

Brochure

HP Critical Watch Centre



Introduction to Hewlett Packard's Critical Watch Centre

HP's Critical Watch Centre helps Australian and New Zealand clients monitor and manage their IT infrastructure around the clock. We complement your employee's skills, freeing their time to focus on adding value to processes that will deliver a better return on investment. Our Australian based analysts support your service delivery objectives and help provide the highest levels of service expected by your clients and employees.

HP's goal is to support your business by optimising system performance and helping you meet your business availability goals. HP provides granular reporting that will help increase productivity and reduce operating costs.

Backed by Hewlett Packard's global resources

HP has been building the technology framework that has underpinned our lives for more than 75 years. In addition to creating innovative hardware, HP is a leader in developing the tools and software applications that manage and monitor mission critical computer systems. HP Software's suite of management applications leads the market by helping organisations manage and automate IT infrastructure. Using these award winning tools, HP now provides comprehensive services to Enterprise clients, helping them to monitor and manage their technology infrastructure more efficiently.

HP understands the challenges our client's face managing IT infrastructure

As the world's largest technology company, HP understands the challenges of managing IT systems and people. HP delivers computing services to our 320,000 employees and a global network of partners and clients. Just like our customers, HP's operating environment is complex and prone to rapid change. HP operates in every time-zone, converses in most dialects, documents our capabilities in the more than 50 languages and operates under the laws and customs of 170 countries. We have the local and global skills required to help you productively manage your infrastructure.

Helping organisations solve universal operational challenges

The challenges faced by organisations managing 500 to 3,000 IT users are universal. Locating and retaining technical skills appropriate to the complexity of the task is a common challenge. Often qualified engineers are responsible for tasks well below their levels of expertise, while newly certified technicians are allocated duties where they lack the skills to meet user expectations. Both of these situations lead to employee dissatisfaction and increase the rate of staff turnover.

Our team of service analysts are all based in Australia

HP's Australian based team of analysts are your first line of contact in the event of an incident or if anomalous system behaviour is detected. Our analysts are certified to high levels in specific engineering disciplines and can call on the global resources of HP when advanced skills are required. Our expertise ranges from solution architects through to forensic security experts who are all equipped to quickly complete tasks efficiently.

You can be confident the best people are responsible for ensuring your systems and services operate at peak performance.

Overview of HP's Services

Our services cover 3 key areas of IT operations; Monitor, Support, Manage



“We try to let the experts manage our infrastructure, which is why we engaged HP end-to-end.”

Edmund Lim, Technology Architect, Arrow Energy

Monitor

Customer has:

- In-house Service Desk
- In-house Technical Experts
- Established Service Management Processes

Customer needs:

- To out-task the administrative overhead of enterprise monitoring
- SLAs around outage detection

HP Service Monitoring solution best suited to customers with strong technical capability and capacity. It provides a “catch and dispatch” solution, where customers are responsible for managing and resolving incidents generated from HP’s monitoring toolset.

Service outages pose a high financial risk to organisations because revenue generation can be curtailed or stopped. An inconvenient email outage or inoperative ecommerce website can badly damage your bottom line. If a firewall appliance malfunctions, it’s imperative that it’s repaired quickly to reduce serious risk of a security breach. Similarly, degraded operating performance can alert engineers of impending equipment failure. Monitoring these events in real-time provides visibility into system operations and reduces the risk of a costly unplanned outage. HP provides organisations with independent monitoring that alerts your IT management team if your infrastructure is not meeting pre-determined business benchmarks.

HP Critical Watch Centre Service Monitoring



Support

Customer has:

- In-house Technical Experts
- Established Service Management Processes

Customer needs:

- To out-task the administrative overhead of enterprise monitoring
- To out-task the cost of overhead of a 24x7 manned Service Desk
- SLAs around outage detection

HP’s Service Support provides a solution for customers with a robust technical team but limited scope to build an effective Incident Management process as part of their IT Service Management strategy.

As well as managing the enterprise monitoring toolset, HP is responsible for driving the resolution of incidents, including engaging HP support, in-house resources, 3rd party vendors and telco providers.

