

HP Software change management solution

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ITSM Products



Change Management Suite

Pricing & licensing

Product	Includes	List Price	Customer saves*
T4827AA HP Change Management Suite <i>Starter Edition</i> LTU	<u>License to Use</u> <ul style="list-style-type: none"> • 25 HP ServiceCtr Base Floating Users • 25 HP ServiceCtr Change Mgt. Floating Users • 1 HP UCMDB Foundation • 250 HP UCMDB CPUs • 1 HP Change Control Mgt.Foundation • 250 HP Change Control Mgt CPUs 	\$212,000 €204,342	30% (\$93,000)
T4828AA HP Change Management Suite <i>Enterprise Edition</i> LTU	<u>License to Use</u> <ul style="list-style-type: none"> • 75 HP ServiceCtr Base Floating Users • 75 HP ServiceCtr Change Mgt. Floating Users • 1 HP UCMDB Foundation • 750 HP UCMDB CPUs • 1 HP Change Control Mgt. Foundation • 750 HP Change Control Mgt CPUs 	\$505,000 €486,759	22% (\$146,000)
T4826AA HP Change Management Suite v3.0 Media	<u>Media & Electronic documentation</u> <ul style="list-style-type: none"> •ServiceCenter version 6.2 •Change Control Management version 3.0 •UCMDB version 2.0 •Suite Integration Guide 		

