

Lost Control of your IT Change Process? Regain Control with HP OpenView

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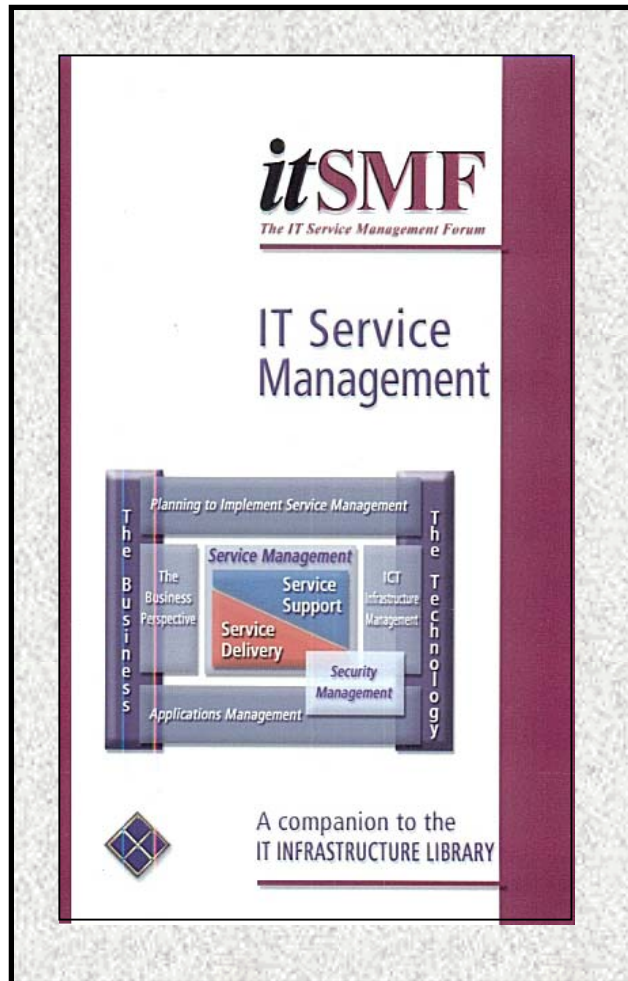


Agenda

- Why care about change management?
- How *should* change management work?
- Case study
- HP OpenView
- Can technology *really* make a difference?

Business operates at 3 levels, IT is no different





An ***IT Service*** is a described set of facilities, IT and non-IT, sustained by the IT service provider, that:

- Fulfills one or more needs of the customer
- Supports the customer's business objectives
- Is perceived by the customer as a coherent whole

Source: *IT Service Management, ITSMF*

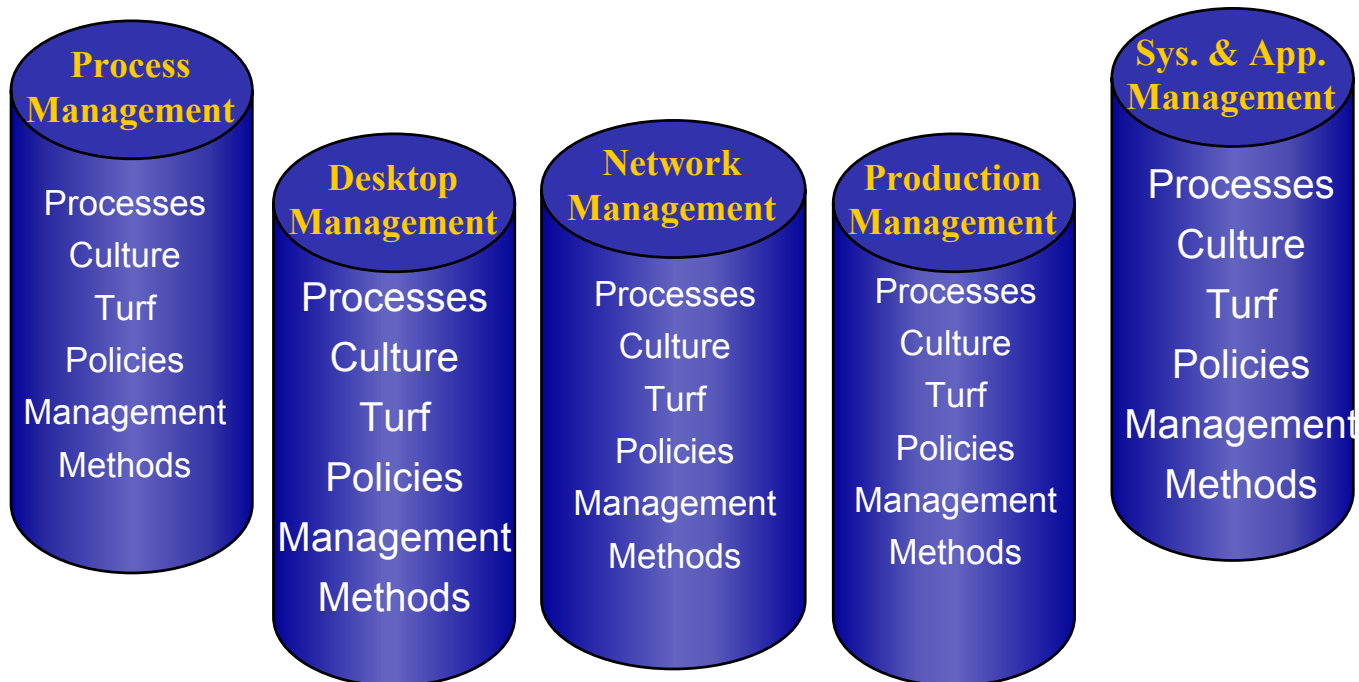
Is Change Management Important?