HP Critical Watch Centre Service Support



Manage

Customer has:

- L1 End User Help Desk

Customer needs:

- Access to Technical Experts
- Governancethrough HP’s mature ITIL processes
- Extensive SLAs to support business outcomes

HP’s Service Management offering is a “turn-key” infrastructure out-tasking solution that uplifts HP maintenance contracts and provides 24/7 access to HP technical experts who execute all required moves, adds and changes. For customers who would rather their in-house teams focus on projects and strategy.

Out-tasking is allocating a series of tasks to a third party to meet gaps in skills or resources. HP helps your organisation by assuming the responsibility for meeting the needs of users, with levels of performance benchmarked against a contracted Service Level Agreement (SLA). Scenarios could include managing a legacy application, an enterprise-wide email system or providing a complete solution to your research and development department. For this type of engagement, services considered not core to meeting business goals are ideal candidates for out-tasking.

HP Critical Watch Centre Service Management



The ITIL® Foundation methodology – quality of service that’s consistent and predictable

Information Technologies Infrastructure Library (ITIL®) has become the de facto global standard for maintaining quality and performance standards in IT service delivery.

Every team member of the HP’s Critical Watch Centre (CWC) is certified in ITIL Foundation, the framework that governs every process HP uses to deliver service excellence to our clients. Our systems are designed so that processes can be replicated and audited, or modified quickly to adapt to changing business requirements. By relying on ITIL methodology to guide our processes, service levels are predictable and a disciplined approach to maintaining quality service delivery reduces the risk of outage or performance degradation.

The goals that underpin every ITIL engagement are easily understood;

- Align business processes and IT infrastructure
- Provide quality management to a mutually acceptable standard
- Increase efficiency and productivity
- Reduce risk

Quality – defining the deliverables within an ITIL Foundation framework

Sometimes lost in the complexity of delivering IT Services is the importance of providing an exceptional user experience. At its core, ITIL methodology delivers services that are benchmarked against Service Level Agreements (SLA). Using this standard to measure the timeliness and quality of the services provided guarantees that tasks, services, and processes, meet pre-defined quality levels.

“It’s a good partnership with HP – they understand where we want to get to and help us get there, and they are very professional and easy to deal with.”

Edmund Lim, Technology Architect, Arrow Energy



An overview of the modular approach HP use to manage using ITIL methodology

The ITIL framework defines strict guidelines about how tasks are executed to ensure high standards are maintained at all stages of client engagement. By rigidly adhering to this methodology, HP can manage and monitor your infrastructure more efficiently and deliver better outcomes for stakeholders.