*Compared to buying the individual products

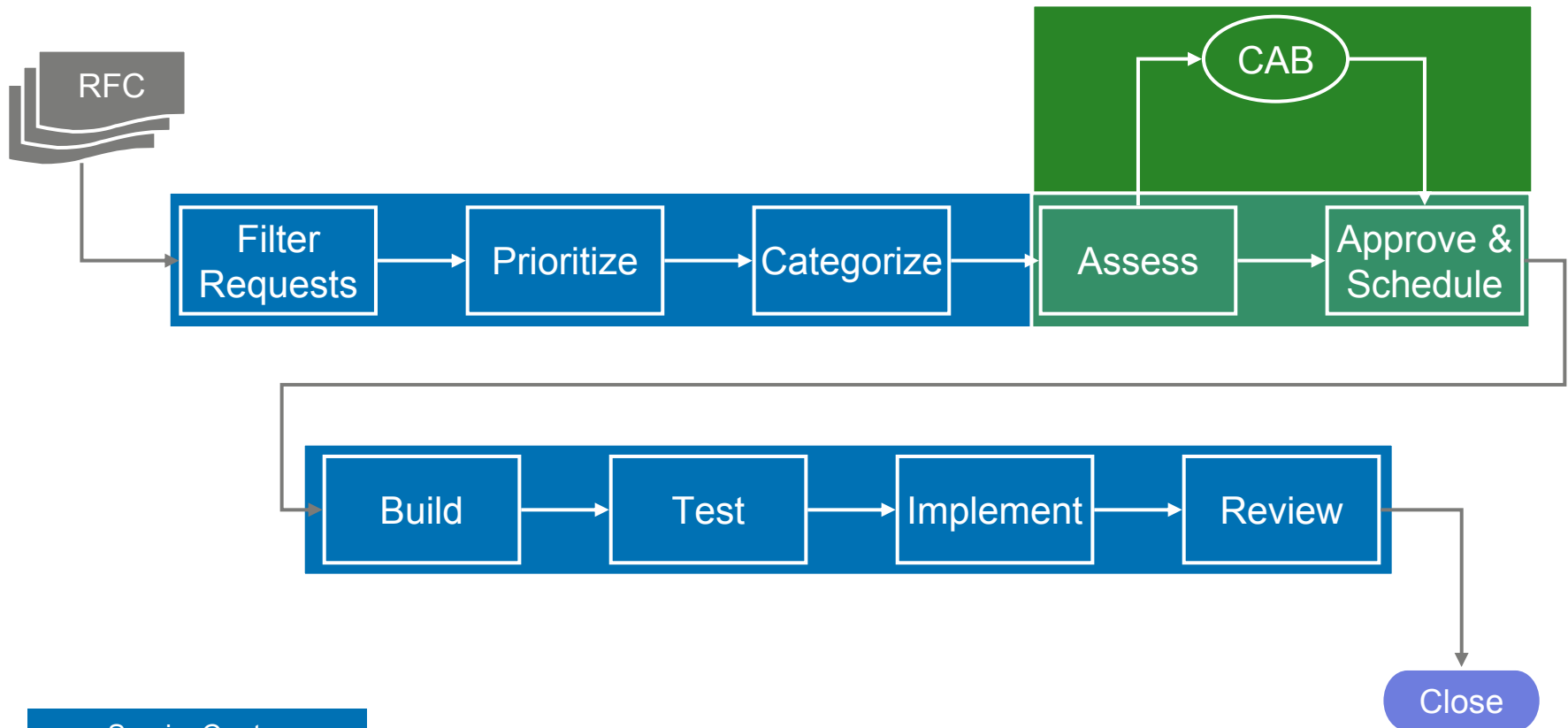
Today's challenges

- The #1 cause of IT-based service disruptions is poorly executed change
- Change to IT services is too slow to meet business needs and often runs over budget
- Poorly managed and control IT changes often lead to after-shock incident storms significantly increasing cost and risk
- When processes become a hindrance, business and IT fall out of alignment—costs run higher, control and security are compromised



Change process

Change management and control are complimentary



ServiceCenter

Change Control Mgmt

Roles in the change process

ServiceCenter

Provides functionality to manage the end-to-end change process

- Manage and execute the process
 - Are the right people involved
 - Are the right approvals obtained
 - Are we on time and on budget
- Document the process for audit and compliance purposes
- Estimated calculation of impact and risk based upon the information of the person inputting the information for that specific ticket
 - How many CIs are affected and which ones?
 - Is the risk level high enough to warrant a CAB approval?
- Create a forward schedule of change
 - Are there overlapping changes based upon information entered in the ticket

Change Control Management

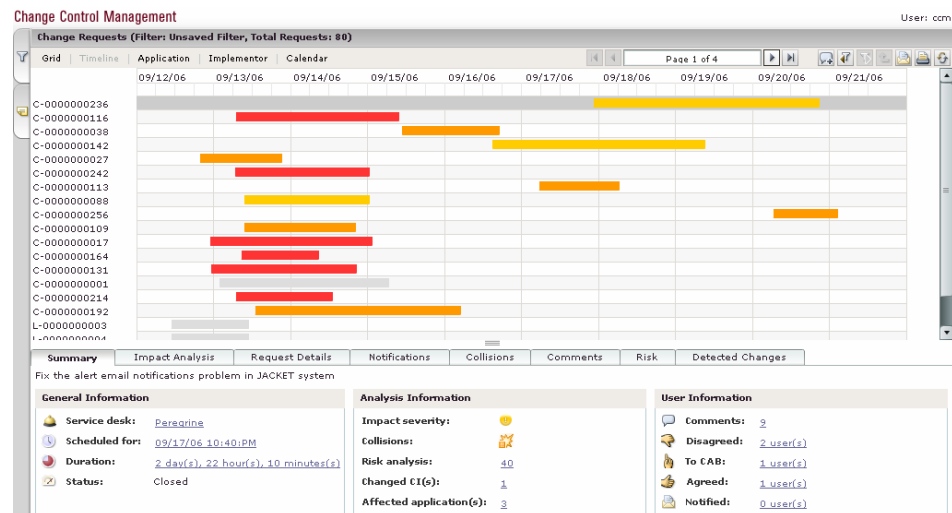
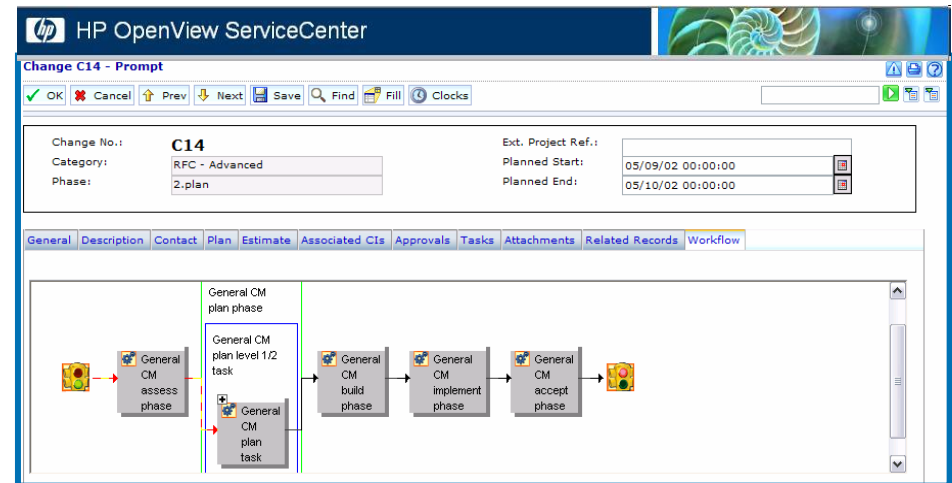
Provides a global view of change and automation to identify conflicts after the change is scheduled

