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**Accelerate your Big Data Service Desk with HPE ITSM Automation Suite**  
**June 28, 2016**

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Enterprise**



# Hosted By



Rocky Pisto

Chicago, Indiana, Kentucky, Pittsburgh, Ohio, and  
Michigan Chapter Leader  
BSM and Big Data SIG Leader



# Today's Speakers



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Hewlett Packard Enterprise



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Technical Marketing  
Hewlett Packard Enterprise



# Housekeeping

- This “LIVE” session is being recorded  
Recordings are available to all Vivit members
- Session Q&A:  
Please type questions in the Questions Pane



# Webinar Control Panel

Toggle View Window between Full screen/window mode.

Questions



The screenshot shows a window titled "File View Help" with standard window controls. It contains two main sections: "Audio" and "Questions/Chat".

- Audio Section:** Includes radio buttons for "Telephone" and "Mic & Speakers (test)". Below this, it shows a "MUTED" status with a speaker icon and a volume level indicator.
- Questions/Chat Section:** Features a chat area with a scroll bar. It contains two messages: "Q: Is it compatible with all web browsers?" followed by "A: Yes." and "Q: How much time is required for the upgrade?". Below the chat is a text input field with the placeholder "Type your questions here." and a "Send" button.

At the bottom of the window, the name "Susan" and "Webinar ID: 850-600-483" are displayed, along with the "GoToWebinar" logo.



# Forward-looking statements

This is a rolling (up to three year) Roadmap and is subject to change without notice

This document contains forward looking statements regarding future operations, product development, product capabilities and availability dates. This information is subject to substantial uncertainties and is subject to change at any time without prior notification. Statements contained in this document concerning these matters only reflect Hewlett Packard Enterprise's (HPE) predictions and / or expectations as of the date of this document and actual results and future plans of Hewlett Packard Enterprise may differ significantly as a result of, among other things, changes in product strategy resulting from technological, internal corporate, market and other changes. This is not a commitment to deliver any material, code or functionality and should not be relied upon in making purchasing decisions.

# HPE confidential information

This is a rolling (up to three year) Roadmap and is subject to change without notice

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# Agenda

Introduction – Why care about the Service Desk and ITSM?

Service Manager 9.41 highlights and demo

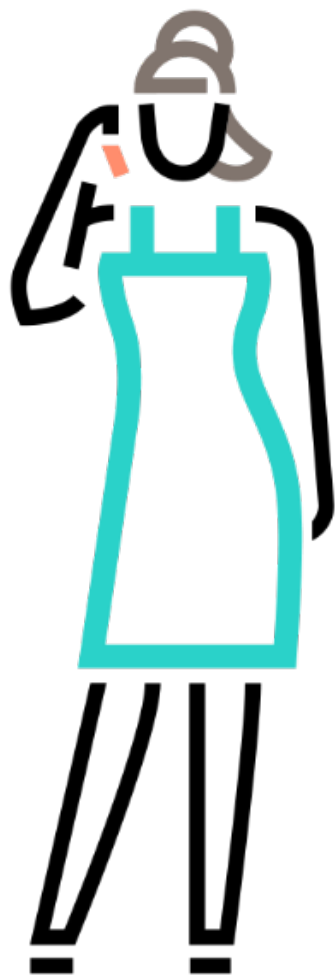
Roadmap and future considerations

Customer Appreciation Program (CAP) and Solutions

ITSM Automation Demo

Key takeaways

Where to go to for more information



43% of service desk  
resource time is  
consumed by  
telephone support.

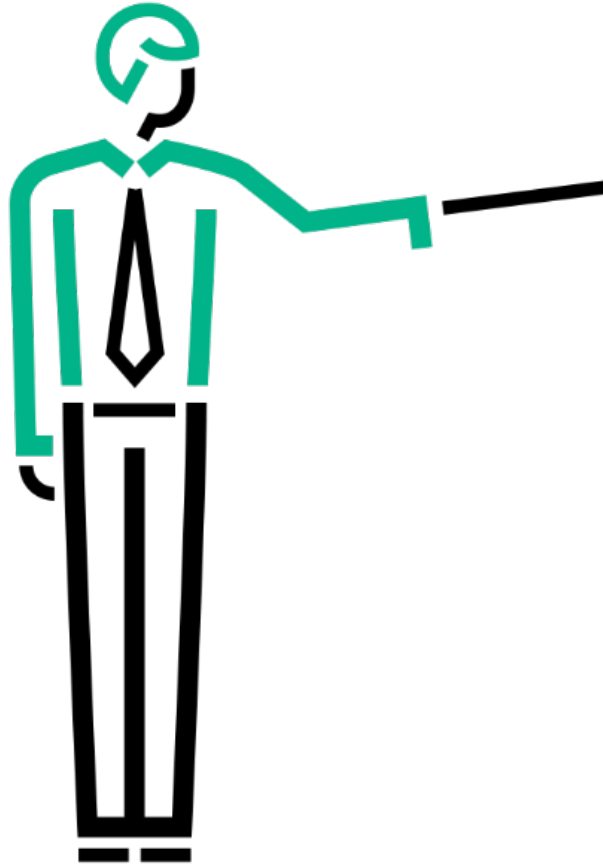
— Service Desk Institute, 2016

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# The ITSM challenge

Emerging trends  
Growing complexity  
Challenging budgets

Consumerization of IT  
Big Data  
Social  
SaaS  
Self-service  
Mobility  
DevOps