ITIL I. IT Service Desk – a single point of contact	Client engagement within an ITIL governed environment always begins with the Service Desk. If operational conditions fail to meet agreed service levels the initial step is to contact the service desk and log an incident. The service desk is the first point of contact to solve problems in service delivery by following a series of predetermined steps. It is also a knowledge aggregation point that helps to quickly remedy problems without the need for further escalation.	The Service Desk team serves a number of important roles; <ul style="list-style-type: none"> • Act as the single point of contact for all service enquiries • Log and monitor service requests • Resolve service interruptions quickly in compliance with SLA • Liaise with other divisions if escalation is required • Initiate the change management process
ITIL II. Incident management – logging, identifying and categorising events	Incidents are first logged by a Service Desk Analyst who enters the information into a knowledge database. The incident is then compared with other data to try to quickly resolve the issue. If the event cannot be resolved, the problem is escalated to trained specialists.	The key tasks undertaken by the Incident Management team include; <ul style="list-style-type: none"> • Log and classify the incident • Troubleshoot the incident or escalate it to skilled analysts • Assume ownership for all aspects of the incident until closure
ITIL III. Problem Management – solving operational issues	If the service analyst is unable to resolve an issue, escalation begins with subject matter experts assuming the task of solving the problem. The role of the Problem Management team is to reconcile issues in collaboration with other ITIL team members and bring about quick resolution to problems.	The key tasks undertaken by the Problem Management team include; <ul style="list-style-type: none"> • Investigate existing or potential anomalous behaviour in IT service delivery • Discover solutions to these problems and recommend a course of action • Liaise with change management team to address and fix issues • Conduct post-incident investigation to improve processes or systems
ITIL IV. Configuration Management – making sure systems are optimised for best performance	Documenting and controlling all elements of the system configuration is critical in meeting business availability goals. The configuration management team work with other ITIL specialists to define and document system configurations.	The key tasks undertaken by the Configuration Management team include; <ul style="list-style-type: none"> • Document and control all aspects of system configuration • Liaise with other teams providing granular detail about system configurations • Work closely with Incident, Problem, Change and Release management teams to quickly resolve incidents • Regularly audit configurations to ensure compliance with knowledge databases
ITIL V. Change Management – making the changes to meet business needs	Change is inevitable with IT lifecycles prone to the most rapid obsolescence when compared with other industries. Change is not always beneficial however. Modifications to processes must be carefully considered however. By evaluating the risks versus rewards payoff, the benefits can be justified and a business case proven.	The key tasks undertaken by the Configuration Management team include; <ul style="list-style-type: none"> • Identify ways that change can improve service quality and increase system uptime • Conduct cost/benefit analysis to identify whether expenditure will deliver an effective outcome • Assist stakeholders build fully costed business cases that justify the return on investment (ROI) • Work with stakeholders to communicate the benefits and risks of the proposed changes • Regularly audit procedures to ensure compliance with policies and guidelines
ITIL VIII. Capacity Management – meeting the needs of today while adapting for future demand	Understanding the immediate and future computing needs of an organisation is what the Capacity Management team are responsible for. Managing current demands while forecasting future needs must be offset by validating capacity and factoring consolidation into detailed strategic plans.	The key tasks undertaken by the Capacity Management team include; <ul style="list-style-type: none"> • Understand the ramifications of business growth, consolidation and down-sizing • Apply modelling, simulations and trend analysis towards planning and projections • Ensure existing capacity meets seasonal requirements and can scale quickly if needed • Communicate and document plans and strategy for stakeholders
ITIL X. Availability Management – delivering uninterrupted services	Service availability around the clock is now considered a mandatory business deliverable. Understanding when and how business services are required is the main goal of the Availability Management team. Assigning priorities and allocating appropriate resources to mission-critical services will achieve better outcomes for stakeholders.	The key tasks undertaken by the Availability Management team include; <ul style="list-style-type: none"> • Work with users and business units to understand their needs for service availability • Design and set service levels to meet the needs of clients • Liaise with other ITIL teams to set expectations and communicate shared goals • Comply with SLA's and collaborate with stakeholders to efficiently meet evolving business needs

How can HP help you achieve a better return on your Information Technology investment?

Services that monitor or manage your infrastructure must increase operational efficiency and provide measurable benefits to the organisation;

Data Centre

- Servers
- Storage
- Disaster Recovery

Network

- Switching and Routing
- Network Optimisation
- Security Safeguards
- Voice Communications
- Data Communications
- Mobility and remote access
- WAN Optimisation

Applications

- Database
- Email and Unified Communications

Endpoint

- Security
- Access Control
- Collaborative Tools

Focus on your core business strengths

Your finite resources are better allocated to revenue generation or developing solutions that strengthen your competitive advantage.

Gain access to higher levels of skills and expertise

High level skills and expertise are typically only available in the largest organisations. Managed service providers require highly skilled talent to meet the diverse needs of their clients. This skill-set is available to draw upon, helping your business achieve better technology outcomes.

Enforce cost discipline across operations

Managed services are provided on a contractual basis usually at an agreed price. Working within strict guidelines limits the chance of service-creep that accrues extra charges.

Increase accountability for IT services

Managed services enable the cost of service delivery to be allocated to business groups revealing insights as to how IT services are consumed.

Help financial management by replacing Capital Expenditure with Operating Expenditure

Managing cash-flow and getting a better return on operating capital is the bane of most organisations. Free up capital and rely upon predictable costs for better financial management.

Flexible and adaptable

Business growth can be unpredictable with mergers, acquisitions and divestments commonplace in operations of all sizes. Managed services enable scaling of services to meet unexpected or seasonal demands.

Maturity and global expertise only available from HP

Partnering with the world's largest technology company reduces business risk and offers access to some of the most skilled engineers and designers anywhere.

To learn more about how HP Critical Watch Centre can help you meet business and technology goals please contact David Woods to discuss the individual requirements of your business.

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