HP ITSM Assessment Services

HP Customer Support Per Event Services

Technical data

HP’s experience across thousands of enterprise-class IT environments has shown that periodic assessments are essential to your operational success. We recognize that your goal is to deliver against the service levels required by your business, and we can help you better prepare by helping you identify your areas of operational risk. HP IT Service Management (ITSM) Assessment Services are modular services that provide you with a range of choices to address issues such as strategic business-IT alignment, operational process adequacy, systems and software configuration, and environmental robustness.

The comprehensive HP ITSM Assessment Services portfolio offers four levels of assessment, ranging from a single wide-focus management workshop to an in-depth assessment that includes multiple face-to-face interviews and detailed data-gathering exercises. Each of these assessment services starts with gaining an understanding of your business requirements and how they are reflected in your service-level objectives. The service then identifies critical readiness gaps and offers specific recommendations to help you balance the key elements of your operation, including processes and people, technology infrastructure, and your vendor support relationships.

HP’s assessment criteria have been drawn from our extensive experience in the design and support of enterprise-level business-critical solutions and industry and vendor best practices, such as the Office of Government Commerce (OGC) IT Infrastructure Library (ITIL) and the HP ITSM Reference Model. These criteria focus on examining the people, processes, and technologies involved in end-to-end service delivery. To facilitate the assessment process, we utilize ITSM as a model that encompasses multiple components:

- IT governance (including service management system, workforce and organization, and project management)
- Service delivery (including availability, security, capacity, and performance management)
- Technology and physical environment
- Service support (including change, configuration, incident, service desk, and problem management)
These components are further segmented into individual topic areas, which are then assessed using predefined ITSM best-practice criteria.

Each ITSM Assessment Service follows a well-proven four-phase process for capturing, analyzing, and reporting data:

1. Planning and preparation. This phase starts with initial customer contact. Our business-critical consultant will explain the process and deliverables to you. With your help, appropriate interviewees are identified and overall logistics agreed upon for the onsite portion of the assessment. Where appropriate, a pre-delivery self-assessment will also be provided in advance of the onsite exercise.

2. Onsite interviews and data gathering. Depending on the depth of the assessment to be performed, our HP assessment team will visit your site to perform a number of interviews or workshops with your key staff and to undertake other data-gathering activities.

3. Analysis and report writing. Our HP assessment team will analyze the information that is collected and provide a written report and/or a presentation of key findings, highlighting the identified strengths and weaknesses as well as outlining potential risks to the quality and reliability of service delivery.

4. Presentation. A management presentation is arranged at your site to share the findings and recommendations. At the completion of the engagement, you will receive a copy of the presentation and/or documented report, depending on the service being delivered.

Service benefits

HP ITSM Assessment Services are designed to:

• Assist you with improving your understanding of your organization’s strengths, weaknesses, and risks in terms of its ability to deliver reliable service
• Provide a written report identifying and prioritizing areas where your IT infrastructure can be strengthened to improve service quality
• Assist you with increasing your organization’s agility to manage and react to business change
• Provide a reference point for subsequent service improvement initiatives
• Help you align your IT environment with your business needs by leveraging HP’s ITSM experience
• Help you prepare for formal external IT Service Management certification, such as BS 15000 (British Standard for IT Service Management) or ISO 20000 (proposed International Standard for IT Service Management)
• Enable you to select from modular, scalable assessments to help address your needs

Service feature highlights

• HP ITSM Quick Assessment Service
• HP ITSM Intermediate Assessment Service
• HP ITSM Comprehensive Assessment Service
• HP ITSM Custom Assessment Service
### Table 1. Service features