# Traditional IT Service Management does not meet expectations

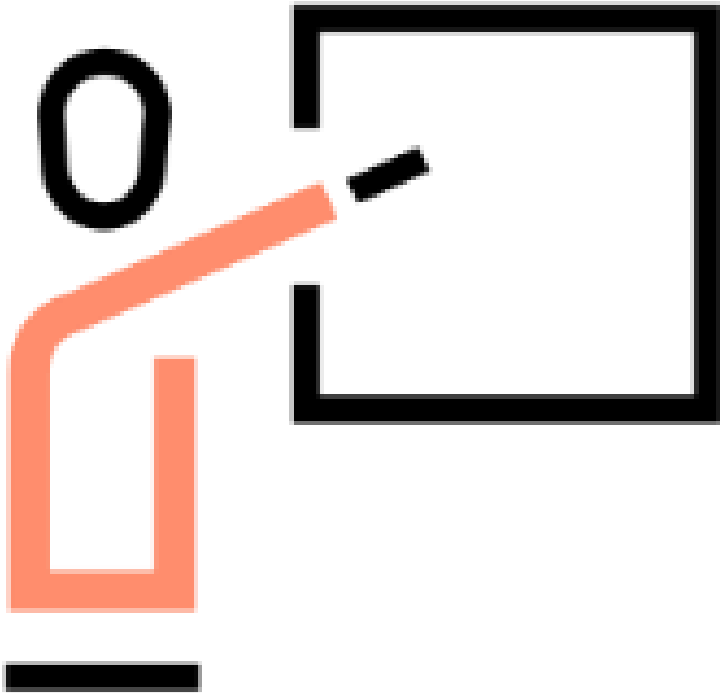
Slow handling of tickets

Too many manual processes

Unknown IT asset usage

Poor user experience

Unmet business expectations



# The impact on the business is inevitable

Expensive service desk to run and maintain with inconsistent service levels

Gross overspending on IT assets or compliance and audit risks

Lines of business and users bypass the service desk, reduced IT relevance

# Imperatives for transforming your IT Service Management



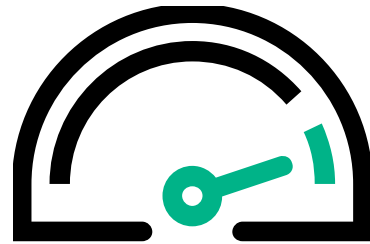
## Increase service quality

Big Data analytics, insight and knowledge delivery



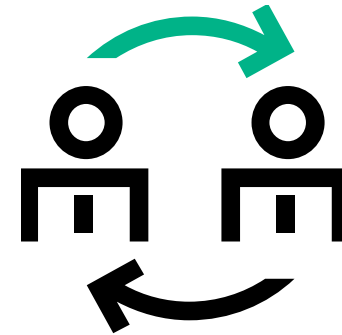
## Reduce cost of IT

Optimize portfolio and assets investments



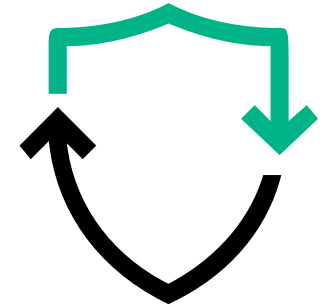
## Improve speed and agility

Automation and ease of administration and configuration



## Improve user experience

Self-sufficiency with social, mobile, and relevant information



## Reduce risk

Ensure compliance, reduce audit exposure and efforts



# What service desk owners care about

Faster mean time to repair

Reduced ticket volume

Increased customer satisfaction

Fewer agents

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# Big data matters

Open tickets using natural language or a picture

Natural language search

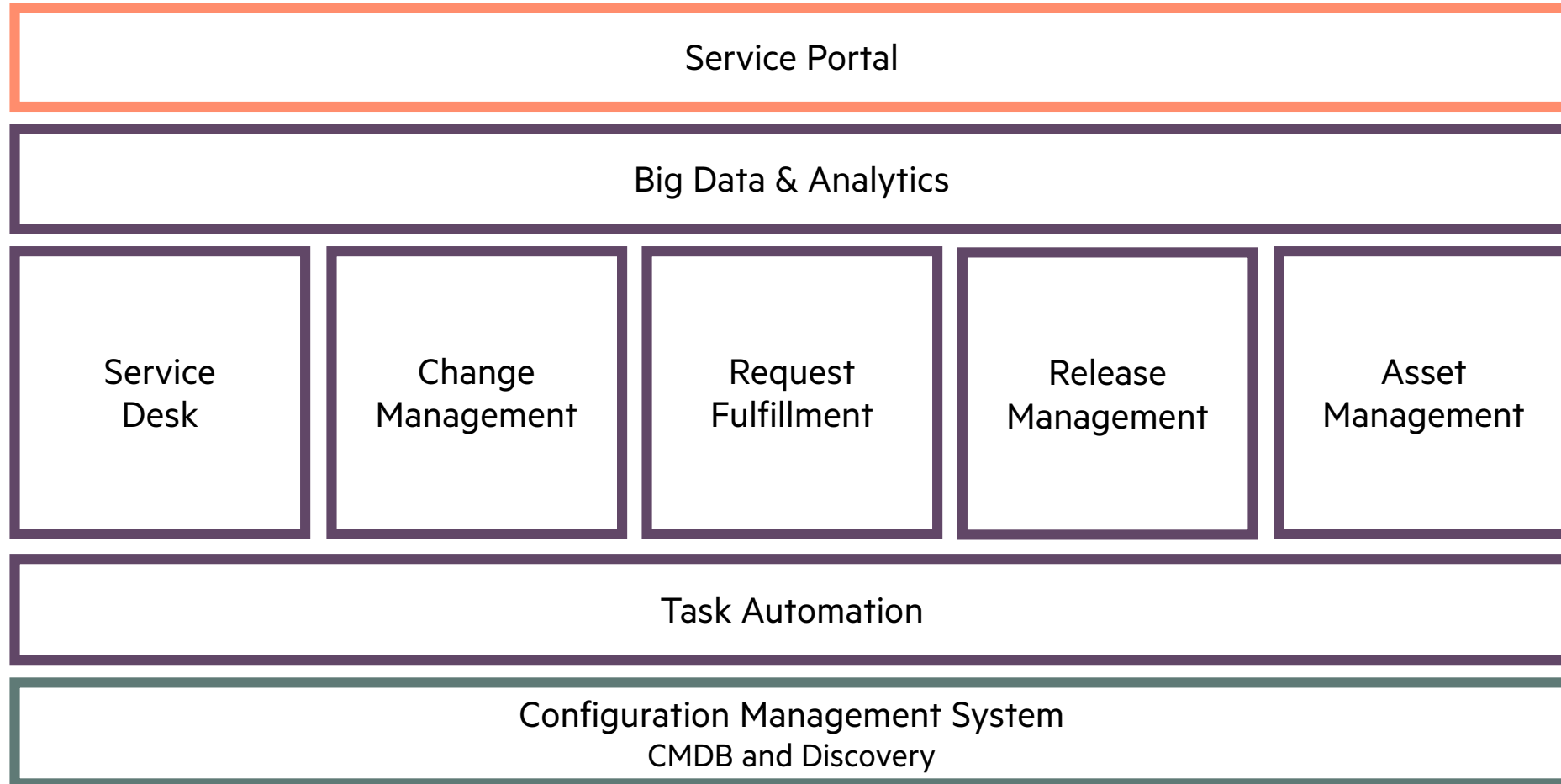
Knowledge presented based on context





# The big picture - HPE IT Service Management (ITSM)

Service Manager (on-premises) and Service Anywhere (SaaS) are at the core





# Roadmap and future considerations

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# Polling question

**Have you seen the Service Manager roadmap within the past 3 months?**

- Yes
- No
- I saw the SM 9.41 roadmap but haven't seen anything on ITSM Automation Suite
- I have seen so many roadmaps I feel like Marco Polo

# Big Data

Hot Topics Analytics extensions

Smart Search

Extended reporting

# Simplification

ITSM solution integration

Integration of Automated Service Modeling

Ease of upgrade

# Communication

In context collaboration

Surveys in service request catalog

Chat Ops

The screenshot displays the Service Manager 9.41 interface. At the top, there are several analytics dashboards. One dashboard, titled 'Hot Topics Analytics for Incidents', includes a search bar and a 'Find Hot Topics' button. Below it, another dashboard shows 'Incident handling time per assignment group for breached records' with a stacked bar chart. A third dashboard displays 'Total outage duration caused by incident per Service this month' with a bar chart. A fourth dashboard shows 'Outage duration (Hours) per month' with a line graph. On the left side, there is a chat window for '#core-trade-service' dated September 14th. The chat history includes messages from 'Service Anywhere', 'jim.ops', 'AppPulse', 'ALM', and 'anna.dev'. A diagram in the chat shows a workflow: 'Get Stock Quote' (172ms) uses 'HTTP Get Stock Info' (57ms), which uses 'HTTP Get Stock Trend' (21ms), which uses 'JDBC DB query SELECT HistoryPrice' (412ms). The chat also shows a commit message from 'anna.dev' and a service update from 'Service Anywhere'.