It is estimated that 80% of eCommerce outages are caused by human error during *periods of change to IT assets*, potentially resulting in a significant loss of money, credibility, customers and even market capitalization.

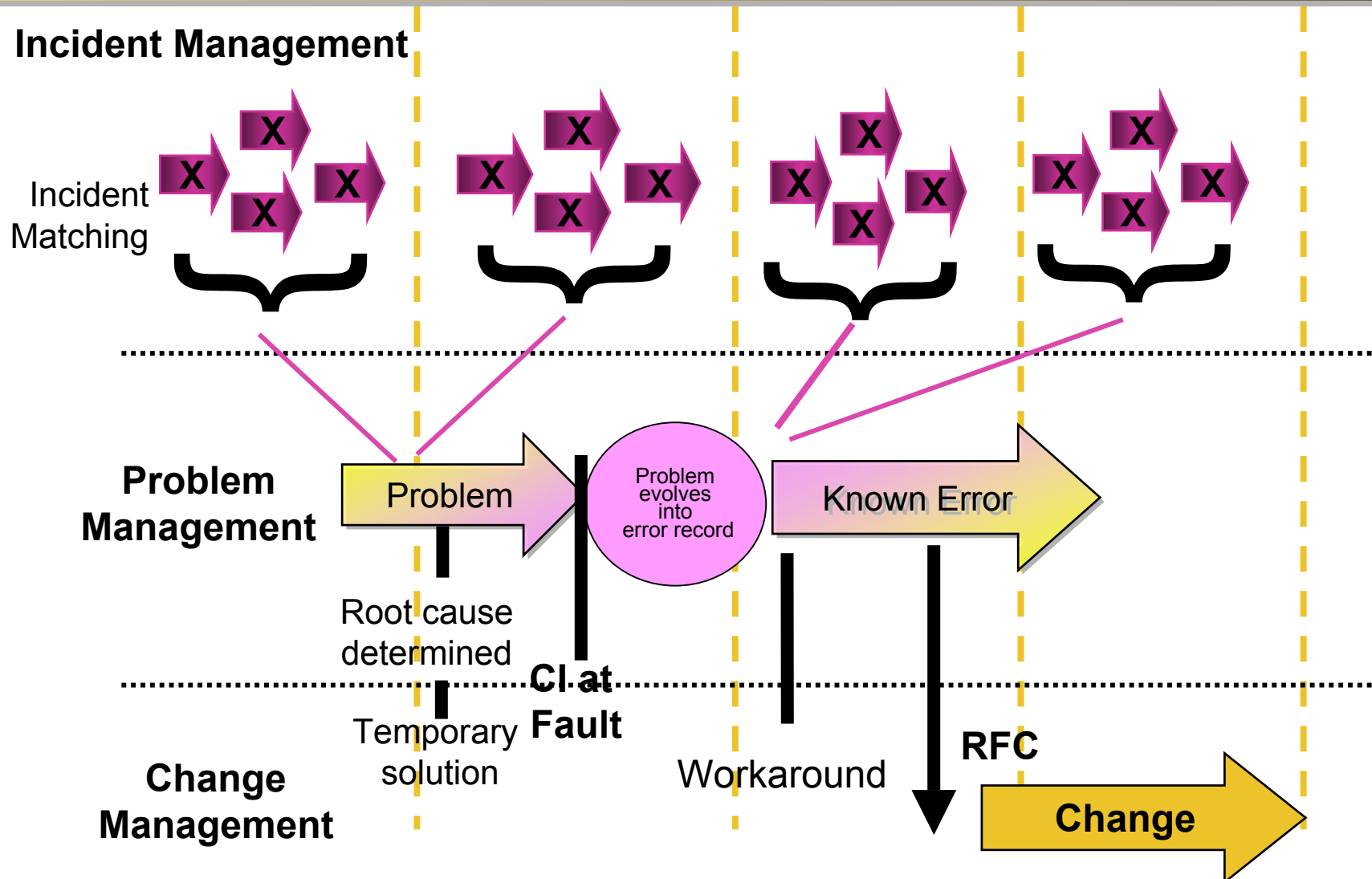
Source - Gartner Group

Is Change Management Difficult?