- Assess impact across all change requests based upon information in CMDB.
 - What is the impact and risk of *all* change requests
 - What is the business service impact of making this change
 - If I make this change, will it collide with other scheduled changes
- Normalize information from ticket to get an objective method to assess risk
 - What is the probability of failure and potential damage of this change
- Notify and involve all key stakeholders relevant to the decision
- Provide a detailed change calendar based upon multiple views for more granular impact analysis and collision detection
 - Are there collisions based upon services and implementers impacted by other scheduled changes

HP Software

Comprehensive Change Management

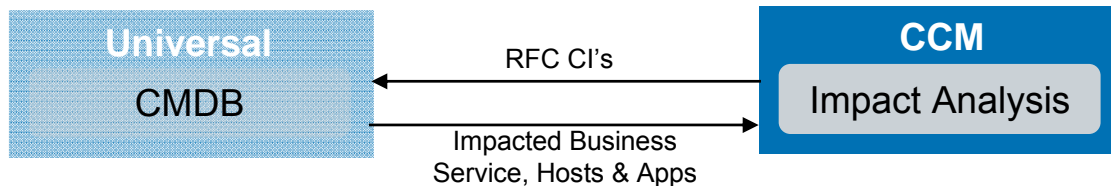
- **HP ServiceCenter software**
 - Orchestrates and automates the workflow of the change management process
 - Tracks people and change activities to ensure successful, consistent and on-time release to the production environment
- **HP Change Control Management software**
 - Provides a global view into all changes and acts as a control point within the change process for approvers allowing insight into risk, impact and collisions



Integration

ServiceCenter, CCM, & Universal CMDB

CAB Approves for Production



Change Control Management

Change Requests (Filter: Unsaved Filter, Total Requests: 44)

Grid	Timeline	Application	Implementor	Calendar
C-0000000284				
C-0000000286				
C-0000000052				
C-0000000470				
C-0000000454				
C-0000000420				
C-0000000334				
C-0000000114				
C-0000000013				
C-0000000466				
C-0000000449				
C-0000000398				
C-0000000383				
C-0000000389				
C-0000000373				
C-0000000313				
C-0000000320				

Standard Calculation - Total Colliding Changes: 10

Summary	Request ID	Implementor	Start	End	Causes	Colliding CIs	Colliding Apps
SOX Remediation and validation of SOX servers	T-0000000051	Steve	07/29/06	07/29/06	CCI/ACI	Cranny - Staging	
Fix the alert email notifications problem in SILVER system	C-0000000470	Bob	07/29/06	07/29/06	AP/AP, Implementor	Help Desk	
Replace terminal server SURFBOARD to new one called SOF	T-0000000394	Bob	07/29/06	07/29/06	Implementor	Quality Center	
Please open port 443 between servers the two ISA servers	T-0000000435	Bob	07/28/06	07/28/06	AP/AP, Implementor		
Change X400 connectors from SG to IL/US during planned s	T-0000000246	David	07/28/06	07/28/06	AP/AP		
Rebuild SUPERMAN search server located in EMEA	T-0000000346	Albert	07/27/06	07/28/06	AP/AP		
due to changes in 212.182.90.44 (new departments were ad	C-0000000135	Albert	07/29/06	07/30/06	AP/AP		
Change X400 connectors from SG to IL/US during planned s	T-0000000012	Danny	07/29/06	07/30/06	AP/AP		
Change X400 connectors from SG to IL/US during planned s	T-0000000077	Albert	07/29/06	07/29/06	ACI/ACI		
Deployment of new webmail server	C-0000000466	Bob	07/26/06	07/27/06	Implementor		