## Service Manager 9.41 Highlights

# Extending Smart Analytics

Continuously improve service desk efficiency

NEW!

## Smart Ticketing

- Simple creation of support requests with mobile client
- Optical Character Recognition of error messages
- Automated classification

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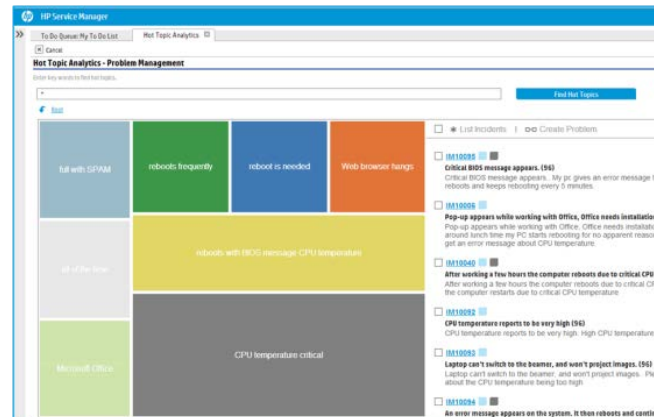
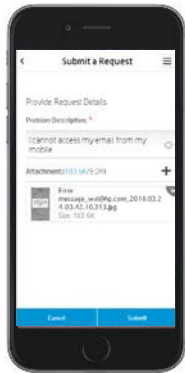
## Hot Topic Analytics

- Powerful detection of patterns for identification of problems, common requests
- Intuitive graphical interface

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## Smart Search

- "Google for SM", based on IDOL and extensible to external repositories (SharePoint, Wiki)

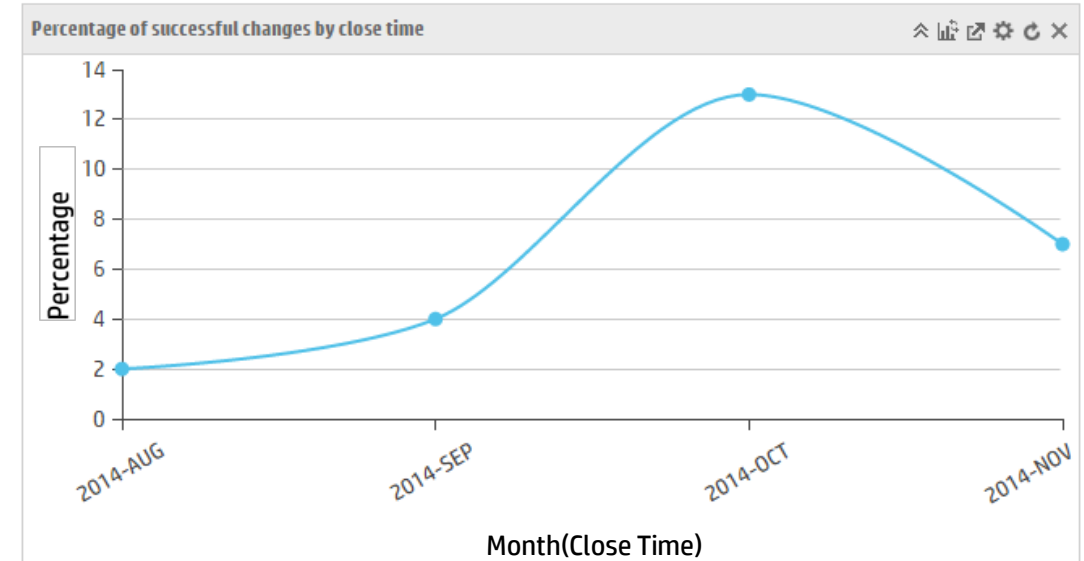
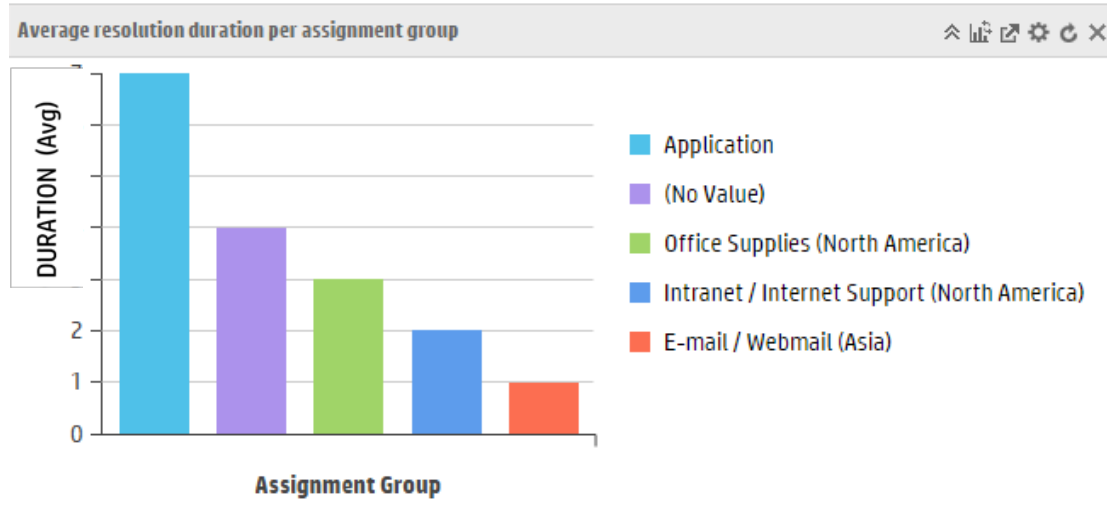


