

HP Service Management Reference Model



The HP Service Management Reference Model (“HP SMRM”) consists of a catalog of Template Solutions that delivers high-level, integrated process relationship maps designed to help organizations rapidly and effectively apply multiple process framework guidelines. HP SMRM is based on the Information Technology Infrastructure Library (“ITIL”), Capability Maturity Model Integration for Development (“CMMI-Dev”), and Scaled Agile Framework (“SAFe”), and has evolved in breadth and depth from HP’s extensive experience in utilizing our best-practice expertise within our IT organization and in delivering ITIL Service Management solutions (including multi-supplier and DevOps).

These Template Solutions are product-agnostic and help you to streamline processes and optimize organization roles.

HP SMRM description

The catalog of HP SMRM Template Solutions includes process maps for processes such as incident management, problem management, change management, requirements management, and release and deployment management—covering a traditional, multi-supplier, or DevOps context. Each solution consists of detailed process modules and related process guides based on HP internal use and customer implementations. Additional information and specifications can be found in the process guide document delivered with each HP SMRM solution.

Each process contains:

- Detailed process guides
- RACI Matrix
- Process models in Metastorm Provision Notebook or SPARX EA

Some processes also contain:

- Concepts slides
- Tube maps
- Principles slides
- Roles and responsibilities slides
- Principles and role-mapping posters

HP SMRM delivery

To get the latest SMRM Template Solution offerings catalog, simply send an email to pslabscm@hp.com. You then choose which Template Solution(s) you wish to purchase, and engage your HP representative to fulfill the purchase of HP SMRM. The purchased HP SMRM Template Solution process artifacts will be made available to you using a secured FTP site.

Customer requirements

After you are notified that the HP SMRM Template Solution process artifacts have been uploaded to the secured FTP site, you are responsible for retrieving them within two weeks.

HP SMRM limitations

The HP SMRM Template Solution does not include:

- Directed Design workshop
- Process consulting
- Tools implementation
- Any support/mentoring service plan, design, or implementation of HP SMRM in your environment
- Any consulting services for your IT Service Management (“ITSM”), multi-supplier, or DevOps environment
- Upgrade to future versions of HP SMRM Template Solution

Customer responsibility

- Contact an HP Software Professional Services specialist within ninety (90) days of the date of purchase to schedule the delivery of the Template Solution.
- Coordinate Template Solution delivery to third-party-maintained hardware/software (if applicable) with HP.
- Assign a designated person from your staff who, on your behalf, will grant all approvals, provide information, attend meetings, and otherwise be available to assist HP in facilitating the delivery of this Template Solution.
- Ensure the availability of all hardware, firmware, and software required by the HP Software Professional Services specialist to deliver this Template Solution.
- Retain and provide to HP upon request all original software/enterprise application licenses, license agreements, license keys, and subscription service registration information, as applicable for this Template Solution.

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Changes in scope are not allowed. You can request additional or different services, if available and at additional cost, through a statement of work or change order.

For more information

For more information, contact your HP representative or email HP Software Professional Services in your region:
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Exhibit A

End User License Agreement (“Agreement”)

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 - a. “HP” means Hewlett-Packard Company or one of its subsidiaries.
 - b. “Template Solution” means processes, documents, code and/or related materials provided as part of the services as described in the Supporting Material.
 - c. “Specification” means the Data sheet, administrative guide, process guide, user guide, deployment guide or requirement document, in effect on the date HP delivers the Template Solution to you.
 - d. “Supporting Material” means an accepted customer order, valid HP quotations, or invoices, or a data sheet or separately executed statement of work.
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