The HP IT Performance Suite for Operations

Gain the visibility you need to measure performance in detail and manage IT operations effectively.
You can’t manage what you can’t measure.

There’s nothing simple about measuring IT performance these days.

In fact, if you had to sum up IT operations environments in a single word, “complexity” would be a good choice. Sheer size is one factor. As your business grows, so does your data center—more servers, more storage, and more networks supporting more applications and business services. Sometimes growth is caused by mergers and acquisitions, and disparate legacy systems have to be integrated.

Then there are new technologies, sourcing options, and business models aimed at making IT operations more efficient—like composite applications, virtualization, automation, and cloud delivery. These innovations do exactly what they’re intended to do, reducing hardware requirements and expenditures. But they also make the process of measuring performance more complex, because applications and business services no longer reside on dedicated infrastructure. They’re fragmented and distributed across physical and virtual machines—some of which may not be on your premises at all—and knowing how the underlying components and the business services themselves are performing is tricky to say the least.

Add to this the fact that, increasingly, operations teams have to manage hybrid environments that combine legacy, premises-based IT with internal and external cloud services, and physical infrastructure with virtual infrastructure. In an environment like that, measuring the performance of business services seems almost impossible.

This is a challenge that HP has long had at the top of the agenda. Every software solution we deliver is focused on performance, and we have a complete portfolio of enterprise software—which we can deliver on your premises, remotely as a service, or hosted—that encompasses every aspect of IT management, from planning and strategy to development to operations. These solutions are integrated from end to end into the HP IT Performance Suite (ITPS)—a key component of which is ITPS for Operations.
The big picture: HP IT Performance Suite

HP ITPS for Operations is part of a suite of software solutions designed to help IT and business leaders focus on supporting business strategy and delivering business value—while reducing costs and improving IT efficiency—in a very transparent manner. It gives these leaders an automated, dashboard-driven, comprehensive technology solution—customizable at the CIO and departmental level—that provides detailed visibility into every aspect of IT performance. HP ITPS gives them a method for systematically managing IT overall while providing a means to better demonstrate to the business IT’s effectiveness, efficiency, and value.

The performance-management approach embodied in HP ITPS is based on more than two years of intensive research drawing on the experience of HP customers and HP deployment specialists. This research has given us a deep understanding of unique IT performance management challenges, which we used to develop a sophisticated data model that simplifies data collection from a broad array of resources. That data model translates into best practices and key performance indicators (KPIs), which in turn translate into performance.

The performance-management approach embodied in HP ITPS is the industry’s first systematic approach to digitizing the sensing, measuring, and instrumentation of the entire IT-controlled landscape into a single consolidated view for IT leaders and practitioners. It is the foundation for customized IT performance systems that can:

- Deliver the industry’s deepest and broadest coverage of IT-controlled assets and investments
- Make it possible to build a secure and comprehensive operational environment for hybrid service delivery
- Give executives the industry’s first cascaded optimization system for mastering the business of IT

In today’s complex world of data-center consolidation, virtualization, cloud delivery, and hybrid environments, HP ITPS can give IT operations teams the means to measure what they are responsible for managing.

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Turn insight into action into IT excellence.

HP ITPS for Operations is a suite within a suite that automates and orchestrates the integration and creation of new business processes for faster introduction and better management of business services. It concentrates thousands of real-time operational and security metrics into actionable insights across IT service levels including:

- User satisfaction
- End-user experience management
- Service dependencies
- Change management
- Production performance management
- Network management and optimization
- Transaction management across composite applications
- Service performance and vendor comparison
- Incident and bottleneck identification across networks, data centers, and clouds via topology-based event correlation

ITPS for Operations is made up of four proven, industry-leading IT operations management solutions—HP Business Service Management (BSM), Data Center Automation (DCA), IT Service Management (ITSM), and Cloud Services Automation (CSA). These are augmented by the HP Universal Configuration Management Database (UCMDB) with Discovery and Dependency Mapping (DDM) and the HP Executive Scorecard.

**HP Business Service Management**

HP BSM helps you achieve better service health, application and network performance, and infrastructure monitoring. It enables you to simplify daily operational tasks with universal event correlation and to anticipate real IT issues with service intelligence and analytics—all from one console. BSM even helps you optimize the performance and availability of cloud, virtual, and mobile services.