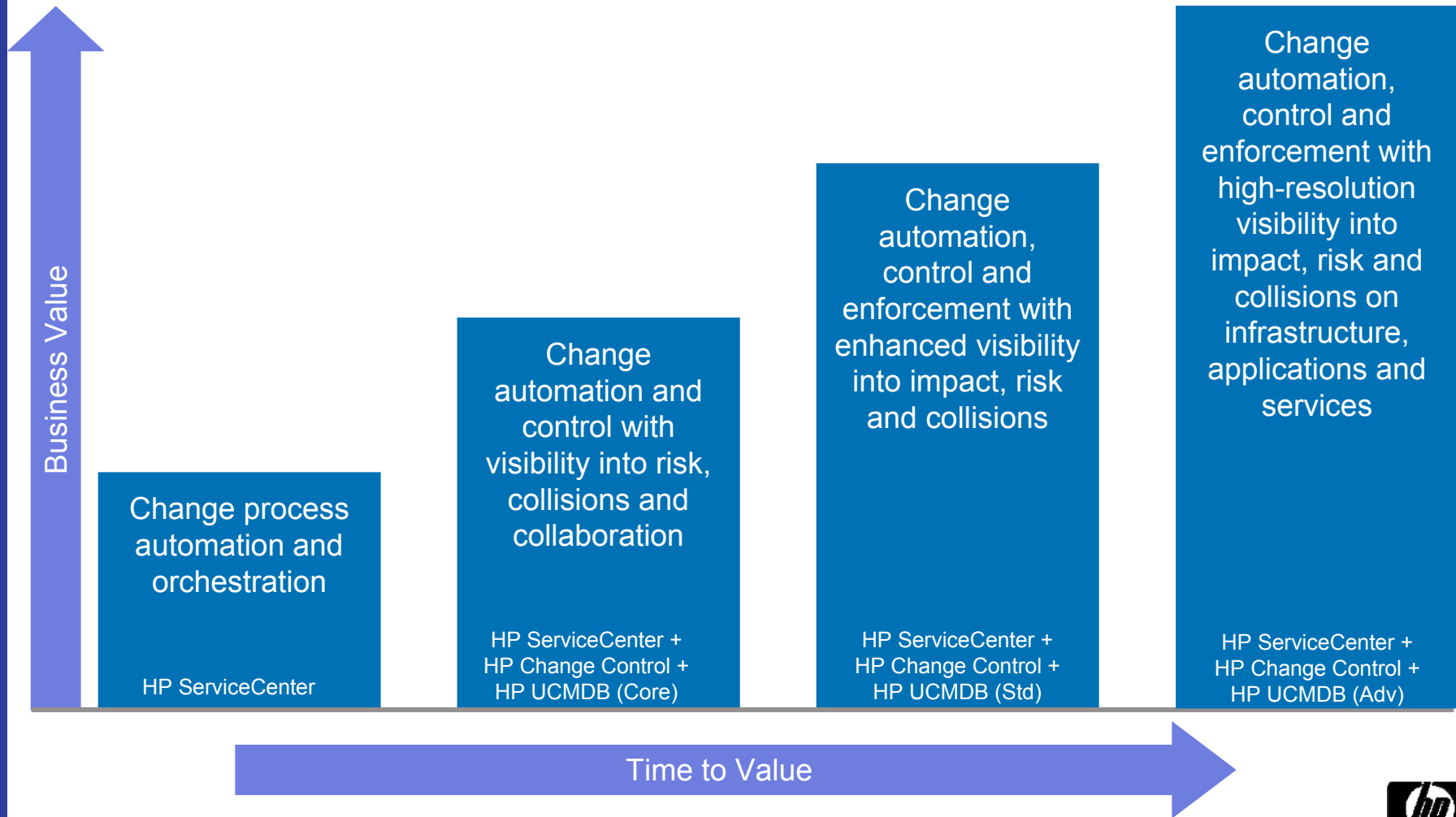
Assess CI's Impacted

- Analyze the Impact of Change on related business services, applications and hosts
- Analyze the impact of change on resources
- Avoid Change collisions