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<th>Service</th>
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| **HP ITSM Quick Assessment Service - HA248AE or HA248A1** | HP ITSM Quick Assessment Service is an HP-facilitated workshop of up to one day in duration that allows Customers to compare and contrast their organization’s IT infrastructure and processes against its availability and other business goals, and to compare them with ITSM best practices for reliable service delivery. The service includes:  
• Identification of potential strengths and weaknesses in the delivery of the Customer’s IT services  
• Analysis and presentation of workshop findings with recommendations  
• Comparison of results to stated availability goals  
This service is recommended for Customers who are seeking awareness of service management concepts. |
| **HP ITSM Intermediate Assessment Service - HA252AE or HA252A1** | HP ITSM Intermediate Assessment Service includes:  
• Identification of major areas of risk to the delivery of the Customer’s service-level agreements with its end users, with key recommendations to address those risks  
• 8 to 12 interviews with appropriate Customer staff to examine vital criteria within each of HP’s assessment topic areas  
• Documented report with a presentation of findings  
This service is recommended for Customers who are seeking to identify specific risks to service quality and for Customers who have an HP Critical Service level of support. |
| **HP ITSM Comprehensive Assessment Service - HA250AE or HA250A1** | HP ITSM Comprehensive Assessment Service includes:  
• Assessment of the efficiency and effectiveness of the technology and IT Service Management practices that underpin the delivery of key business solutions  
• Examination of HP’s assessment criteria during 15 to 20 interviews with appropriate Customer staff and during follow-up data-gathering exercises, such as physical configuration audits and documentation reviews  
• Gap-analysis-style report that can be used to drive focused service improvement activities  
• Formal presentation of findings  
This service is recommended for Customers who seek to improve the availability, cost-effectiveness, and/or quality of an IT service, and for those Customers who are embarking on a formal service improvement program or preparing for external IT Service Management certification such as BS 15000 or HP SP Signature certification.  
This service is also recommended as an entry point to HP’s Mission Critical Partnership support level. |
| **HP ITSM Custom Assessment Service - HA331AE or HA331A1** | HP ITSM Custom Assessment Service is a flexible assessment that can be individually tailored to address specific Customer concerns or need for assistance with any aspect of people, process, and technology involved in the delivery of critical IT services. This service will be subject to a Statement of Work, which may include:  
• Fully customizable scope and variable depth of assessment in each area, ranging from a few days to many weeks of effort  
• Deployment of data-gathering tools to provide further proof points and cross-validation  
• Technical audits  
• Production of configuration diagrams  
• Construction of availability models and what-if scenarios using HP’s unique AVANTO modeling tool  
• Gap-analysis-style report with a formal presentation of findings that can be used to drive focused service improvement activities  
• Service-improvement planning workshops, with recommendations  
This service is recommended for Customers who are looking to implement service improvement programs, who require advice and guidance in specific areas, or who are striving for high levels of service quality and availability. This service is required for Customers with Mission Critical Partnership’s Shared Risk and Reward agreement. |
Service limitations

- Services are conducted during HP standard business hours, Monday through Friday excluding HP holidays.
- The HP ITSM Assessment Services do not include any remedial activity, configuration changes, specialized system configuration analyses, or a complete patch analysis. The HP Custom ITSM Assessment Service can be configured to perform detailed configuration changes and patch analysis, if agreed upon by HP and the Customer in advance.

Customer responsibilities

The Customer must assume the following responsibilities in order for HP to deliver any of the HP ITSM Assessment Services:

- Identify the systems, applications, or IT services to be covered by the engagement
- Provide the information requested by HP prior to service delivery
- Ensure availability of appropriate staff for interviews, presentations, and other service activities, as requested by HP

Ordering information

Before ordering, the Customer should discuss any specific requirements with an HP consultant to identify the service that will address the Customer’s needs. To order any of the HP ITSM Assessments, contact a local HP representative, referencing the following product numbers:

- HP ITSM Quick Assessment Service - HA248AE or HA248A1
- HP ITSM Intermediate Assessment Service - HA252AE or HA252A1
- HP ITSM Comprehensive Assessment Service - HA250AE or HA250A1
- HP ITSM Custom Assessment Service - HA331AE or HA331A1

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps/support