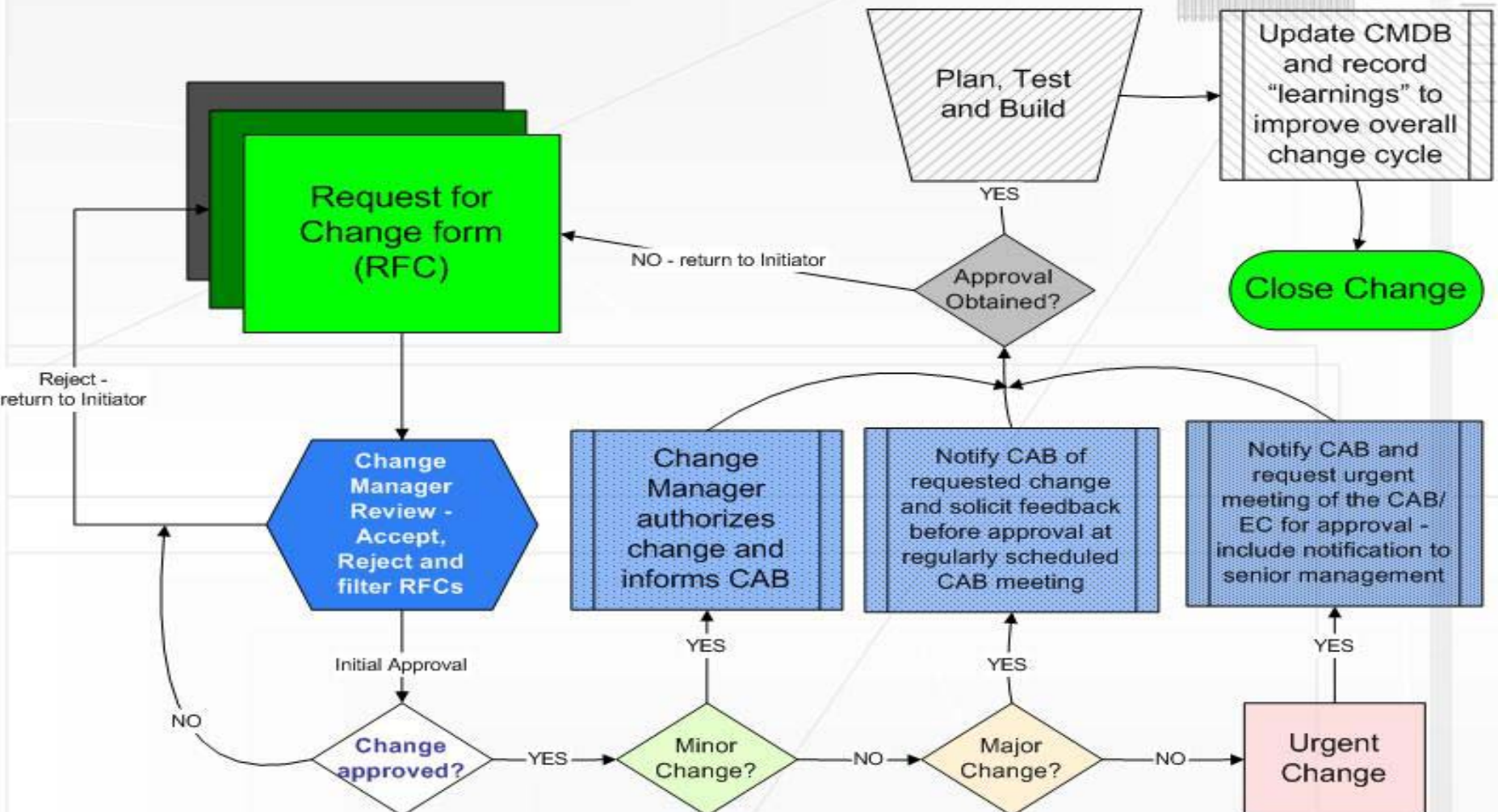
Typical IT organization dynamics:



What triggers changes?