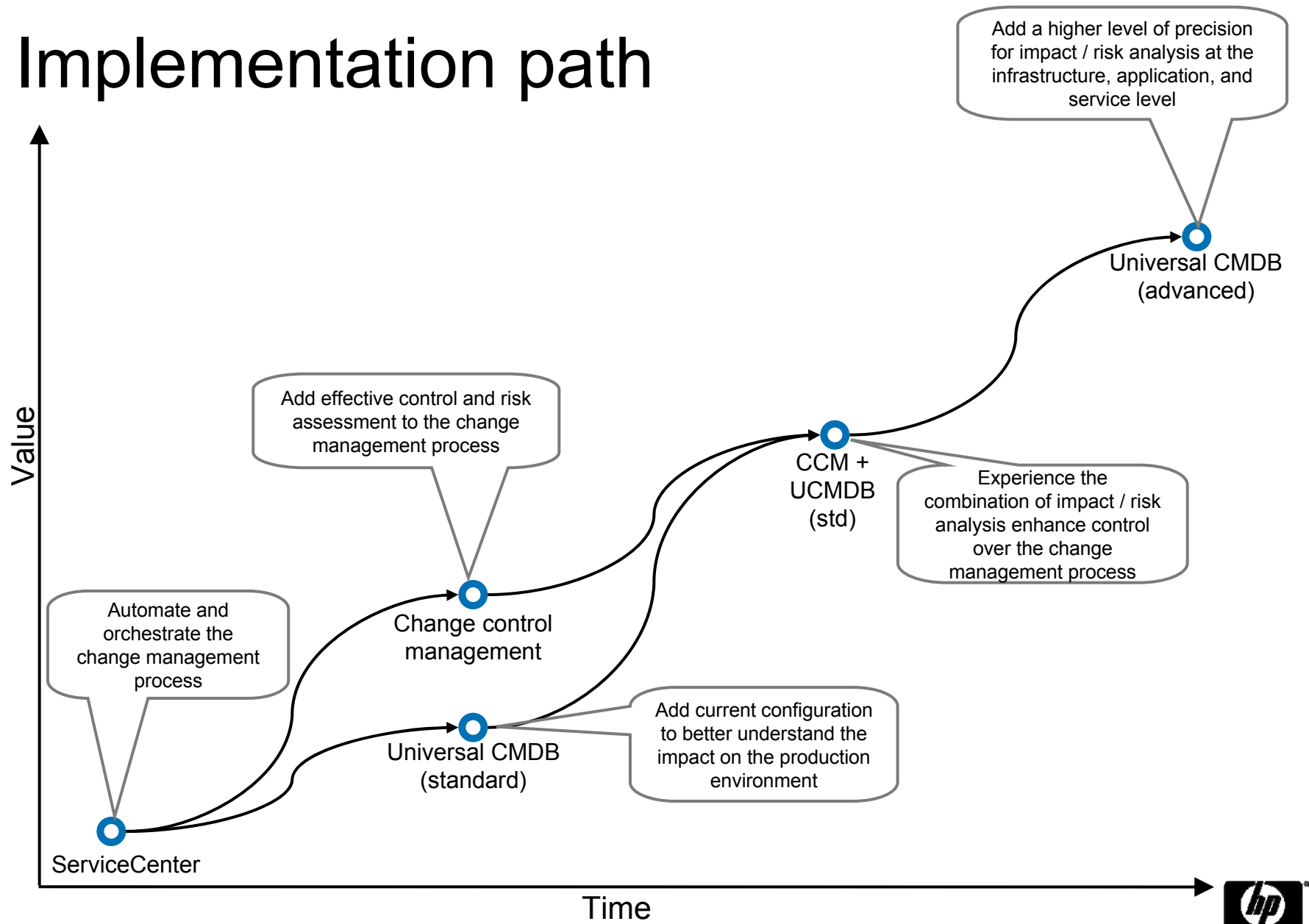
The Universal CMDB provides the knowledge of CI's and their dependencies to analyze potential collisions

HP Software Change Management

Maturity path



Implementation path



HP Software approach to Change, Configuration & Release Management

Adopt a holistic, lifecycle approach to change

- Implement an integrated lifecycle solution to bridge the silos and address strategic, application, and operational change holistically
- Leverage current investments and adopt a modular implementation path
- Manage and automate the change process end-to-end, from capturing demand to implementing, reviewing and analyzing for continual improvement.

