

2015 Awards for Customer Excellence Nominee



Murilo Dantas Barreto, Banco do Brasil S.A.

Leading Brazilian bank implements ITIL processes in HP SM for HA, DR, IT manager mobility

Service & Portfolio Management

High-level overview: Using HP, Banco do Brasil realized the following benefits:

- Deliver value to clients in terms of technical and business services
- Achieve High Availability (HA) of the environment (over 99%)
- Schedule deployment of HP SM updates, resulting in very low level of undesirable impacts
- Deploy highly integrated environment with HP solutions (HP BSM and HP UCMDB) and also with products of other IT vendors
- Make automatic profile updates via JavaScript using LDAP data
- Enable 6,000 operators and 162,000 contacts profiles
- Generate ITIL process documents:
 - 371,040 Incidents in 2014 (73,470 in 2015; 2015 data is until 2/26*)
 - 267,431 Configuration Items in CMDB (257,745 in Operational Status)
 - 3,079 Changes in 2014 (761 in 2015)
 - 14,574 Releases in 2014 (2440 in 2015)
 - 758 Problems in 2014 (102 in 2015)

Company: Banco do Brasil S.A. is the largest Brazilian and Latin American bank by assets and the third by market value. Headquartered in Brasília, the bank was founded in 1808.

Contact: Murilo Dantas Barreto is a Team Manager at Banco do Brasil. His team is responsible for the implementation of the ITIL process in HP Service Manager (SM) and for maintenance of the infrastructure to support HP SM. The ITIL processes maintained: Incident Management, Configuration Management, Change Management, Release Management, Problem Management, Service Request Management (under implementation), Service

Level Management (under implementation), Continuity Management (future implementation), and Knowledge Management (future implementation).

Business goals: Ensure HA and Disaster Recovery (DR). Deliver mobility, allowing IT managers to approve their documents anywhere, anytime.

HP Software implemented: By Murilo and his team: HP Service Manager 9.34, HP Connect-IT 9.50. Other HP Software used at Banco do Brasil: HP Business Service Management (BSM), HP Network Node Manager (NNM), HP Operations Orchestration; HP SiteScope, HP Universal Configuration Management Database (UCMDB). Regarding ITIL processes, current goals are to finish implementation of Service Request Management (April 2015) and Service Level Management (July 2015) and to begin implementing Continuity Management and Knowledge Management. Regarding the HP SM infrastructure, Banco do Brasil is designing HA of the whole environment and preparing the DR site. Next, it intends to begin the mobile project and begin evaluating Process Design.

HP Software Professional Services:

The bank has a long partnership with HP Professional Services; working together on HP SM implementation; Incident, Change, Configuration and Problem Process implementation; implementation of HA; and Service Request Management.

HP Professional Services is the chosen provider of all expert consulting support for Banco do Brasil.

Benefits: Implement single-point-of-contact ITIL-based IT service desk that uses consistent automated processes to quickly and efficiently handle service delivery and support.



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