# Service Manager Reports

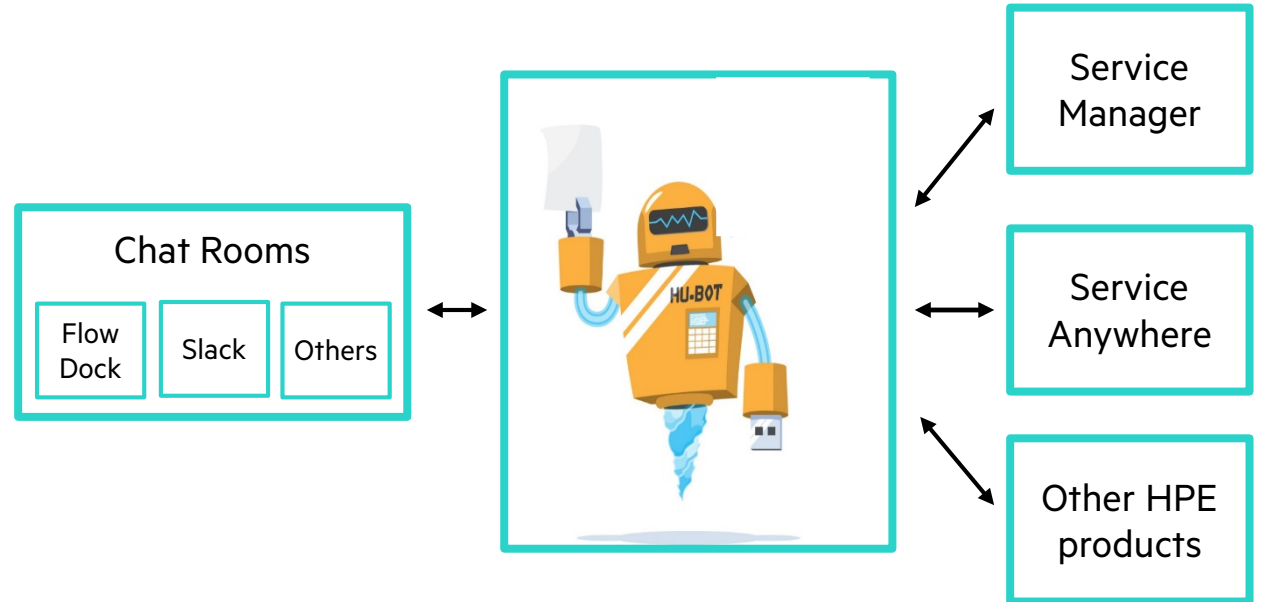
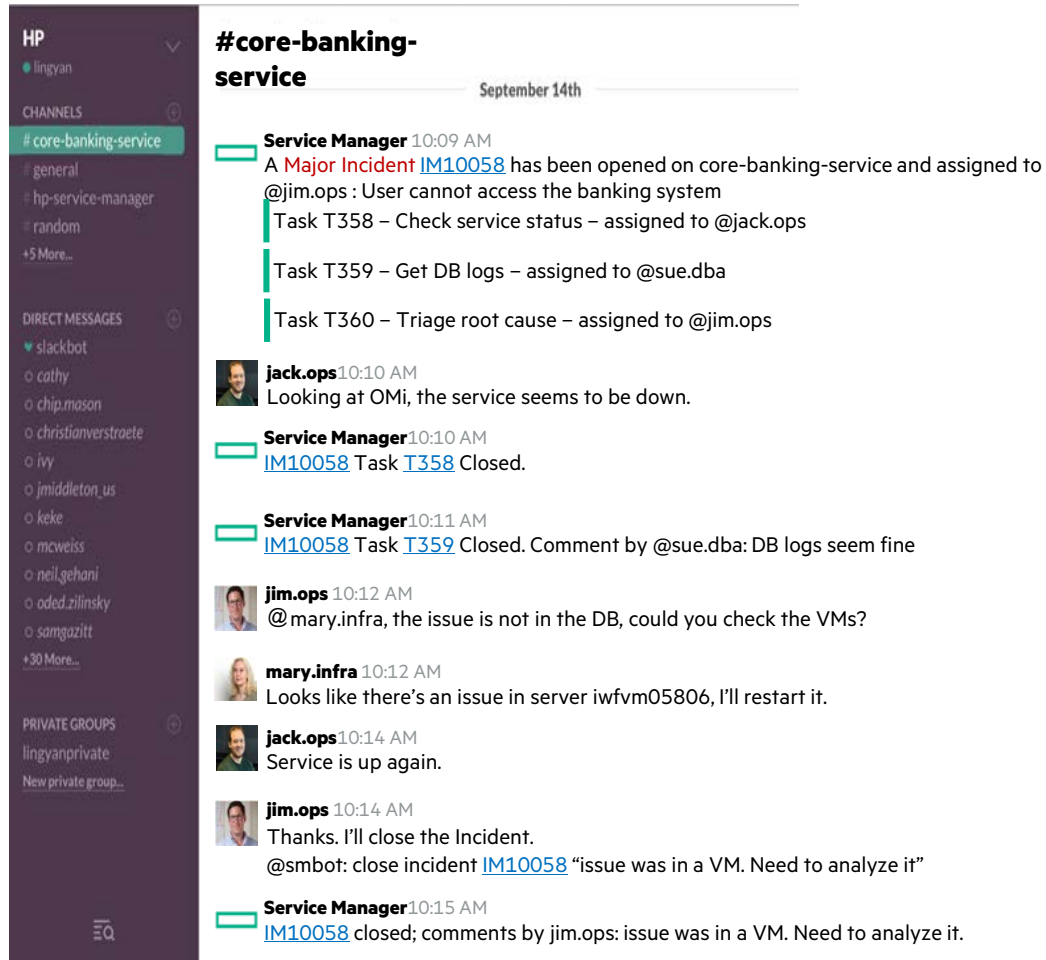
## More calculation capabilities

- Duration calculation capability
  - e.g., Bar chart: Average resolution duration per assignment group
- Percentage calculation capability
  - e.g., Line trend: Percentage of successful changes by close time (month/week/day/year)

- Pre-calculated KPI data refreshed regularly
  - Preserves production system performance
  - Configurable refresh interval
- Out-of-box calculated reports
  - 10 new KPIs



# ChatOps – Link people and systems via chat





# Service Manager Live-Demo

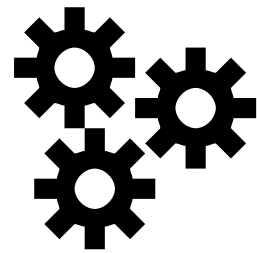
Reporting, Dashboards  
Big Data (Smart Analytics)



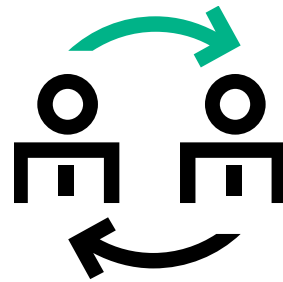
# HPE Service Manager roadmap directions



