

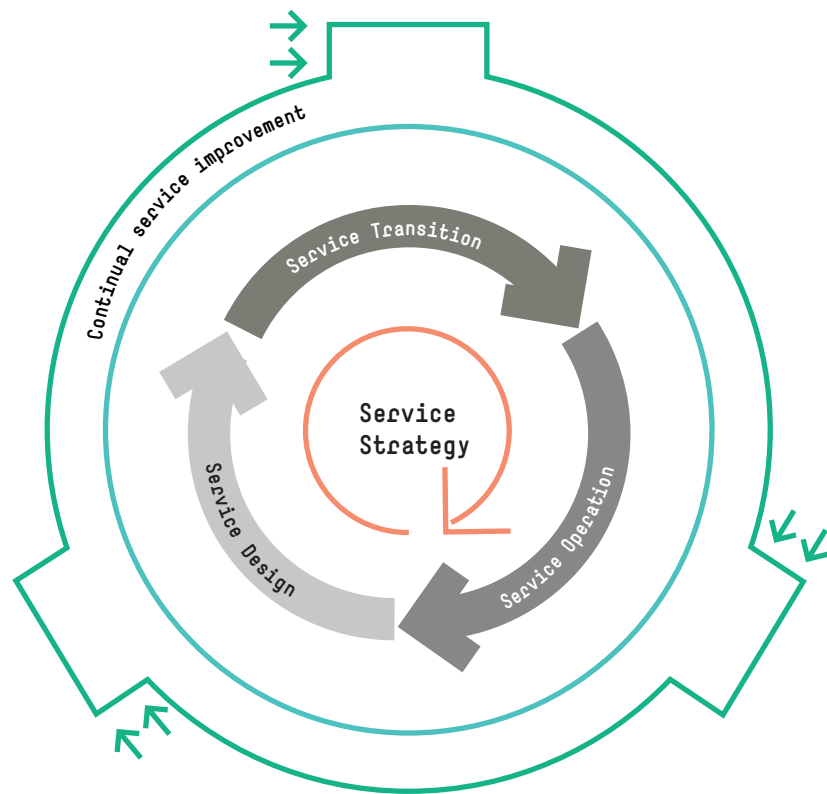
Brochure

Harness the power

Enterprise efficiencies and improvements with
HPE's Service Management



Hewlett Packard
Enterprise



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Figure 1. ITIL® overview

Transform how your organization provides IT services

Managing complex technology environments and coping with compliance and regulatory frameworks are challenges. IT service management (ITSM) is a crucial component in addressing these challenges by integrating business processes and technology.

Delivering the utmost business value—accelerated growth, reduced costs, mitigated risks, and business alignment—requires a highly skilled team, well-configured technology, and an effective as well as efficient processes. With the right partner, you can develop your staff’s skills, assess and redefine processes, and ensure your IT services are supporting business outcomes.

Hewlett Packard Enterprise offers ITSM training and consultancy solutions that enable organizations to enhance service management processes and align with the business processes to make sure value is achieved.

Support business outcomes with HPE as your service management partner

ITSM training isn't enough. For an IT organization to really succeed with service management, there must be a structured approach to improving services, which support business outcomes. Hewlett Packard Enterprise's Education Services is a global leader in service management with a comprehensive range of services, which can help you to:

- Guarantee your IT organization is fully contributing to the fulfillment of the business strategy
- Put into practice the knowledge your employees have gained during their ITSM training
- Comply with industry regulations and standards
- Decide on which improvements to make and how to prioritize them
- Remove the pain of starting from scratch with process and organizational design
- Manage the organizational impact of the changes.
- Increase the speed and success of service management projects

Service management components from Education Services

ITSM training

HPE offers scheduled or customized training, with or without certification, on all subjects relating to ITSM, such as ITIL, COBIT, ISO/IEC 20000, and specialist courses such as ITSM in the cloud.

These training courses provide employees with a solid foundation of knowledge before the organization attempts any other ITSM service. It is vital that all key stakeholders hold at least the ITIL Foundation certificate. IT organizations with processes of a good level of maturity may choose to work toward organizational certification in ISO/IEC 20000, for which the individual ISO/IEC 20000 certification training is needed. Employees with specific responsibilities in a project can attend ITIL Intermediate training and some employees should be encouraged to progress to ITIL Expert level. Routes to this level are shown in figure 2.

