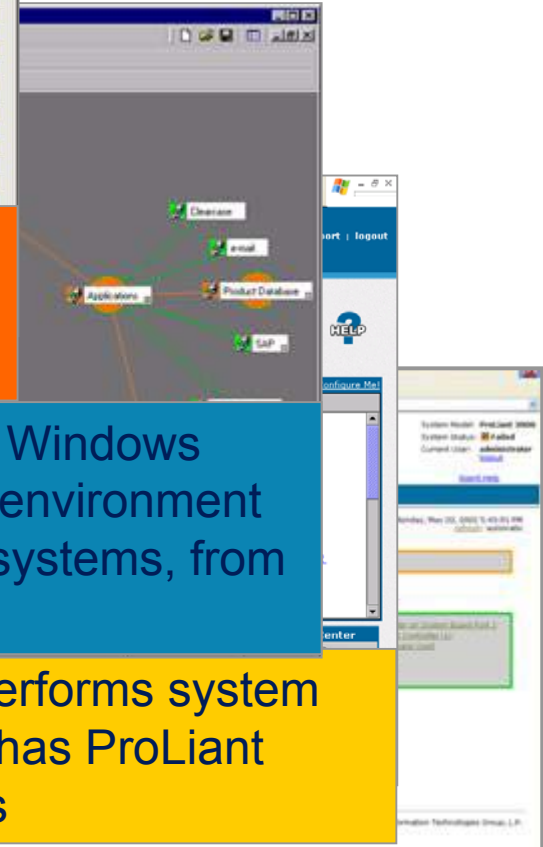
Manage IT Services

Right people working on the right things at the right time with the right information to assure critical IT services

Demonstrate IT's value to the organization
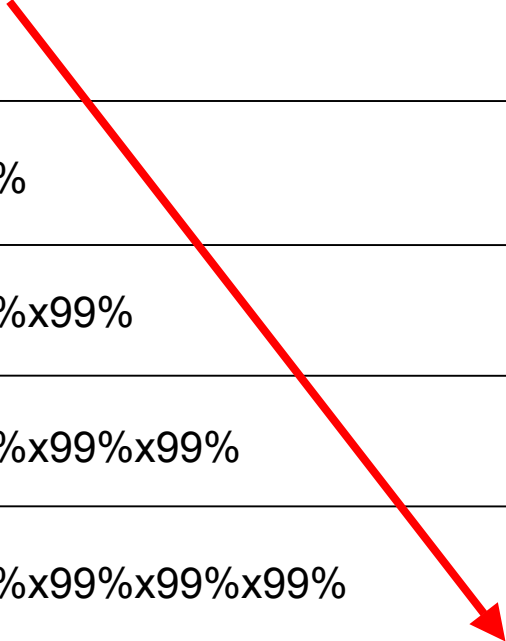
manage
IT services

manage
resources

- Service visibility

- Service impact analysis

- Optimize IT processes based on best practices

- Establish and manage to service levels

- Demonstrate quality of service to lines of business

Assuring business availability

IT service component	component availability	net availability
network	99%	99%
operating system	99%x99%	98%
middleware	99%x99%x99%	97%
database	99%x99%x99%x99%	96%
ERP system	99%x99%x99%x99%x99%	95%
accounting application	99%x99%x99%x99%x99%x99%	94%

a given IT service's availability & performance is dependant on other elements & services

Linking people, processes & technology

people

ITIL based data structure & process flow

help desk	incident management	problem management	change management	configuration management	service level management

user/customer service transaction

service management database & logic

ITIL people & processes	service model	service levels

IT service transaction

operations console

clients	net.	sys.	app.	SAN

ITIL based data structure & process flow

technology elements

Service Driven Operations Management

- Establish a service model, depicting how network, system, application, and storage management components comprise the services that run over that infrastructure

- Provide appropriate information to various stakeholder: IT operations, IT management, LOB/end users