Manage the business impact of change

- Gain visibility to optimize portfolio and resources aligned to business objectives
- Enable the CAB to make change decisions based upon business service impact
- Move from a device-centric to a business service perspective of change

Shift costs to fuel strategic initiatives

- Reduce Operations costs and re-invest in strategic initiatives by automating:
- Change process management for a standard, enforceable, repeatable process
 - Impact analysis for efficient and objective decision-making
 - Change and task execution to remove complexity, time, risk of human error

Gain control over the time, cost and risk of change

HP & ITSM



HP and ITIL

One of the largest, most knowledgeable ITIL®/ITSM-certified workforce, with extensive global capabilities

- Over 80 education centers worldwide that are authorized ITIL® examination centers
- 35 support centers
- More than 5,000 ITIL® certified IT service professionals
- ITIL® certified Business critical consultants, with over 15 years of IT experience, specializing in ITSM level support
- 2,500 employees engaged in business service and infrastructure management solutions
- Experience training over 80,000 IT professionals in ITIL®/ITSM and HP OpenView
- HP GlobalSoft Ltd was one of the first companies in the world to attain the BS15000 certification

HP is a major force in ITSM

HP's continued commitment to standards like ITIL®, and support for the user group, ITSM Forum (itSMF):

- Global member of itSMF
- Board member of itSMF International
- Board member of itSMF USA
- Founding member of itSMF chapters in U.S.A., Canada, Japan, India, Singapore, Hungary, Italy and Poland
- **Involved in writing and reviewing ITIL® books**
- Involved in the development of the itSMF BS 15000 Certification Scheme
- HP/Compaq lead authors and developers of Microsoft's ITIL®-based framework - Microsoft® Operations Framework (MOF)
- ITIL® is the foundation for HP's ITSM reference model
- Involved with management of itSMF BS 15000 certification scheme and training of consultants and auditors

HP ITSM customers



“HP is the industry’s ITSM
and ITIL expert - everyone
else is trying to catch up.”

Dennis Drogseth, Vice President
Enterprise Management Associates



Additional Detail



Glossary of common terminology

Request for Change (RFC)‡	A formal proposal for a Change to be made. An RFC includes details of the proposed Change, and may be recorded on paper or electronically. The term RFC is often misused to mean a Change Record, or the Change itself.
Change Advisory Board (CAB)‡	A group of people that assists the Change Manager in the assessment, prioritization and scheduling of Changes. This board is usually made up of representatives from all areas within the IT Service Provider, representatives from the Business, and Third Parties such as
Change Schedule‡ or Change Calendar	Suppliers A Document that lists all approved Changes and their planned implementation dates. A Change Schedule is sometimes called a Forward Schedule of Change.
Configuration Management Database (CMDB)‡	A Database used to manage Configuration Records throughout their Lifecycle. The CMDB records the Attributes of each CI, and Relationships with other CIs. A CMDB may also contain other information linked to CIs, for example Incident, Problem or Change Records. The CMDB is maintained by Configuration Management and is used by all IT Service Management Processes.
HP Universal CMDB	<p>HP's technology that maintains and federates to a superset of information that is contained in the ITIL defined CMDB including the features of federation, reconciliation, visualization, impact analysis, change drift, discovery and mapping. HP Universal CMDB comes in three packages:</p> <ul style="list-style-type: none"> • Core – Includes the database, data model and perhaps base federation, reconciliation, visualization and impact analysis. Core UCMDB comes with some HP Software products and is not separately purchasable. • Standard – Includes UCMDB Core plus layers 2 and 3 discovery and mapping • Advanced – Includes UCMDB Standards plus Layers 4 thru 7 discovery and mapping

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ServiceCenter change calendar

- Month view (forward schedule of change)
- Drill in and open change
- Add the change task to your outlook automatically
- View filters for anything in ServiceCenter database

The screenshot displays the HP OpenView ServiceCenter Change Calendar interface. The main window shows a calendar for April 2007 with a grid of days. The left sidebar contains navigation options: 'Inbox' (All Changes, All Open Calendar Releases, All RPCs), 'Custom Filters' (Change Fields, Priority: Emergency, Expedited, Normal, Low; Location), and 'Calendars'. A red callout box with the text 'Drill down' points to a specific change record in the calendar grid. Below the calendar, a detailed view of a change record is shown, including fields for RFC No, Phase, Status, Approval Status, Category, Reason, Risk Assessment, Impact Assessment, Urgency, Priority, Planned Start, and Planned End. The detailed view also includes tabs for General, Implementation, Associated CIs, Backout, Misc, and Tasks, and a Justification field.