Smart ITSM  
with Big Data



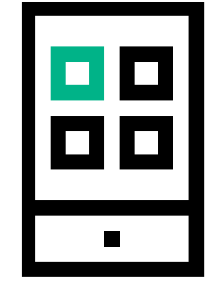
Process  
Automation



User  
Experience



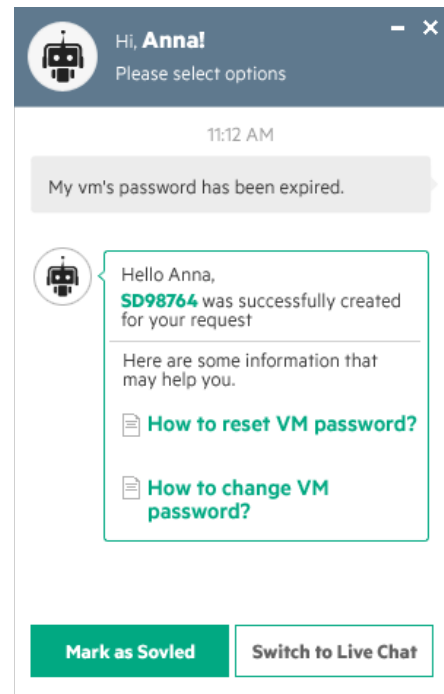
ITOM  
Solutions



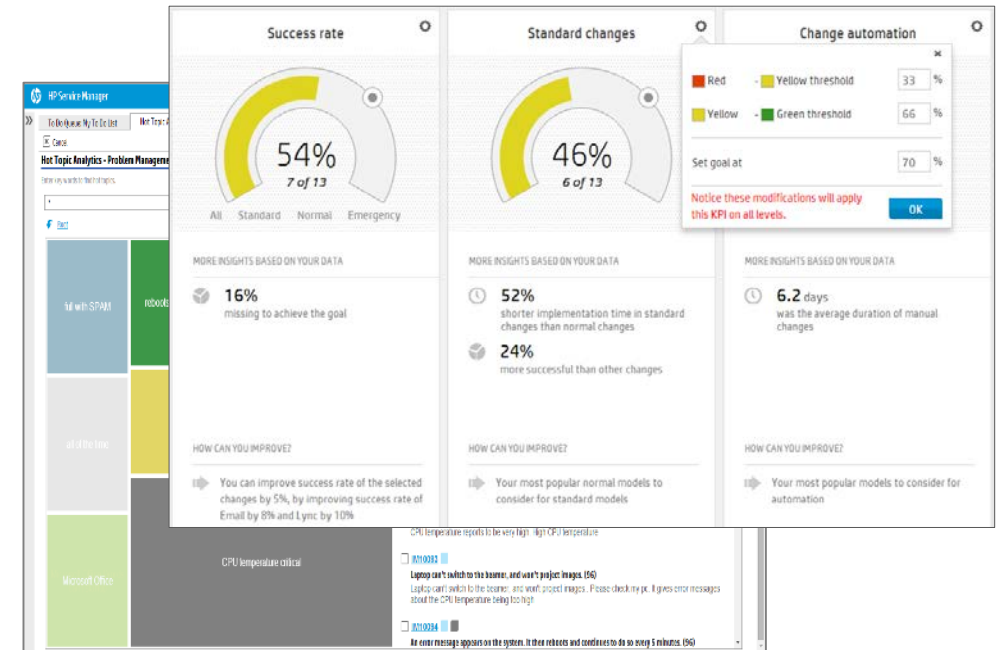
Platform  
Modernization

# Big Data Insights & Machine Learning

## Virtual Agent and Bot

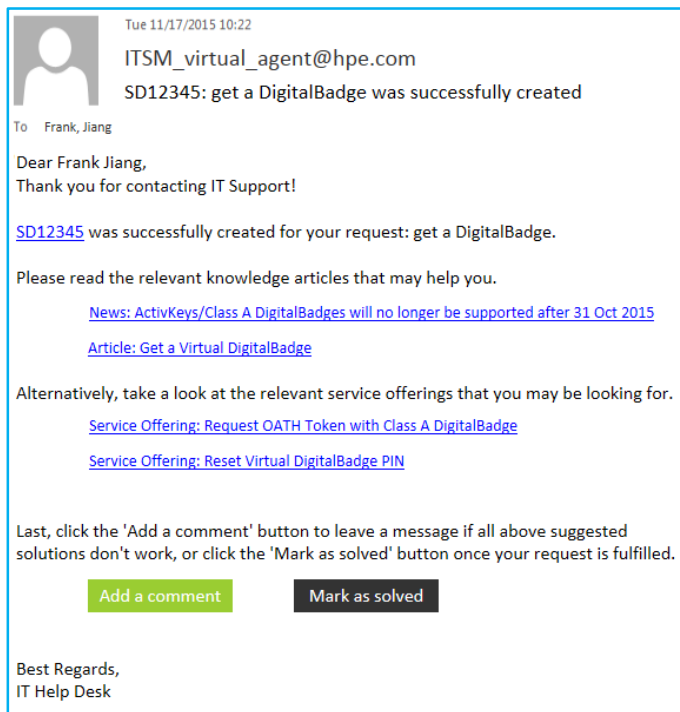


## Prescriptive Analytics

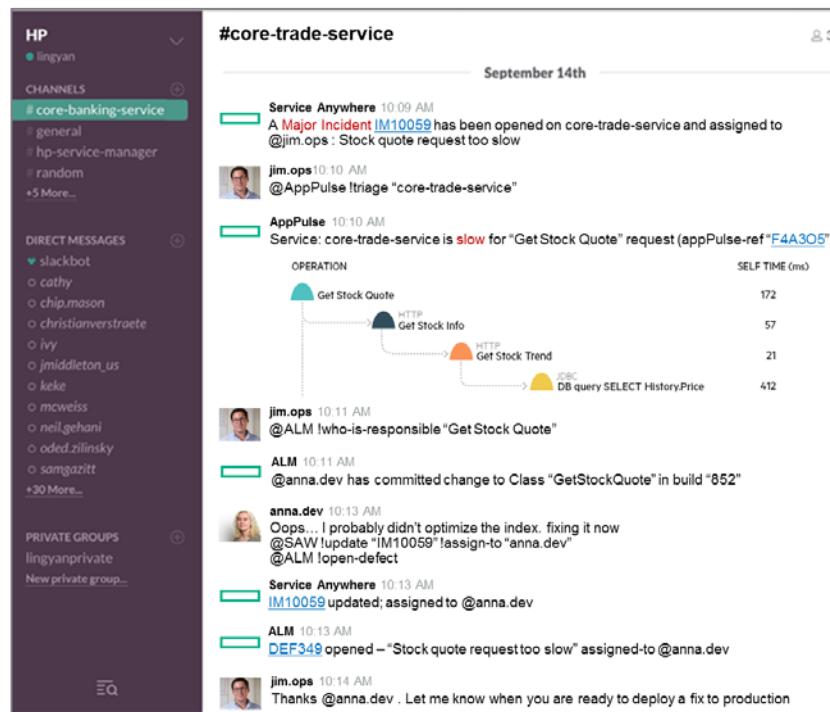


# Automation

## E-mail Automation



## ChatOps

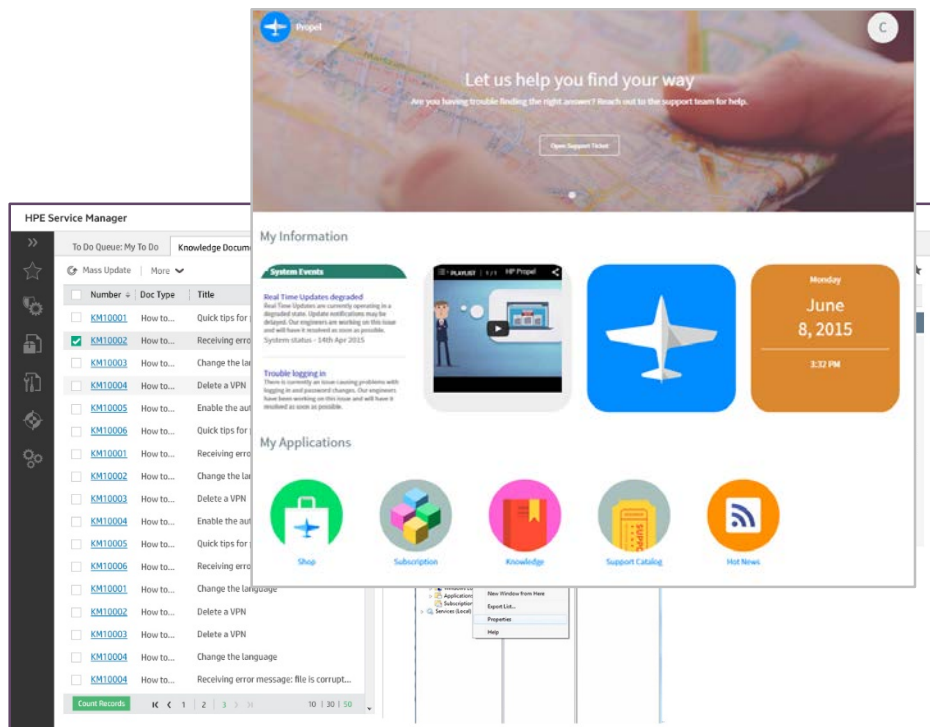


## Process & Task Automation

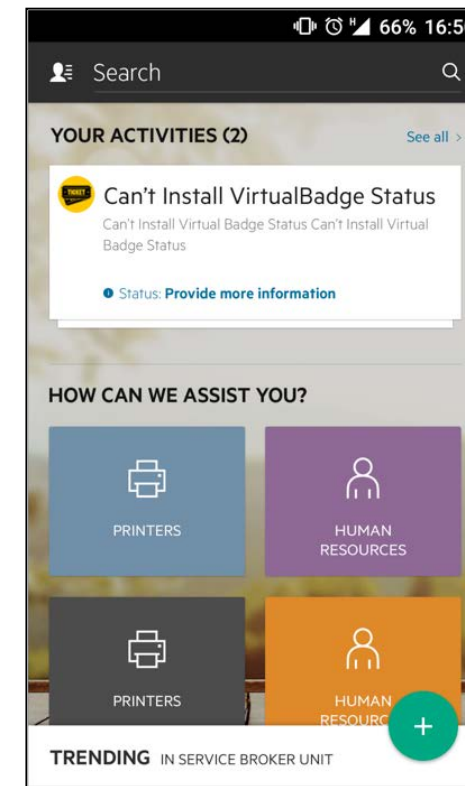
HPE Operation Orchestration  
integration in Service Manager  
Process Designer