- Mostly product license, support, and implementation; little consulting

- 2-8 month implementation (depends on infrastructure complexity)
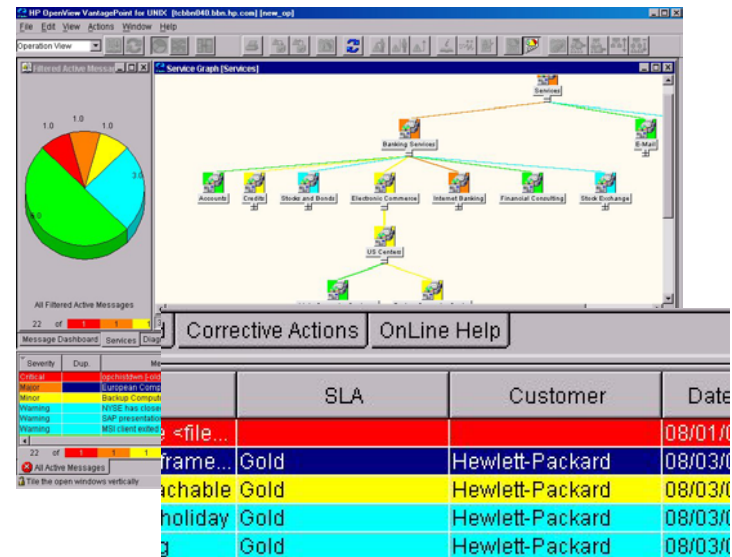
- OV Operations (especially Service Navigator)

- OV Internet Services

- OV Service Reporter

- OV Service Information Portal

Service Desk

- Create/Reengineer and document those processes that will be automated in Service Desk

- Establish Service Catalog and IT people/asset inventory in Service Desk CMDB

- Create SLAs and SLOs through SLM module

- Implement Incident and Problem Management

- Typical deal is 50% license and support, 50% process and implementation consulting

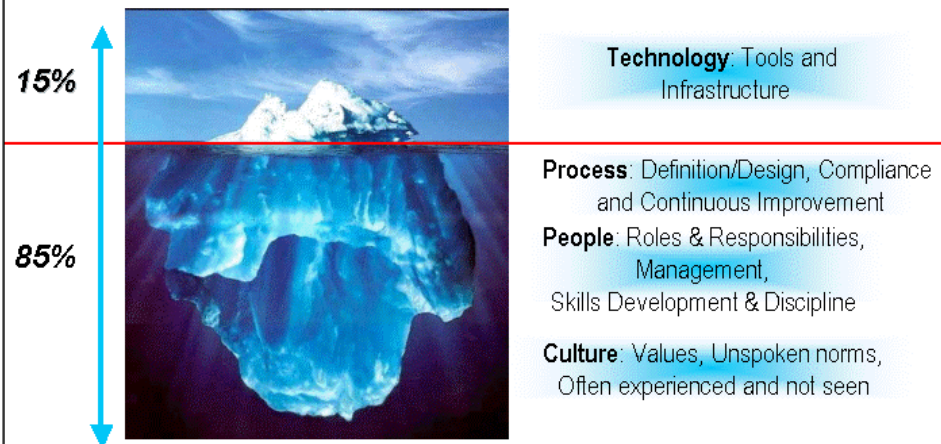- 4-12 month implementation timeframe
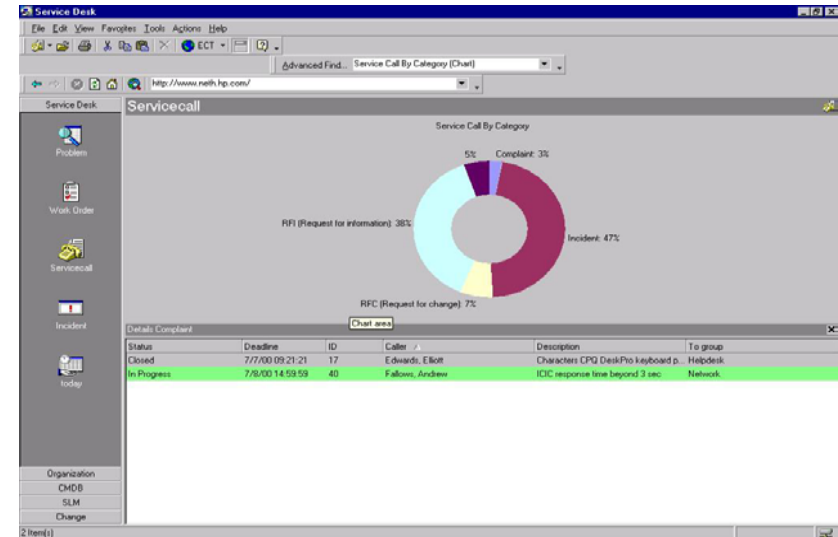
- OV Service Desk