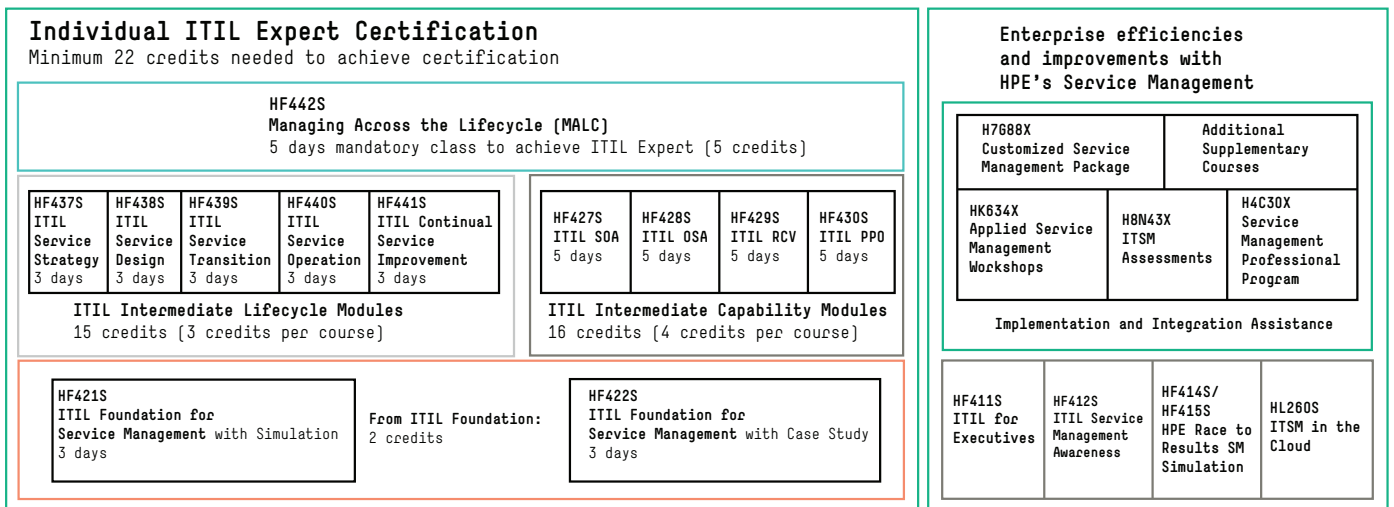


Figure 2. ITSM training, mentoring, and consulting solutions

**Enterprise efficiencies and improvements**

Enterprise efficiencies and improvement services are geared toward the IT organization as a whole rather than on individual employees. Hewlett Packard Enterprise brings service management into the context of your IT organization to target specific pain points or improvement opportunities. Training is still an important element of this approach, but the courses are for only your IT organization's employees and focus on your issues. Other services include workshops, assessments, and mentoring services.

Applied Service Management Workshops are an ideal accompaniment to onsite or customized training courses. These workshops (often two days) take best practice knowledge and apply it to your environment—working toward a specific objective or goal. Your team, which has taken part in the earlier training, is given advice and guidance on next steps. The workshop ends with the creation of an improvement plan.

The workshops can help any IT organization and are very well suited for small and medium organizations that don't want a detailed consultancy engagement. It also suits IT organizations that have a specific pain point (such as the creation of a service catalog) for which they are seeking help.

ITSM Assessments identify the major areas of risk to service delivery within your IT organization and provide key recommendations to address those risks. The assessment also provides a benchmark, which allows a comparison between your IT organization and others in the same geographical area or industry type.

An ITSM Assessment often kick-starts the improvement activity. The assessors spend up to five days onsite with your IT organization. They use thousands of best practice criteria and sophisticated tools to assess and report on your level of ITSM maturity. The output is a detailed report, with quick wins, and an extensive gap analysis. This is used to create a service improvement plan—an additional service of five days, which Hewlett Packard Enterprise often offers in conjunction with the assessment. We recommend that assessments are repeated at regular intervals to measure your improvements.



Service Management Professional Program is a training program for a group of IT professionals within the same organization, moving away from standard ITIL exams to practical teaching, presentations, and in-course assessments. The program consists of two one-week courses and are led by two ITIL experts with implementation experience. They can guide the group through an intermediate to advanced level of training, with special focus on creating a more strategic and business-oriented IT organization.