# User Interface

## New Service Portal & Unified UI Theme

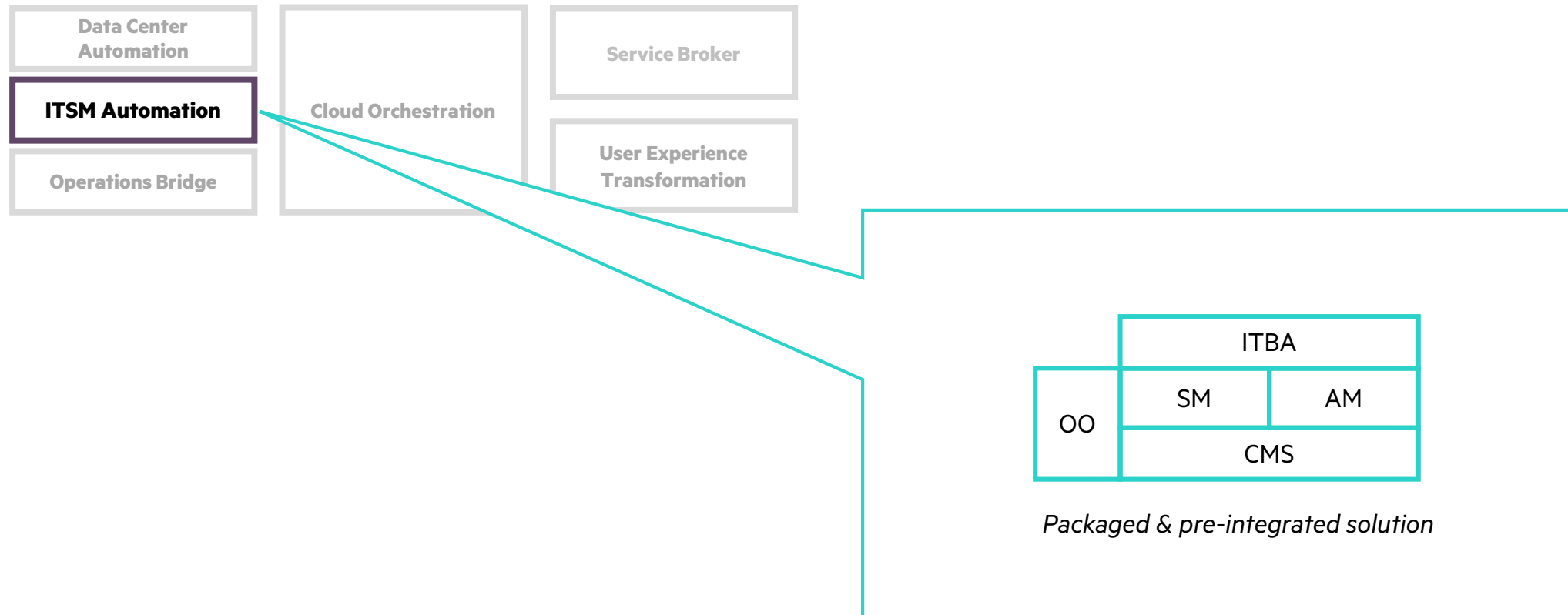


## Native Mobile Apps



# Solutions & Delivery Model

## Integrated ITSM Solution



# Platform modernization

## Data Model

- Normalized data model
- Extending the “logical name” normalization to all tables
- Primary keys

## Scalability

- Rebuild SM in native 64 bits

## Cloud Elasticity

- Containerization of SM
- Evaluation of related technologies (Mesosphere, Kubernetes)
- Validation of SM in AWS and Azure

# Service Manager - Next

New Service Portal

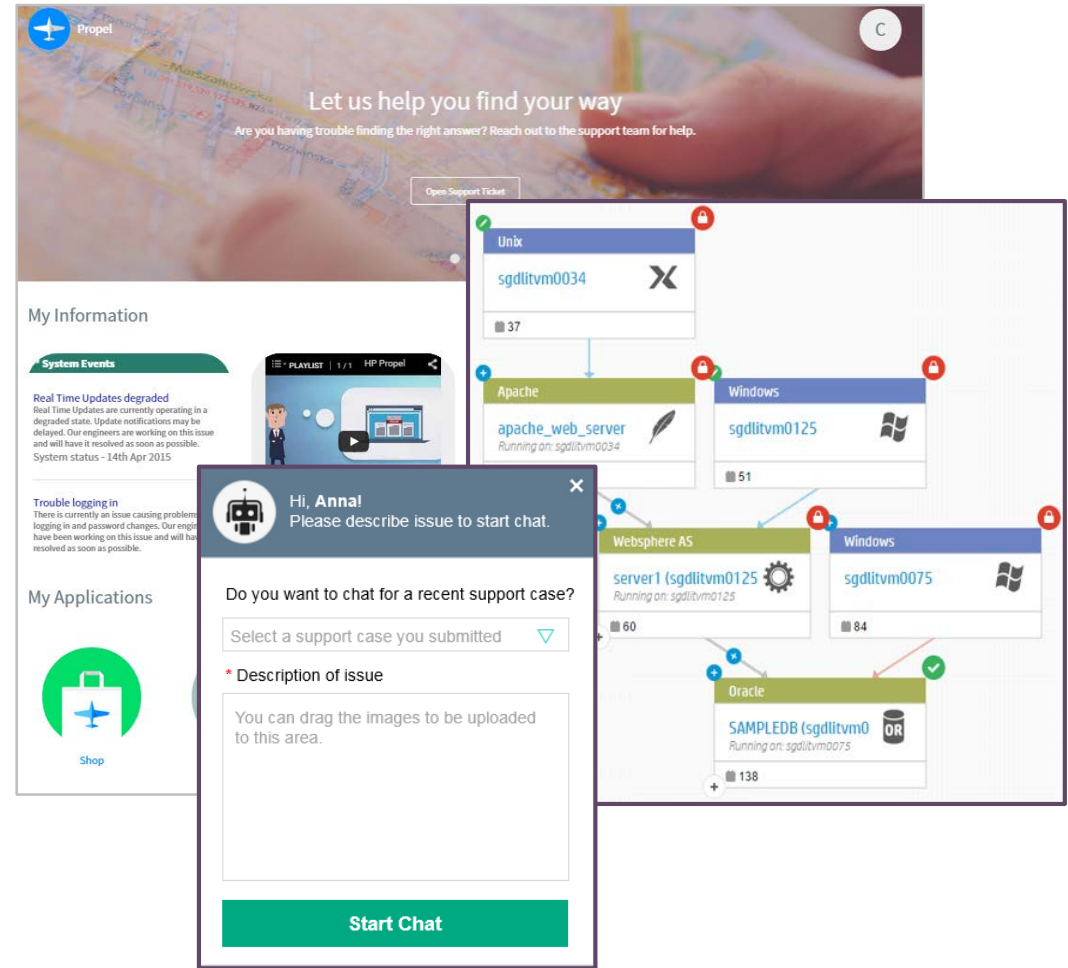
- Additional option for end user service portal
- Based on Propel technology, entitled like Service Request Catalog
- End user chat

