HP Service Manager Foundation module

Data sheet

Unlike many solutions that require heavy customization and additional integration and implementation work, HP Service Manager Foundation has been designed to deliver core service desk architecture with less effort.

Selecting a service management solution is not an easy task. Organizations need a solution that can meet present and future needs as well as improve the manageability of all service desk operations.

This software helps you build valuable service desk processes aligned with the IT Infrastructure Library (ITIL)—all on a unified information architecture that scales with the demands of your business.

Key benefits

Provides a robust, highly scalable, and cost-effective underpinning to the HP service management solution

Improves service support and delivery by modeling and visualizing business services

Connects a constantly enhanced list of HP and third-party applications using a broad range of integration and federation technologies

Enables a lifecycle approach to managing IT services

Product overview

HP Service Manager Foundation module provides IT organizations with the tools to build an agile, efficient service support and delivery organization. Empowered by configuration management capabilities that are federated with the ITIL-based HP Universal Configuration Management Database (CMDB) software, HP Service Manager Foundation helps improve IT operations.

At the same time, it provides a solid foundation for the implementation of HP Service Manager software modules, such as Help Desk and Change Management. HP has built upon ITIL v3 process definitions to provide an embedded set of procedures, work instructions, comprehensive help documentation, views, and context-related wizards to accelerate implementation and increase out-of-the-box usability.
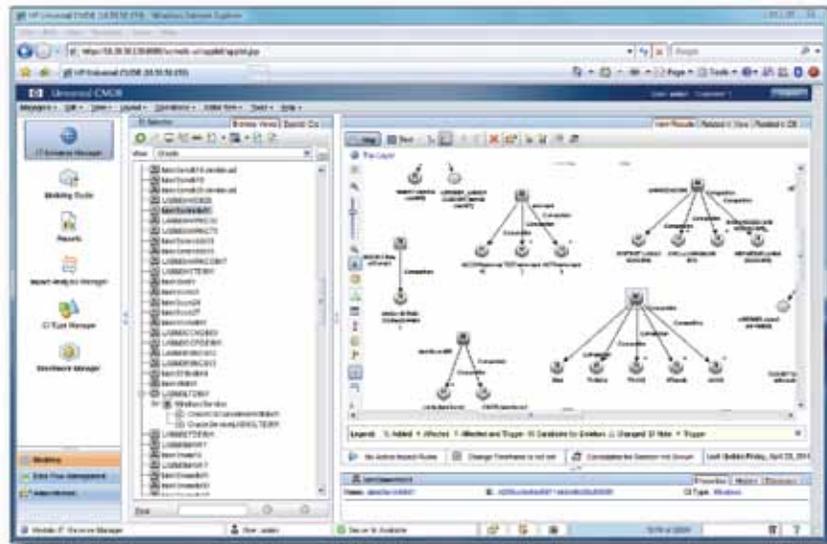
HP Service Manager's Web 2.0 user interface promotes operator productivity through intuitive design, fewer clicks, intelligent use of screen real estate, and fine-tuned control over record list views.

A comprehensive and integrated service management foundation

HP Service Manager Foundation provides the following capabilities:

- Base access
- Configuration management—repository, state management, baselines, and visualization
- Universal CMDB Foundation
- Web client
- Report analytics
- Integration connectors

Base access

HP Service Manager's base architecture helps to meet the needs of the most demanding IT organizations.

- **Scalability**: HP Service Manager provides horizontal and vertical scaling capabilities to enable many thousands of users to operate concurrently, permitting the design of architectures that meet business needs regardless of geographical or organizational constraints.

- **Flexibility**: HP Service Manager applications provide comprehensive out-of-the-box pre-defined process support, aligned along ITIL guidelines. Typically, however, organizations have unique requirements for the details of process, approvals, forms and views, data policies and models, and organizational structure. HP Service Manager provides a comprehensive toolkit of personalization, tailoring, and customization capabilities to address even the most complex requirements and reduce upgrade efforts.