- OV Operations (for event mgmt integration)

- Implementation Consulting

- Process Consulting

- ITIL Education

IT Reengineering

- System Integrator brought in as a trusted advisor to CIO

- Identify sequence of IT processes to reengineer

- Significant eduation classes, change management

- HP OpenView products implemented once processes are defined, typically via Service Desk

- 6-24 month implementation timeframe, largely delivered in a stepwise process and highly varies based on project scope

Technology Solutions provided through …
People, Processes and Technology customized to our Customers
Culture

15%

85%

Technology: Tools and Infrastructure

Process: Definition/Design, Compliance and Continuous Improvement
People: Roles & Responsibilities, Management, Skills Development & Discipline

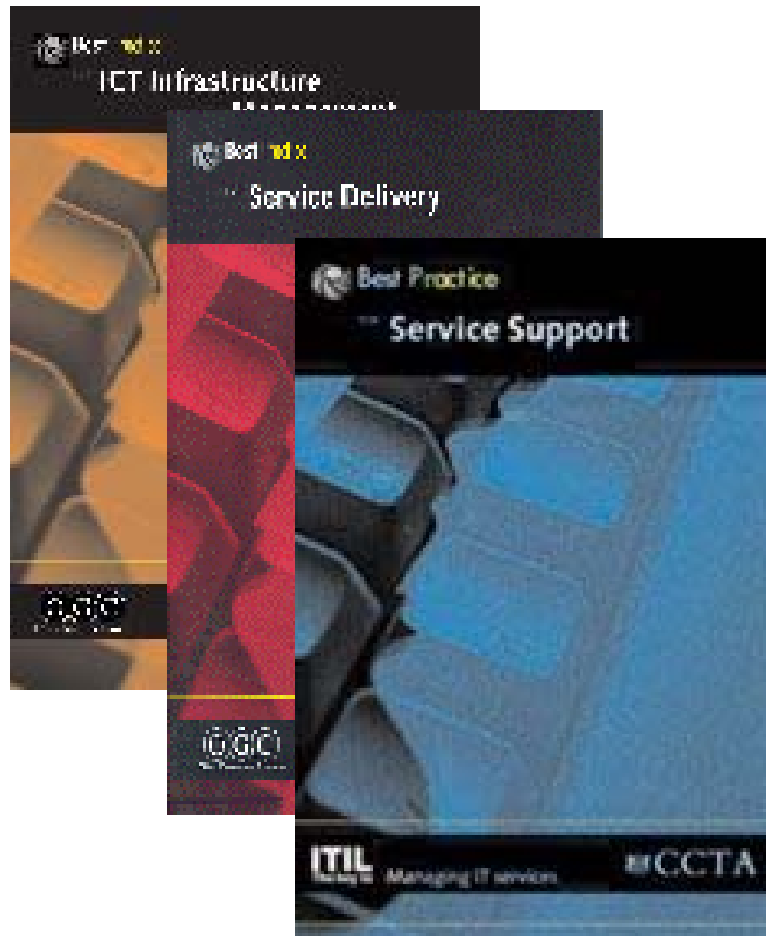**Culture**: Values, Unspoken norms, Often experienced and not seen