Sample Change Approval Flow

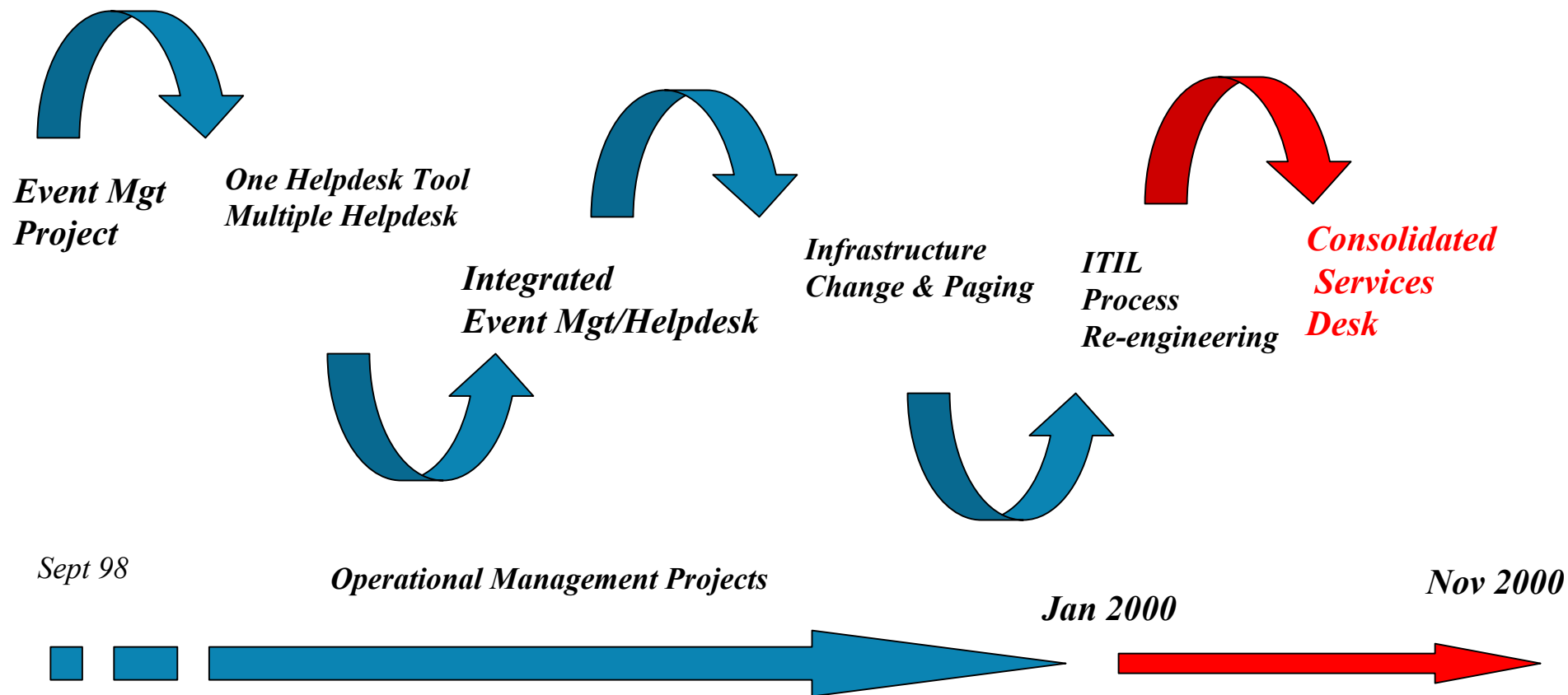


Change Management

Case: Pillsbury



The Path Taken

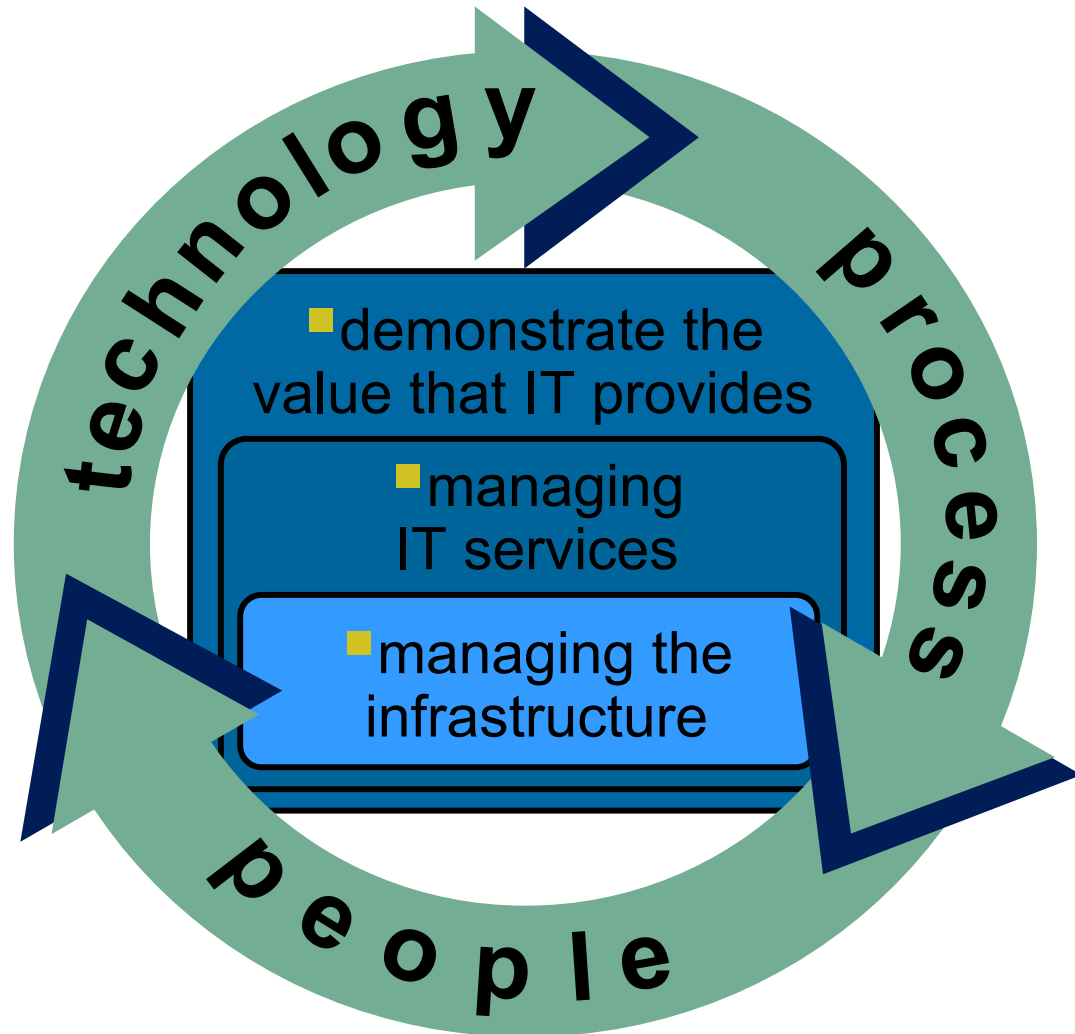


- Reduced TCO 40%,
- Reduced Desk Top Service Resource by 50%,
- Maintained and Improved Service Levels,
- Improved Customer and User Satisfaction,