Expanded Big Data

- Native inbound and outbound email integration
- Bot and virtual agent technology powering end user chat and email

ITSM Solution

- Enhanced reconciliation of CI from UCMDB
- New CI and impact analysis widgets
- Multi-template surveys
- Enhanced OOB ITIL support
- ChatOps connector



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# Polling question

## Which area of the roadmap strategy are you most excited by?

- More Smart Analytics
- Service Portal based on Propel technology
- Chat Ops and bots – though I have concerns about Skynet
- Platform modernization
- I am SOOOOOO ready for the SACM and solution agenda extensions





# **CAP and Solutions**

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50%

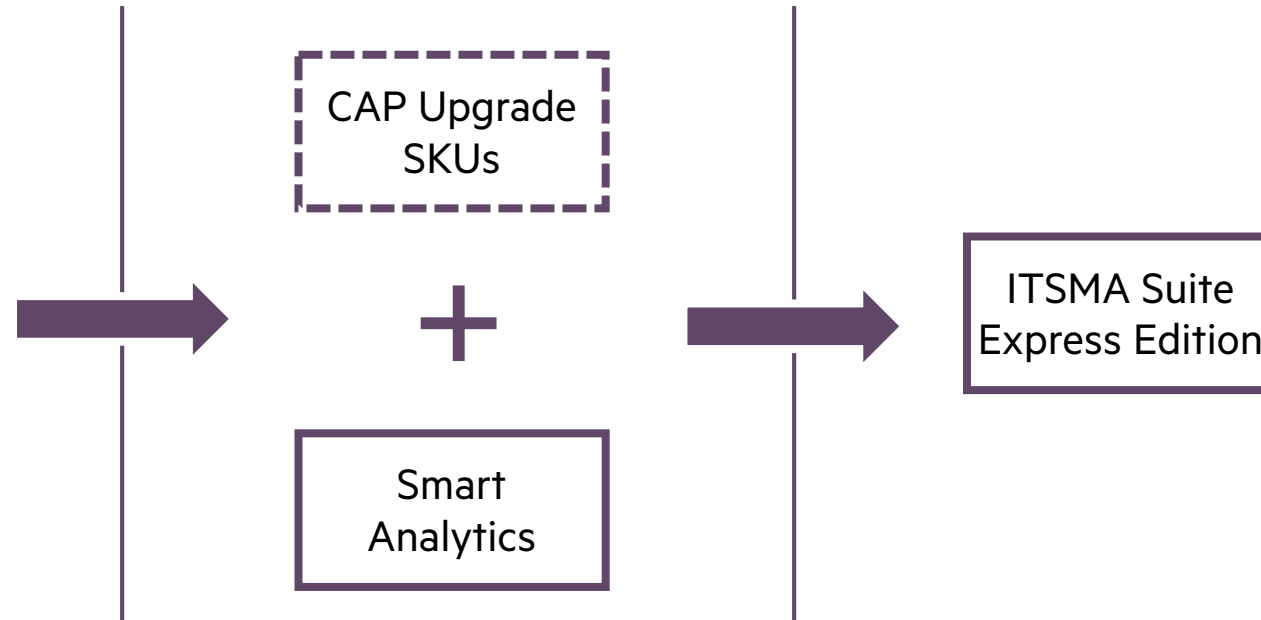
Faster completion of  
self-service tickets  
with Smart Analytics

[Source: HPE ITSM infographic](#)

# Customer Appreciation Program (CAP)

## Service Manager modules

(existing customer inventory)



## Benefits

Simplified pricing and licensing

Get Smart Analytics (Big Data)

Your path to the ITSM Suite and to a single Suite SKU

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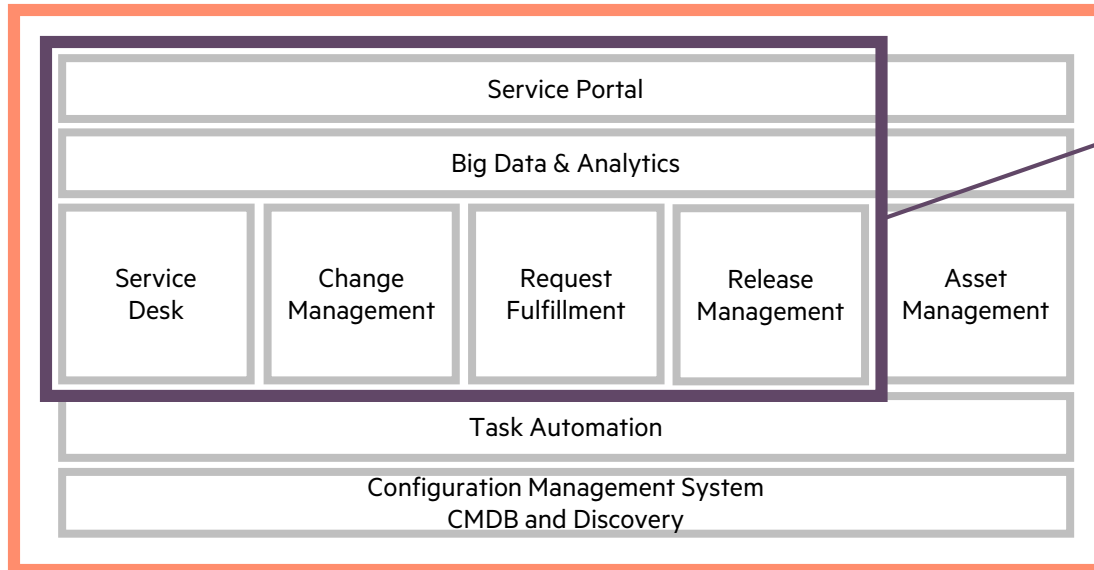
# Polling question

## Are you interested in the Customer Appreciation Program

- Yes
- Not at this time
- I am not on a version that supports Smart Analytics
- I am already reaching out to my sales team



# ITSM Solutions blueprint and ITSM Automation Suites

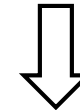


## ITSM Suite Express Edition

Suite content

- Service Manager
- Smart Analytics
- Universal CMDB

Improved Service Desk efficiency  
Quick time to value  
Robust IT management processes  
Control and security