- Control-IT Simulation
- IT Strategy Consulting
- Process Consulting
- ITIL Education
- HP OpenView products used to automate defined processes

ITSM and the ITIL Library

A set of books that outline best practices for IT organizations that deliver and support IT services
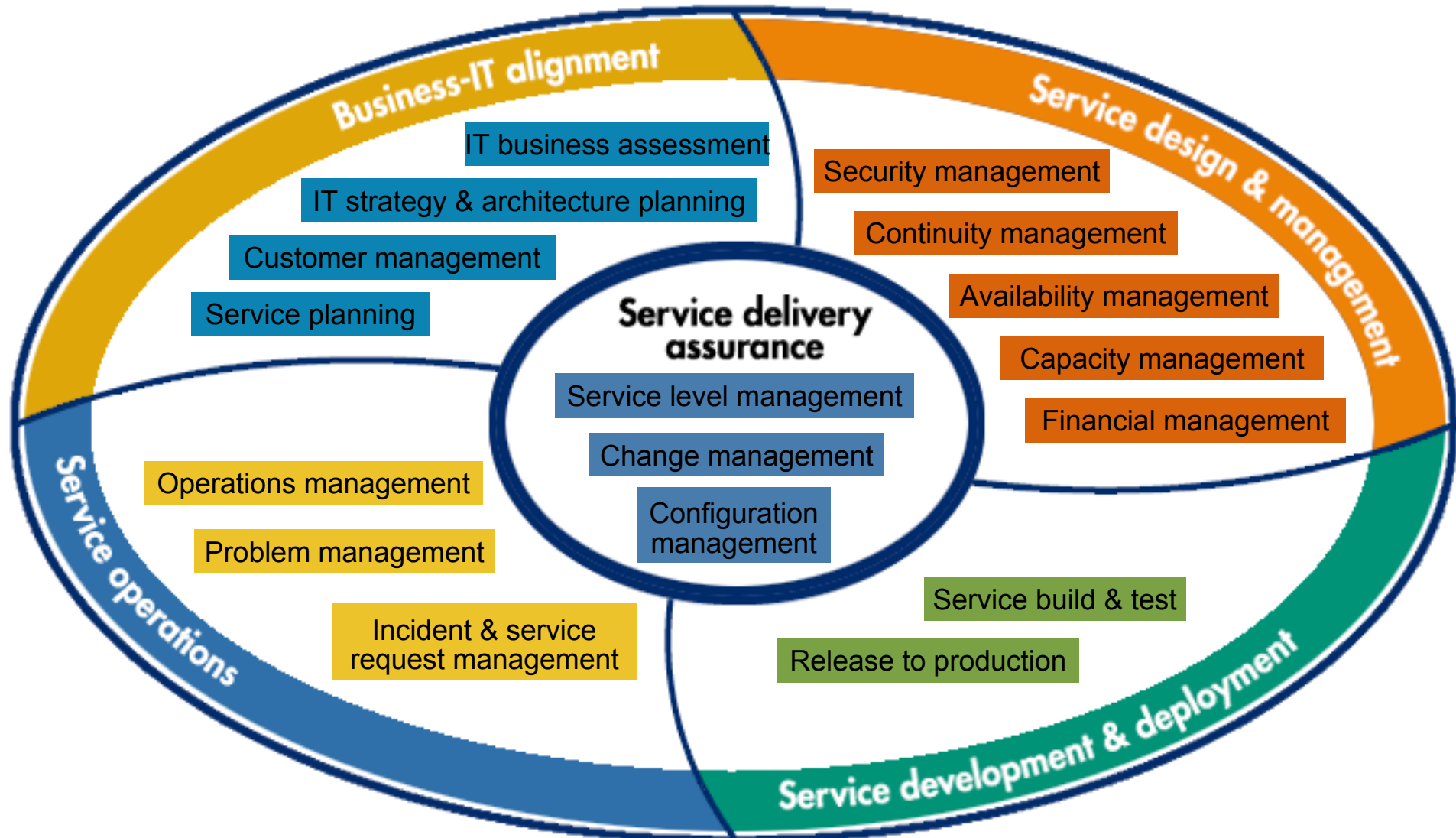

