



Hewlett Packard
Enterprise

Brochure

A practical journey to cloud computing

HPE Single Service Design for Cloud





Moving to a service-based IT model

The formalization of cloud services in enterprise IT requires a service-based IT delivery model and operational structure. Cloud services enhance the IT organizations' ability to provide business outcomes as a value chain, in support of business supply chains. HPE Single Service Design simultaneously generates for the client a well designed service ready to be built and the skills to replicate the process.

Single Service sets the stage and facilitates the changes necessary to the client's IT delivery model. The approach is centered on reducing the risks inherent in change and accelerating adoption. With our experience in designing IT systems and our cloud expertise, Hewlett Packard Enterprise is uniquely equipped to guide our customers on an accelerated path, minus pitfalls, to developing services carefully crafted to address clear business needs. HPE's methodology results in services that are so comprehensive in their design, they move to the build phase with reduced risk of future re-work. HPE accelerates adoption and time to production.

A service suited for many situations

- You may be ready to move into cloud, developed your business case, and want to make the right decisions from the start
- Many customers have built a cloud service but found that results are less than ideal—not getting the anticipated benefits or messy operations
- Other customers have invested in tools, technology, and need to map a service to the environment they have built

What the service entails:

Delivery is tailored to the match your situation.

- Mapping an existing or planned service to the end-to-end service lifecycle management, so that no critical aspects have been over looked.
- Mapping of services and environment (planned or existing) for efficient business outcomes.
- Health check on existing processes and practices to align with best practices for cloud and hybrid IT environments.

The **HPE Single Service Design for Cloud** is anchored in well established, proven frameworks and standards that define the Hewlett Packard Enterprise-patented reference model for service delivery transformation. Single Service Design initiates the value chain approach by applying a proven methodology providing a structure for developing cloud services that can be sustained over time.

By focusing on a single service, you will be able to grasp the concepts, apply them, and acquire the skills needed to develop cloud services further on your own. The structure of the single service approach reduces the tendency to try to do everything, and emphasizes the knowledge and skills that you need to build future service for the cloud.

We know that cloud is...

- More than a set of implemented technologies or a platform
- More than a sourcing opportunity that can help cut costs
- A new delivery model that separates supply and demand
- Disruptive to current operational principles and practices
- Impactful to how IT costs and investments are viewed and requires a different financial model
- A new set of policies, principles, and practices, as well as roles and responsibilities
- A change in behavior from how we live and work
- Disruptive to culture and staff perspectives

Why invest to develop a solid working model?

- Cloud and service enabled IT delivery is more than a IT/Technology transition—it is transformational—models ensure clarity of understanding among stakeholders.
- Working models assure consensus is built among sponsors and stakeholders for the vision and reduces the effort required to achieve the desired outcomes.
- Clearly defined principles and rationale define, as well as, guide the planning effort to establish an effective program.
- Planning ensures that requirements are defined end-to-end to deliver the desired outcomes.
- A solid model illustrates how to manage the investments and risk, as well as accelerates the effort and ensures a design that is ready to build.

Service specifics

This service provides facilitated definition, design, and service specifications necessary to configure a cloud service within an IT service portfolio to transform to a hybrid IT service-based delivery process.

Through a series of facilitated working sessions, Hewlett Packard Enterprise consultants take the key stakeholders through a single service lifecycle:

- Identifying and defining a single cloud service directed at addressing a specified business need
- Embracing a service lifecycle management approach that can be replicated by the customer to grow a cloud service catalogue
- Helping overcome the service-based obstacles to achieve successful cloud services related to revising their existing operational process and functions
- Designing a single cloud service for proof of concept (PoC), pilot, or initial production

Outcome

- A customer-specific service ready to build and implement
- A defined and repeatable service lifecycle management methodology and knowledge
- A defined service portfolio and catalogue structure (or revision for cloud-based services if a Service catalog already exists)
- Defined configuration management taxonomy for cloud services, and the relationship to demand and capacity planning

Resources

To know more about the value you can gain from Hewlett Packard Enterprise solutions, contact your local HPE sales representative.

Learn more at
hp.com/services/cloud

Developing solutions for major social and environmental challenges
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Customize your IT lifecycle management, from acquisition of new IT, management of existing assets, and removal of unneeded equipment.
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