## ITSM Suite Premium Edition

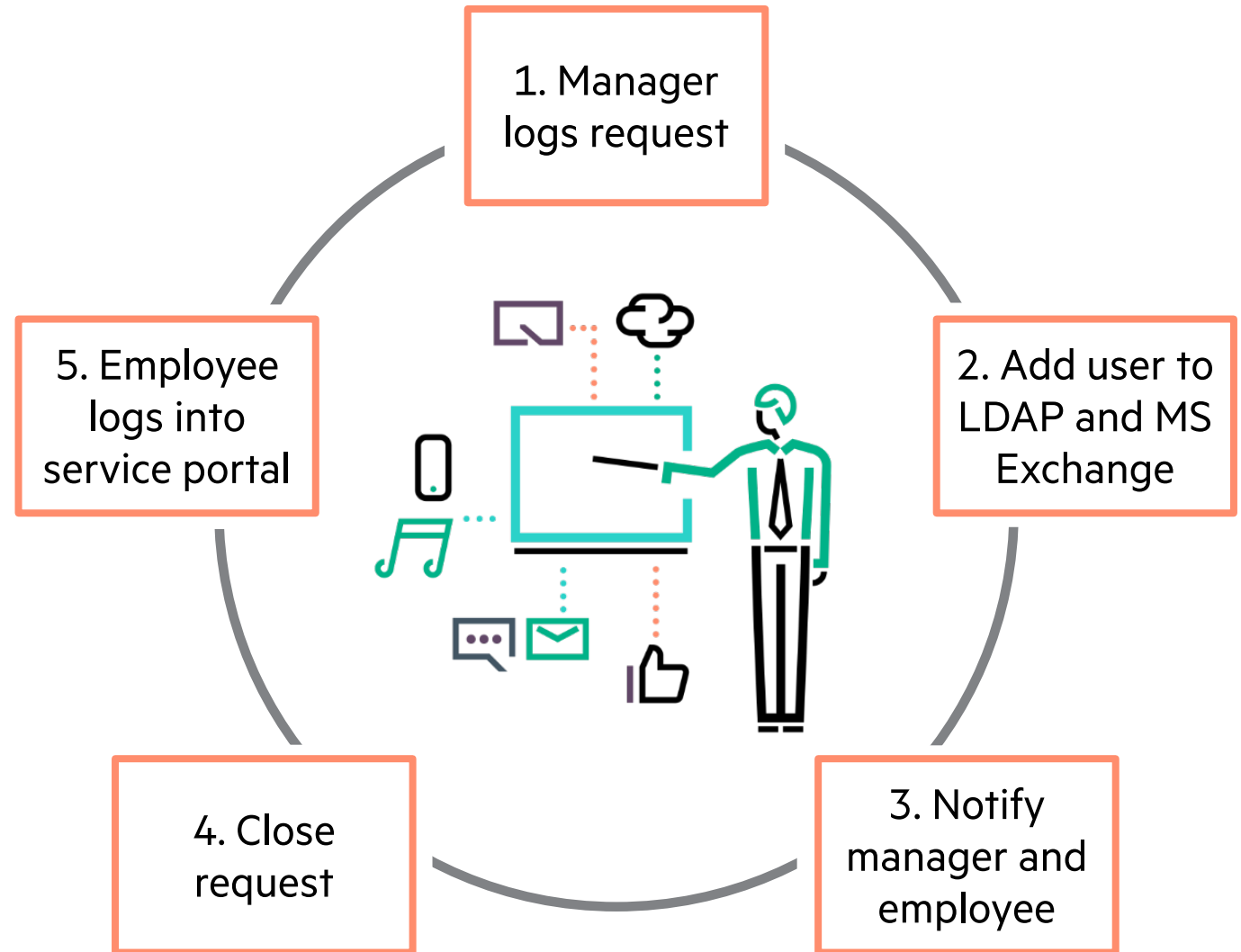
Suite content:

- Service Manager
- Smart Analytics
- Universal CMDB
- Asset Manager
- Universal Discovery
- Operations Orchestration
- IT Business Analytics

Complete end-to-end control of assets and IT services  
Common management task automation  
Continuous IT measurement and optimization

# Live demo

Employee on-boarding to Service Manager



# Key takeaways

Big data enables smart IT Service Management with a great user experience through self-service, faster response and fix times, along with a quick ROI.

Automation helps eliminate manual error-prone tasks and processes

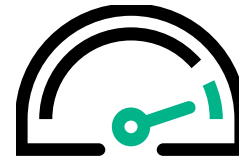
The CAP moves you to the Big Data Service Desk and ITSM Automation Suite Express Edition



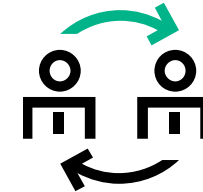
**Increase  
service  
quality**



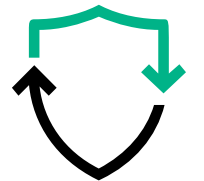
**Reduce  
cost  
of IT**



**Improve  
speed and  
agility**



**Improve  
user  
experience**

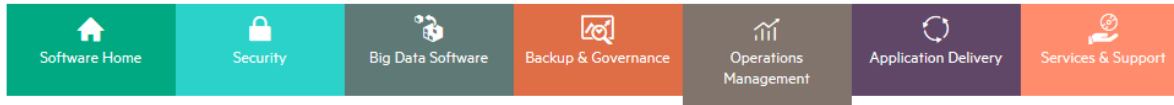


**Reduce  
risk**

For more information (also see next slide)

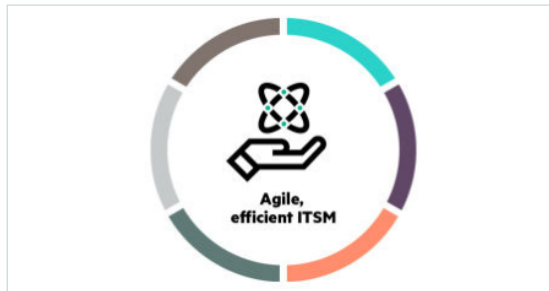
Visit [www.hpe.com/software/itsm](http://www.hpe.com/software/itsm) or

contact your local HPE Sales Representative or HPE Preferred Partner



## IT Service Management – ITSM

IT Service Management facilitates processes such as incident, problem, and change management. HPE ITSM solutions enable you to do this plus handle tickets more quickly and efficiently, increase end-user self-sufficiency, automate standard tasks, optimize the utilization of assets, and reduce risk.



### How to Overcome the Barriers to Cost-effective ITSM

Realize the benefits of automated IT Service Management. With an agile and effective Big Data service desk.

(PDF 684 KB)

[Read Now](#)

[Overview](#)

[Contact Us](#) ▾

[Free Trial](#)

## Where to go from here

### HPE ITSM and Service Desk Information

- <http://www.hpe.com/software/itsm>
- <http://www.hpe.com/software/servicedesk>

### Blog

- <http://www.hpe.com/blog/itsm>

### Twitter

- [http://www.twitter.com/HPE\\_ITSM](http://www.twitter.com/HPE_ITSM)

### LinkedIn

- [LinkedIn HPE ITSM Group](#)



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