Service Delivery

- Service Level Management
- Cost Management
- Contingency Management
- Capacity Management
- Availability Management

Service Support

- Service Desk
- Incident Management
- Problem Management
- Configuration Management
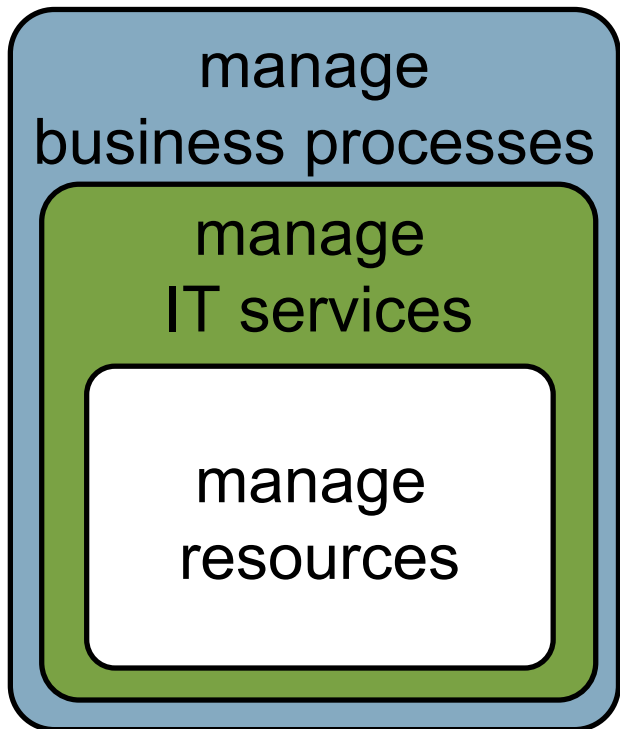- Change Management
- Release Management

HP ITSM Reference Model

Managing business processes

Maximize IT and data center utilization

Reduce data center costs by up to 50%

manage
business processes

manage
IT services

manage
resources

- tie your infrastructure operations to your business rules and environmental conditions

- virtualize your infrastructure assets to deliver the most economical IT services possible