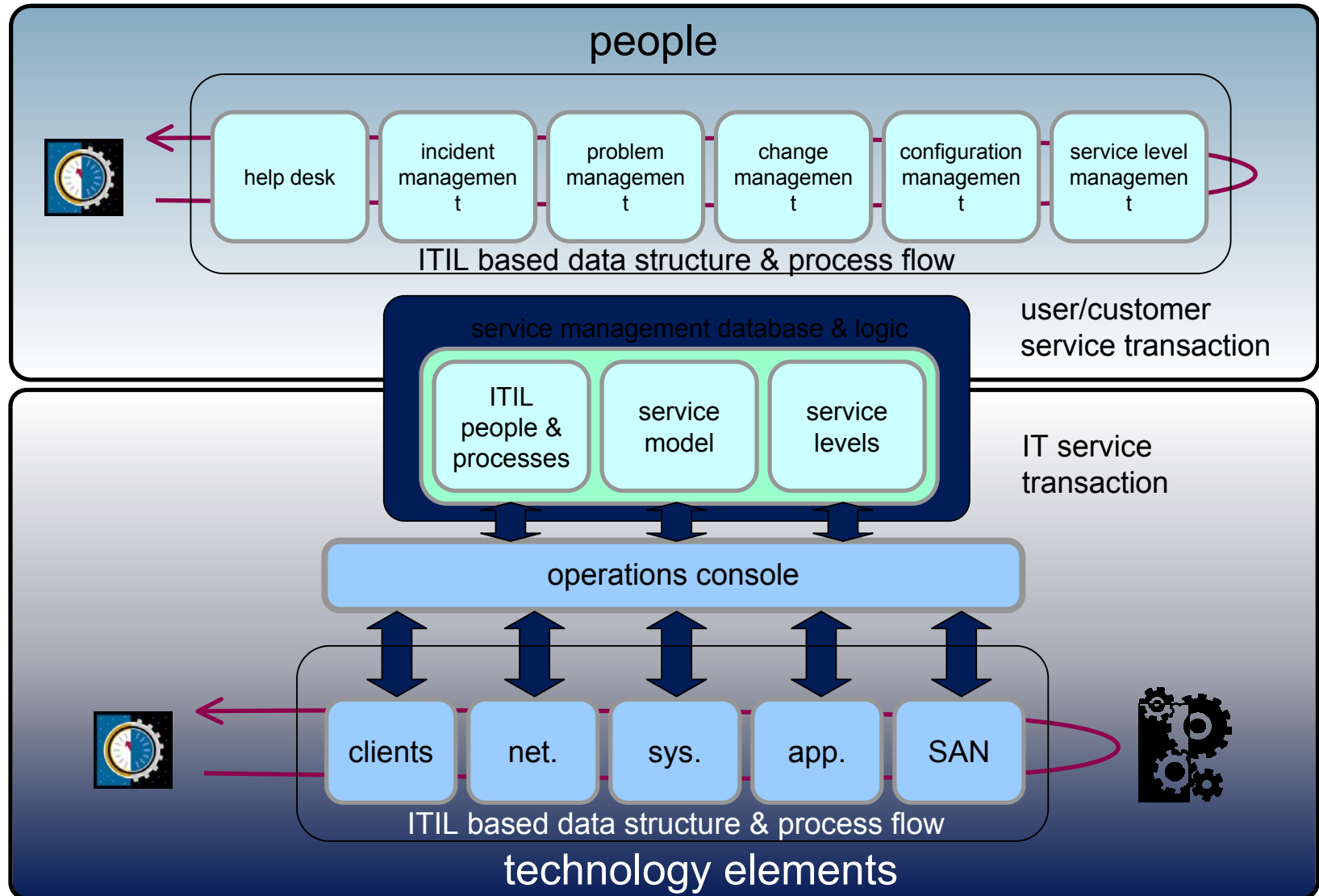


HP OpenView IT Service Management

Management
technology that
implements &
reinforces
accepted
industry
best practices
to improve
IT staff
efficiency
& effectiveness



Linking people, processes & technology



Case Study: HP Managed Services



- 1200 servers managed by OpenView
- 16 people managing the service desk
- Change turnaround: 16 days
- ITIL Practices resulted in 20% cost improvement

