Hewlett Packard Enterprise

Course data sheet

Customized service management packages (H7G88X)

Harness the power of service management with Hewlett Packard Enterprise to 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 risk, and business alignment—requires a highly skilled team, well-configured technology, and effective and 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, as well as align with the business processes for better value.

Support business outcomes with Hewlett Packard Enterprise 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. HPE Education Services is a global leader in service management with a comprehensive range of services which can help you to:

- Facilitate your IT organization in fully contributing to the fulfilment 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
- Increase the speed and success of service management projects

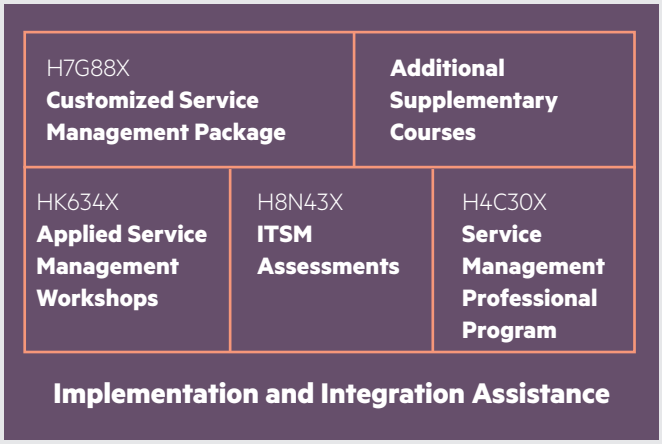

Figure 1. Enterprise efficiencies and improvements services

Enterprise efficiencies and improvements
These services are geared toward the IT organization as a whole rather than to 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 long, 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, and 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 do not 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, and use thousands of best practice criteria as well as 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 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 are combinations of any of the other specific services within the enterprise efficiencies and improvements series. Hewlett Packard Enterprise works with you to determine which components your IT organization needs. These packages often involve ITSM Mentoring and are highly suitable for organizations looking for a long-term partner for service management improvements.

Learn more at
hpe.com/ww/learnitsm

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