- dynamically rebalance infrastructure according to demand changes

# HP Utility Controller software allows virtualization across all of your data center assets

the utility controller automatically balances resources according to the requirements of your services
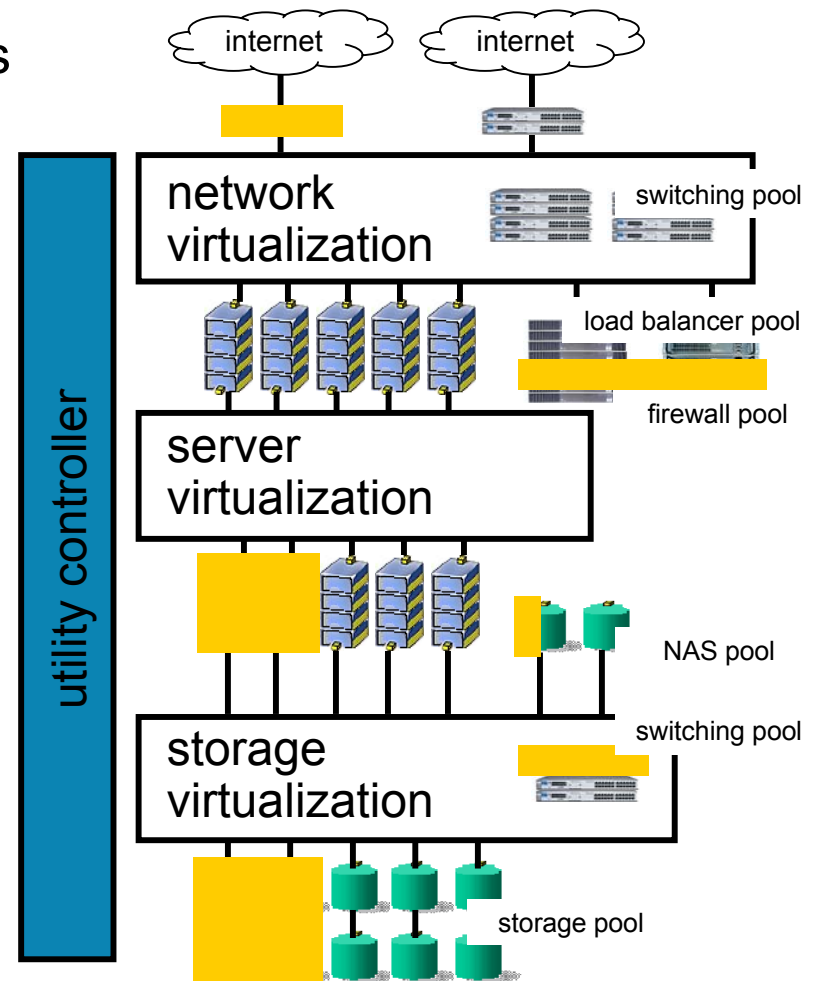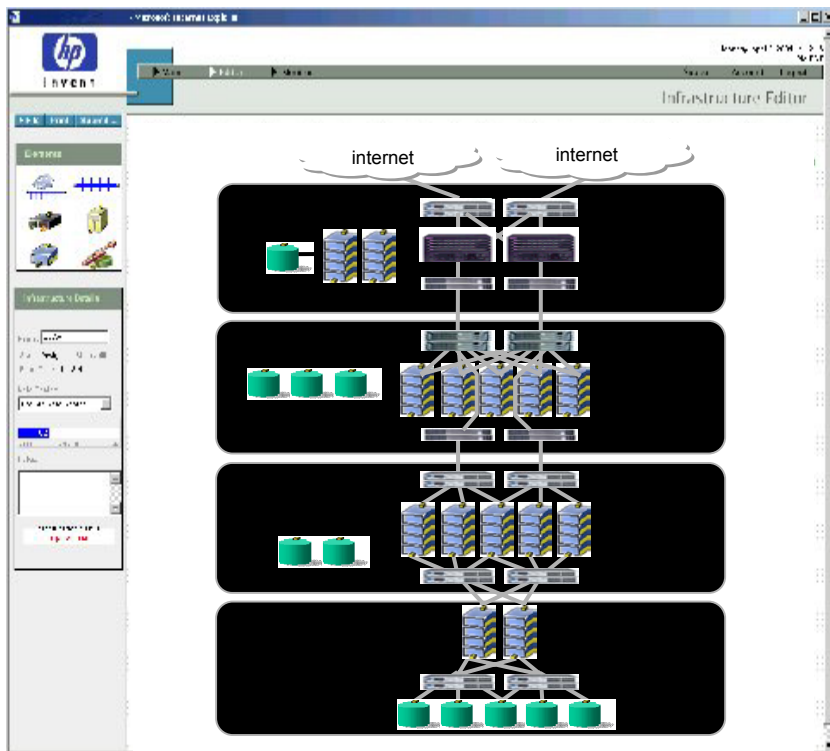
Business Agility:
HP OpenView Business Impact Analysis