Change Control Management: calendar views

Daily view of change activity

Shows impact, collisions and comments

The screenshot displays the Mercury Change Control Management interface. At the top, there is a navigation bar with options like Dashboard, Change Analysis, User Settings, Administration, Help, and Logout. Below this, the main window shows a calendar view of change requests from Monday, 7 Aug to Sunday, 13 Aug. The calendar grid lists various change requests with their scheduled times and descriptions. For example, on Monday, 7 Aug, there is a request to change 1700 connectors from SG to IL/US during planned server downtime. On Tuesday, 8 Aug, there are requests to rebuild JAMICA search servers and a latent change detected on host BABY. On Wednesday, 9 Aug, there are requests to rebuild JAMICA search servers and a latent change detected on host BAILEYS. On Thursday, 10 Aug, there are requests for deployment of a new webmail server, fixing an alert email notification problem in BAILEYS system, and adding 512 MB to a terminal server. On Friday, 11 Aug, there are requests to activate a delete trigger for deleted assets on the IL ftp server and a latent change detected on host ROLL. On Saturday, 12 Aug, there is a request to add 512 MB to a terminal server called GPERETS-NB. On Sunday, 13 Aug, there is a request to replace a terminal server ROLL to a new one called SONY.

Below the calendar grid, there is a detailed view of a change request. The tabs include Overview, Request Details, Impact Analysis, Risk, Collisions, Detected Changes, Notifications, and Comments. The Overview tab is selected, showing the following information:

- General Information:**
 - Service desk: [Peregrine](#)
 - Scheduled for: [08/12/06 11:30:PM](#)
 - Duration: [9 hour\(s\)](#)
 - Status: Pending Approval
- Analysis Information:**
 - Impact severity: [1](#)
 - Collisions: [1](#)
 - Risk analysis: [35](#)
 - Changed CI(s): [2](#)
 - Affected application(s): [3](#)
- User Information:**
 - Comments: [5](#)
 - Disagreed: [1 user\(s\)](#)
 - To CAB: [2 user\(s\)](#)
 - Agreed: [2 user\(s\)](#)
 - Notified: [3 user\(s\)](#)

Change Control Management: calendar views

Long-term view of change activity

MERCURY Change Control Management

Change Requests (Filter: Unsaved Filter, Total Requests: 36)

Grid | Timeline | Application | Implementor | Calendar

Page 1 of 2

07/24/06 07/31/06 08/07/06

M T W T F S S M T W T F S S M T W T F S

L-000000016
L-000000008
L-000000011
L-000000006
L-000000007
L-000000003
C-000000389
C-000000203
C-000000320
C-000000135
C-000000157
C-000000114
C-000000115
L-000000018
L-000000020
L-000000017
C-000000488
C-000000000

Overview | Request Details | Impact Analysis | Risk | Collisions | Detected Changes | Notifications | Comments

Replace terminal server ROLL to new one called SONY

General Information

- Service desk: [Peregrine](#)
- Scheduled for: 08/12/06 11:30:PM
- Duration: 9 hour(s)
- Status: Pending Approval

Analysis Information

- Impact severity: 1
- Collisions: 1
- Risk analysis: 35
- Changed CI(s): 2
- Affected application(s): 3

User Information

- Comments: 5
- Disagreed: 1 user(s)
- To CAB: 2 user(s)
- Agreed: 2 user(s)
- Notified: 3 user(s)

Shows
potential
collisions

Change Control Management: calendar views

View of change activity level by service and implementer

The screenshot displays the Mercury Change Control Management interface. The top window shows a calendar view of change requests for 36 total requests, filtered by 'Unsaved Filter'. The calendar spans from 07/24/06 to 08/07/06. Services listed include Siebel, SAP, Quality Center, PeopleSoft, Lawson, ITG, Help Desk, Corp Website, Corp B2B site, Clari. Staging, and Clarify. The bottom window shows a detailed view of a change request: 'Replace terminal server ROLL to new one called SONY'. It includes a 'General Information' section with details like 'Service desk: Peregrine', 'Scheduled for: 08/12/06 11:30:PM', and 'Duration: 9 hour(s)'. The 'Analysis Information' section shows 'Impact severity: 1', 'Collisions: 2', 'Risk analysis: 35', 'Changed CI(s): 2', and 'Affected application(s): 3'. The 'User Information' section shows 'Comments: 5', 'Disagreed: 1 user(s)', 'To CAB: 2 user(s)', 'Agreed: 2 user(s)', and 'Notified: 3 user(s)'. Two arrows point from the text 'Shows impact severity and number of scheduled changes for a given timeframe' to the calendar grid in both views.