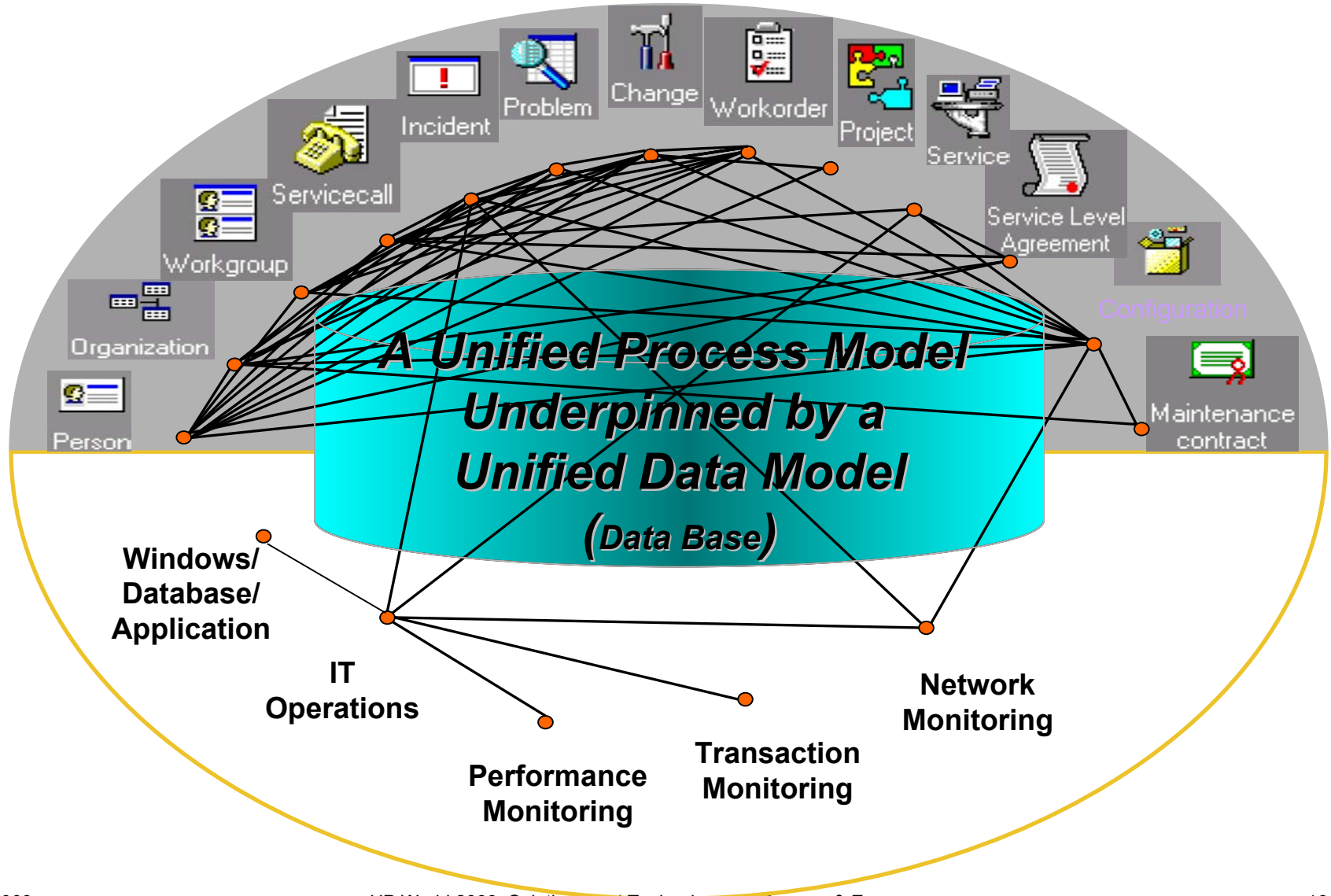
Case Study: HP Managed Services



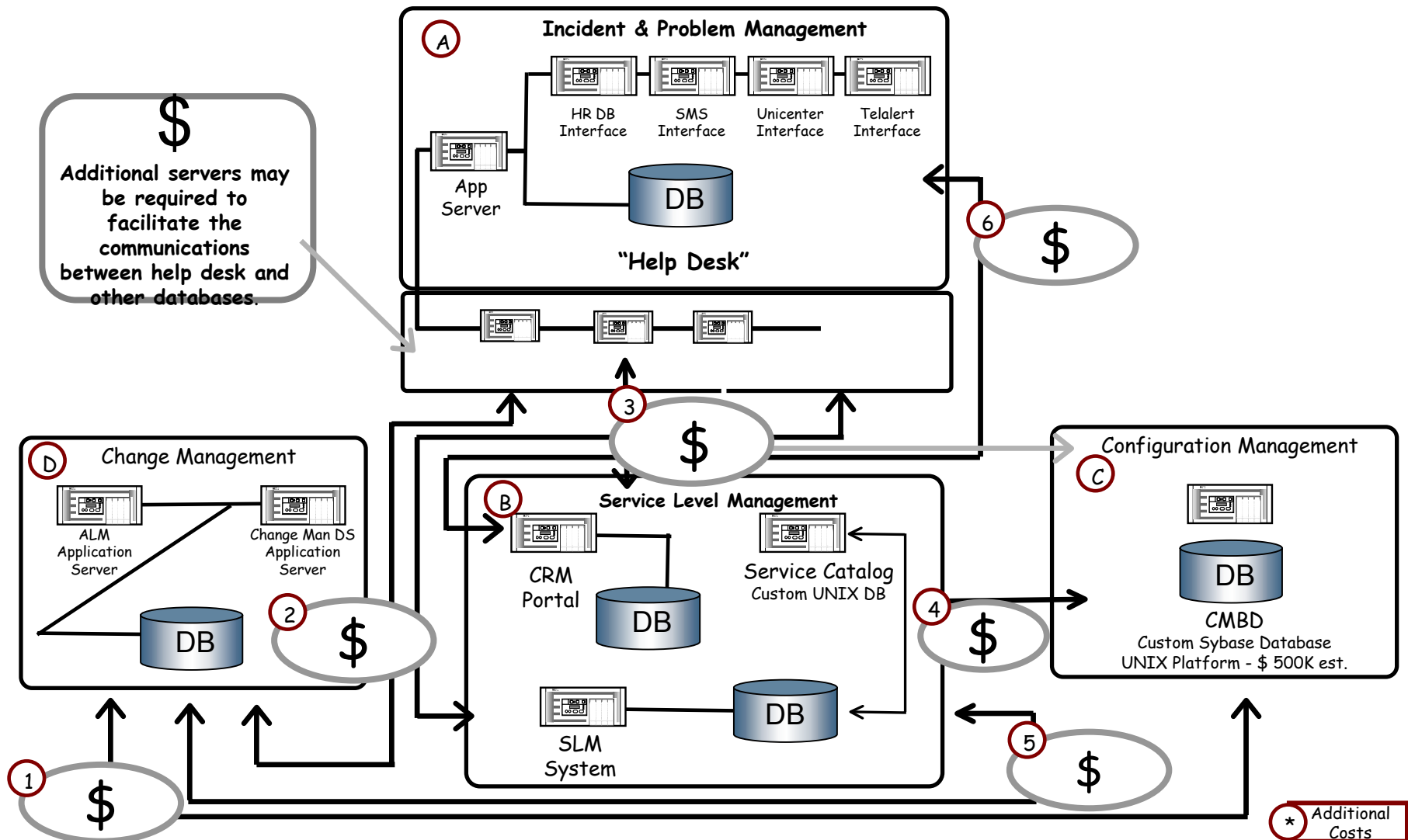
HP Service Desk:

- 3800 servers and 2x network elements; still managed by HP OpenView
- 12 people managing the service desk
- Change turnaround: 1.2 days
- Additional 18% cost improvement

It works like this...