Correlate business process data with operations data

Report business costs of underlying system failures or poor performance
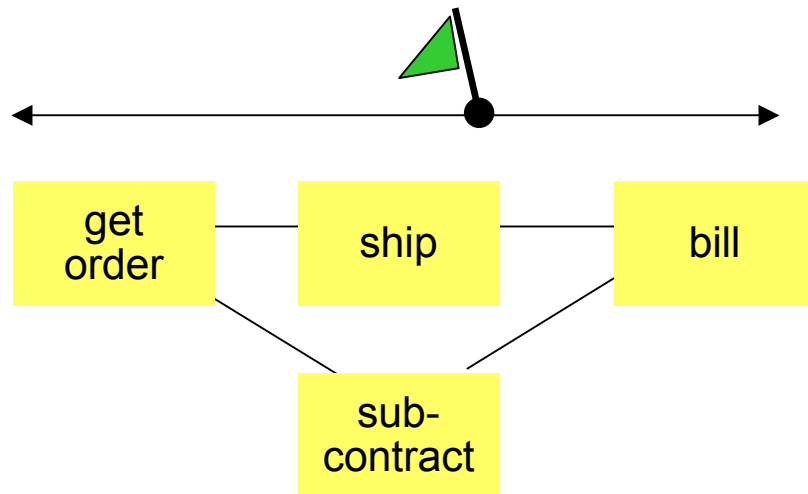
1. ISV models business flows and objects
2. Customer indicates which flow steps depend on which compute resources
3. During run-time, event data is obtained from ISV, EAI, or other places (DB, files, emails, humans)
4. If there's a compute problem, we'll tell ISV …
   – which flow instances <u>are</u> affected
   – which flow instances will <u>probably</u> be affected
   – <u>views</u> showing order values per state
   – <u>views</u> showing customers affected

Why deploy HP OpenView?

IDC ROI Study Results – HP OpenView

- 49% reduction in time to identify & fix downtime incidents
- IT efficiency (scalability) improved 26%
- IT productivity (time for task) improved 54%
- time to implement a new service reduced by 39%
  - average reduction of 2 1/2 weeks

- # servers / administrator improved by 30%
- # of LAN segments / administrator improved by 300%
- # of network segments / administrator improved by 75%
- # of service desk calls handled improved by 247%

- 79% reduction in server downtime
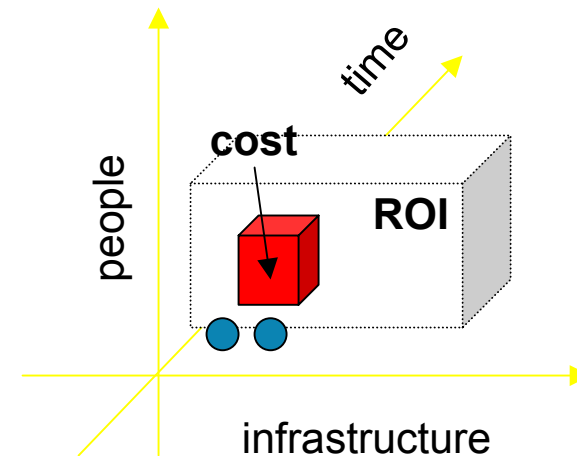- 74% reduction in overall downtime

Cost of the "triage" process

- the "triage" process (or "break/fix" as it is sometimes called) can be expensive but also can be managed

Traditional
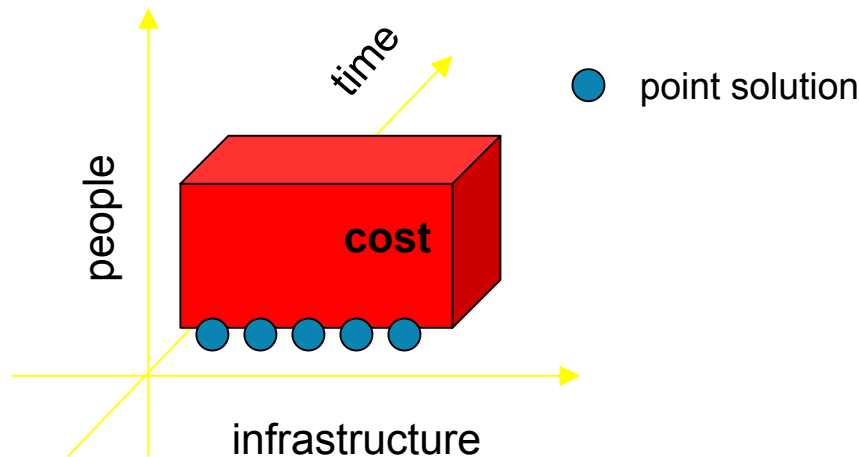
HP OpenView approach

The problem's entire profile has to be "scanned" using point tools and people to isolate the fault – a manual and expensive process involving a great deal of people and time.