- **Global support**: Enterprises operating in a multinational or global environment need more than simple horsepower. HP Service Manager provides scalability and a number of additional capabilities to address issues such as comprehensive time-zone support, multi-language capabilities, and flexible architectural options.

- **Resiliency**: HP Service Manager provides the ability to restart processes individually or as a group on a host without having to restart the operating system of the HP Service Manager server. This promotes higher availability of the HP Service Manager system. The *restart* command is useful as applied to troubleshooting or releasing system resources. The restart can be used as a scheduled recycle of HP Service Manager processes, allowing the administrator to specify the grace period before a process restarts, along with a notification message going out to affected users to prompt them to logout and log back in before the grace period ends.

Configuration management

HP Service Manager Foundation's Configuration Management helps to establish the basis for effective IT Service Management by documenting the unique attributes of each configuration item (CI) in the infrastructure. Configuration Management provides a clear model of CIs and the relationships, dependencies, and associated service level agreements (SLAs).

In keeping with best-practice recommendations, Configuration Management provides formal support for multiple CI states—Actual, Managed, Planned, and Historic. Also inline with best practices, baseline configurations (which define all the authorized or expected attributes for a type of CI configuration), and their lifecycle are supported.

An integral feature is the ability to group CIs in a variety of ways to permit the consistent management of business services, baseline groups, and more ad-hoc collections. The resultant group is treated as a CI in its own right, meaning that the IT organization can manage processes based on the affected business service as opposed to individual infrastructure components.

Furthermore, the repository—CIs, relationships, related records, such as incidents and changes—can be viewed graphically using the HP Service Manager visualization capability. These capabilities support the Service Lifecycle Management capabilities delivered in HP Service Manager.

HP Service Manager Foundation provides your IT organization with the information and tools needed to build a more predictive service support and delivery organization.

Universal Configuration Management Database Foundation

HP Universal CMDB provides the federated hub that supports the configuration data requirements of the many domains, roles, and processes within an IT organization.

HP Service Manager Foundation provides both the base components of Universal CMDB and pre-built federation with HP Service Manager Foundation's Configuration Management component. This verifies that the Actual State view of CIs and services supported by Configuration Management is timely and accurate.

The Universal CMDB Foundation provides a rapid upgrade path to its sophisticated discovery and application mapping capabilities, enabling the ability to automatically populate, maintain, and reconcile the detailed one-version-of-the-truth view of the services that IT offers.

Web client

HP Service Manager provides a browser-accessible Web client designed with a innovative Web 2.0-based user interface that promotes operator productivity. Access Service Manager like you would a website—with the same convenience.

Report analytics

Using Crystal Reports, HP Service Manager Foundation provides raw data-to-desktop reporting. A supplied pre-defined set of reports offers a wide range of the most common reports from base-level metrics to performance, which can be supplemented with customer-specific data.

Through an additional arrangement with HP Software Gold Business Partner Westbury, HP Service Manager's reporting solution has been extended to include a more robust operational reporting capability. Westbury Service Management Intelligence (SMI) Suite enables users to access, retrieve, and analyze any type of information stored in the service management application. You can extract the intelligence from your service management environment and obtain operational reports that offer insight into your service management processes to improve efficiency and effectiveness of the service operation.

The SMI Suite removes the complexity involved in operational reporting because the software is designed to do all the heavy lifting. It practically builds reports for you because it understands both the HP Service Manager database structure and the relationships between objects.

Integration connectors

No process tool can exist in isolation. Integration with a wide range of co-existing platforms and applications is critical. HP Service Manager provides a number of integration options so that it interacts fully with the IT environment and communicates seamlessly across silos.

Out-of-the-box integration with a number of external messaging protocols, including email (e.g., HTML email), fax, and pager, are provided as part of HP Service Manager Foundation.

- ServiceCenter Automation provides legacy event-handling capabilities.
- HP Connect-It software and integration connectors help IT create, test, and administer integration scenarios between HP Service Manager and other external applications. Connect-It and integration connectors leverage industry-standard protocols and integrate with third-party information systems.
- The supplied Web Services API permits both publication and consumption of Web services.

A complete solution

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