ITSM Mentoring following Applied Service Management Workshops or ITSM Assessments, the HPE mentoring services are tailored to help your IT organization with any aspect of design or implementation of ITSM processes and other activities. This is an entirely customized service that uses the wealth of tried-and-tested HPE collateral, such as predefined processes and procedures.

HPE consultants can provide a broad range of mentoring services such as project management, process and organizational design, management of organizational change, and ongoing advice and guidance on ITSM-related matters. These services are mostly ad hoc and often follow an ITSM Assessment, which clearly identifies your IT organization's needs. Mentoring services may be provided for a specific project deliverable with a defined timeframe or could be ongoing over several months.

Customized Service Management Packages may contain any of the elements discussed earlier but typically encompass training, assessment, and mentoring to suit your requirements.



Which services are applicable to your IT organization?

You may have decided for yourself from the short descriptions above; in addition, you can review the data sheets that HPE provides for each service, giving more detail; or you can talk to an HPE expert about your IT organization’s current state and plans for the future and then make a decision. For more information on HPE contact details, check the Education Services contact information.

The following table gives you general advice on the enterprise efficiencies and improvements services offered by Education Services.

Table 1: Enterprise efficiencies and improvements services

SERVICE	WHO SHOULD CHOOSE THE SERVICE?
Applied Service Management Workshop (HK634X)	Small and medium organizations (or) Organizations that want help with a specific goal or objective
ITSM Assessments (H8N43X)	Medium and large organizations interested in a more detailed ITSM project Organizations seeking to demonstrate compliance or good governance
Service Management Professional Program (H4C30X)	Organizations interested in customized-, intermediate-, or advanced-level training on how to make the IT organization more strategic and business oriented
Customized Service Management Package, including ITSM Mentoring (H7G88X)	Medium and large organizations looking for a long-term partner for service management improvements



Part of the HPE comprehensive service management solutions

Enterprise efficiencies and improvements with HPE service management are part of a complete suite of ITSM services that integrate consulting, outsourcing, support, software solutions, and training. Together, these services and solution offerings supply some of the world's leading enterprises with a comprehensive, proven platform for success. Our comprehensive ITSM capabilities include:

- Project management, stakeholder management and organizational change management relating to ITSM improvements
- Software tools for ITSM automation and technology management
- Mission-critical and proactive support
- ITSM business continuity and availability services
- Critical facilities services and data center care
- Enterprise security services
- ITSM training services

Flexible purchase options

Services can be purchased individually or by using HPE Training Credits. These prepaid packaged services are available either directly from HPE or from your reseller. If you know that you need to put aside a budget for ITSM services, but have not yet decided on the specifics of which services you are likely to be seeking, HPE Training Credits would be your effective choice. They are simple to purchase, simple to use, and provide the ultimate experience in flexibility and savings.

Education Services contact information

Why Hewlett Packard Enterprise for service management?

- HPE is a 2014 IDC MarketScape leader in ITSM training¹
- One-stop shop for all ITSM services
- Renowned HPE consultants and instructors who, as ITSM industry experts, play a major part in writing and reviewing ITSM standards and ITIL publications
- Dedicated project managers who are also ITSM experts
- Fully accredited training materials and experiential learning with our unique HPE Race to Results Service Management Simulation
- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services²
- Organizations perceive that Technology Vendors such as HPE provide better training than dedicated training firms in terms of quality, breadth and depth of offering, certification, delivery, and IT process training in addition to technical training³
- Complete continuum of training delivery options—self-paced eLearning, custom education consulting, traditional classroom, video on-demand instruction, live virtual instructor-led with hands-on lab, dedicated on-site training
- Simplified purchase option with Training Credits
- HPE uses a mix of training and mentoring—doing it with you and doing it for you; with its flexible approach to delivery, you don't have to commit to a long, expensive engagement; HPE gives you the amount of help you need, when you need it

Learn more at
hpe.com/ww/learnitsm

¹ IDC MarketScape: U.S. ITIL/ITSM Training Ecosystem, August 2014 Vendor Assessment, IDC #250185

^{2, 3} Realize Technology Value with Training, IDC Infographic 2037, Sponsored by HPE, January 2016



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