Not like this...



Improve success chances with change management

People

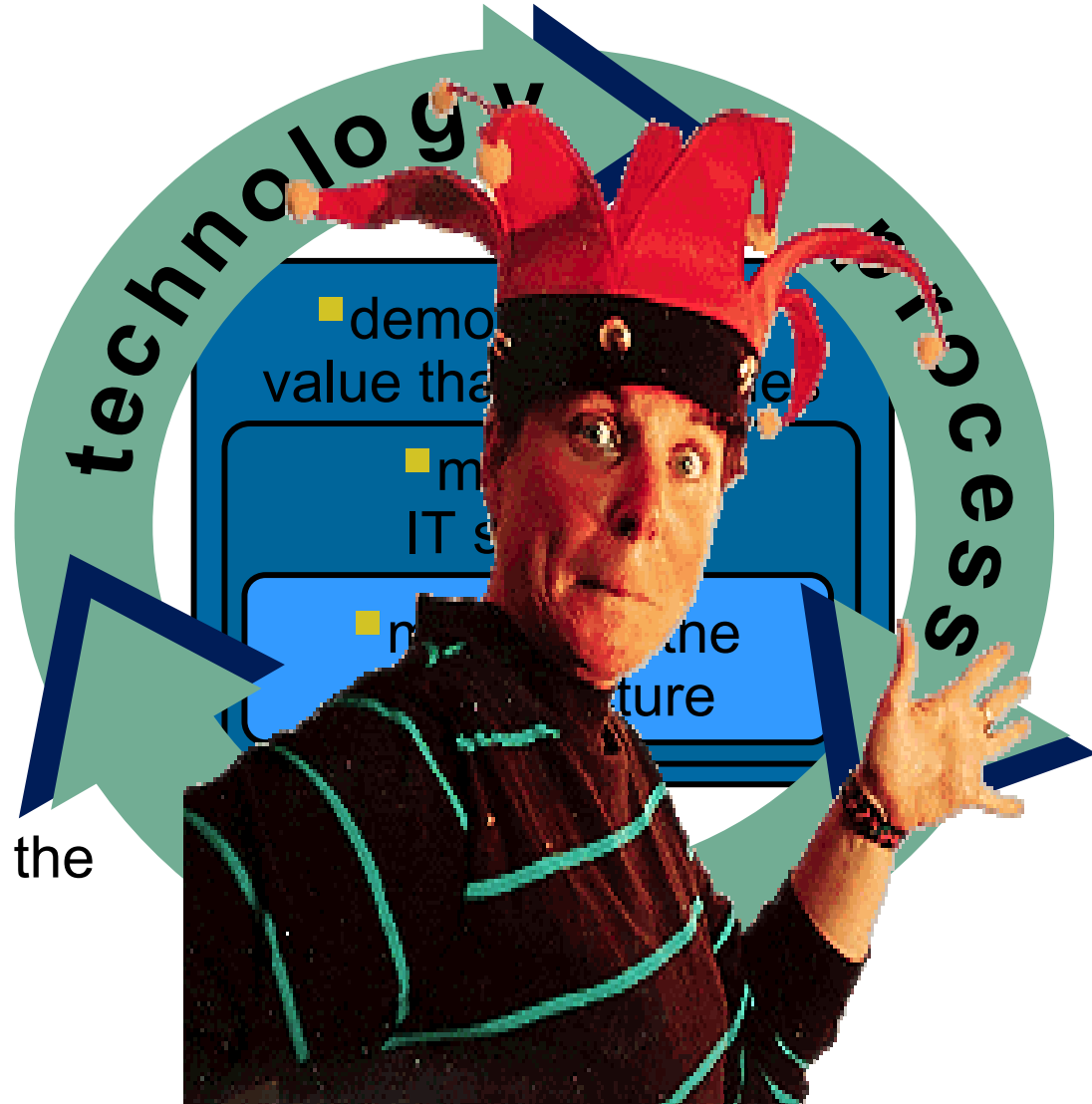
- Education
- Motivation
- Know your organization

Process

- ITIL
- Project management

Technology

- Configuration database
- Make the right thing to do the easiest
- Costs of customization





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