HP OpenView integrated toolset creates an intelligent triage process bringing only the right people to the right place at the right time through a streamlined workflow.

Case Study: HP Managed Services - results

25% overall cost reduction

- cost per server 56% lower than reference group [*]
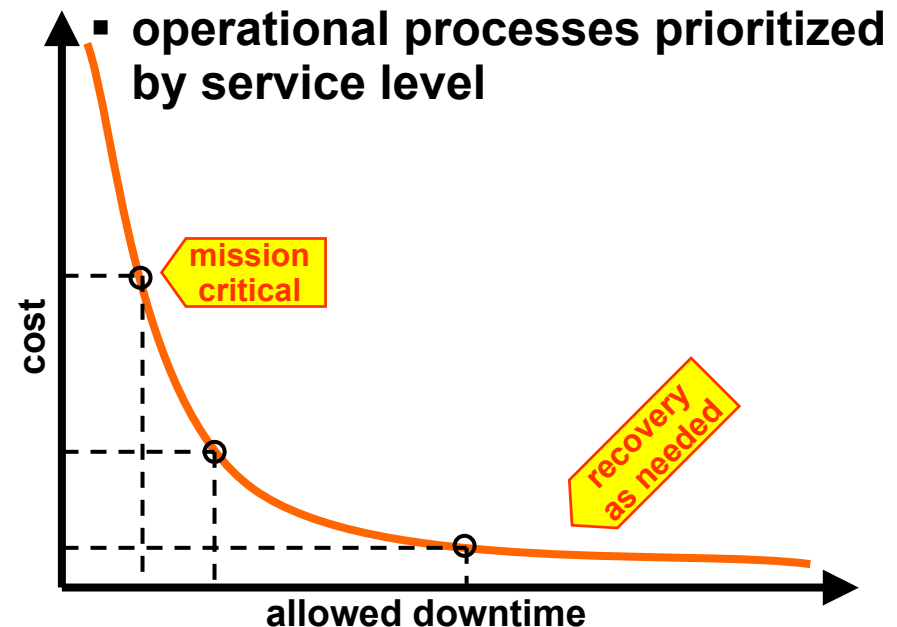- storage cost 50% lower than reference group [*]

IT productivity doubled

- # of servers per operations engineer doubled
- 82% higher productivity in operations than reference group [*]

service quality improved

- average server availability 99.96%
- average call-wait time 8 sec.
- customer satisfaction index consistently high

- **tailored service levels to meet different business demands**

- **operational processes prioritized by service level**

cost (y-axis), *allowed downtime* (x-axis), **mission critical**, **recovery as needed**

service level examples:

- **supply chain = 99.99% avail.** (volume $12 billion /yr.)
- **development systems = recovery as needed**

Why HP?

The widely recognized industry leader in IT Service Management

- Comprehensive approach that integrates people, processes, and technology
- SLA Lifecycle makes service management easier to deploy, and enables better results

Unmatched breadth and depth

- Management across networks (IP and telco), systems, applications, storage
- Manage infrastructure and services from the IT point of view and the customer's point of view

Modular Architecture and Portfolio that enables real ROI

- Modular products deploy very quickly
- Stepwise implementation projects enable additional value to be added quickly, leveraging what's already there

Automation and Intelligence

- Don't just monitor – take automated action
- Integrate business process with operations management

Community

- Innovative, high-quality support leads the industry
- Strong network of channel partners, consultants, and independent users group

Interex, Encompass and HP bring you a powerful new HP World.