**HP Data Center Automation**

HP DCA automates repetitive tasks associated with managing servers, network, storage, databases, and application servers—so you can shift investments to more strategic initiatives such as accelerating the deployment of a private or hybrid cloud. It also helps you achieve compliance across the data center, standardize your operations, reduce downtime, and bring applications to market more quickly.

Figure 2.
The HP VP of Operations dashboard gives IT operations leaders the visibility they need to effectively measure what they are responsible for managing.
HP IT Service Management

HP ITSM integrates and automates service management processes and functions provided by your IT service desk and asset-management solution. It focuses on service design, operations, and delivery for improvement throughout the service lifecycle. With it, you can consolidate and standardize your service desk and supporting processes with built-in Information Technology Infrastructure Library (ITIL) v3 best practices for incident, problem, change, asset, configuration, and release management.

HP Cloud Service Automation

With HP CSA you can build a private, public, or hybrid cloud-computing environment that lets you deliver services faster while enabling the highest levels of quality and security. Your cloud can run on any network, storage, server, hardware, or virtualization platform. It can also scale to meet any level of demand for the IT services you deliver. This end-to-end integrated cloud management suite gives your enterprise all the functionality you need for an effective cloud solution.

HP Universal Configuration Management Database with Discovery and Dependency Mapping

The HP UCMDB and DDM provide a common set of capabilities for configuration management. Collaboration, task automation and orchestration, and anywhere-mobile remote access further enhance the solution. And integrations and cross-operations solutions support complete cloud automation, closed-loop break-fix incident management, and change, configuration, and release management. To provide transparency and promote superior performance across all operations, the solution automatically extracts KPIs and populates them into the HP Executive Scorecard.
The HP Executive Scorecard

The HP IT Executive Scorecard draws on HP’s extensive experience in IT management to deliver more than 120 KPIs, automatically populated from data across operations, applications, information management, security, strategy, and planning—and more are being developed. Individual pre-configured scorecards are available for personas such as the CIO, VP of operations, and VP of applications—giving you the most comprehensive coverage available for the IT operations environment, from data center to service desk to asset-management solution. And it works in traditional IT infrastructures, hybrid environments, and private and public clouds.

Accessible via mobile devices as well as desktop workstations, it presents information in consistent formats, including a balanced scorecard view of your KPIs. Scorecards and KPIs can then be cascaded down through your organization from your CIO to line-of-business stakeholders to IT directors, administrators, and operators to make sure everyone shares a single version of the truth.

The key component of the Executive Scorecard for IT operations is the VP of Operations Dashboard, which provides a customizable subset of KPIs specifically selected for their relevance to operations. They include:

- Costs of assets and labor
- Resource utilization, such as percent of work done by contractors
- Request, incident, change, problem, procurement handling times
- Mean time between failures, mean time to repair, health status, and outages
- Percent of successful changes and expired service-level agreements
- Age of hardware
- License utilization
- Infrastructure utilization
- Configuration items (CIs) without maintenance

These components work together to enable IT operations teams to:

- Automate release and patch management, compliance and drift management, and self service in cloud and hybrid environments
- Run operations to manage change, service requests, and incident and problem management and to optimize asset utilization
- Assure performance by consolidating, correlating, and remediating issues, planning, predicting, reporting on, and optimizing performance, and managing applications across their lifecycle

Figure 3. HP ITPS for Operations puts together all the components necessary for end-to-end operations management.
KPIs tell the story.

Performance-based management allows your IT organization to align with enterprise goals and constraints, formalizing them and mapping them to IT capabilities, identifying gaps, and making the appropriate tradeoffs to meet budget, time, quality, and compliance objectives for new projects as well as existing services and applications.

With KPIs automatically populating the HP Executive Scorecard, management and key stakeholders can all speak the same language and all have better visibility, insight, and control over operations performance. A single view systematically mapped to IT capability—people, capital, and technology—enables your IT team to better identify overlapping demand, duplicated systems, resource bottlenecks, and systemic risks. It creates an environment of transparency that enables IT leaders to improve their relationship with their stakeholders, reduce waste, and improve their ability to set and meet expectations.

Start building your IT performance system today.

If you’re ready to build, customize, and implement an overarching performance system that gives you fingertip control over your IT operations and real-time visibility into your largest and highest-leverage investments, contact us today.

Watch “A day in the life of a VP of Operations” youtube.com/watch?v=3sS3wDWiieA to see how a VP of operations gains insights to achieve business objectives and increase alignment with the team.

What one HP customer accomplished

A major financial institution set out to be the best IT-enabled bank in Europe. The ambitious goals included creating transparency, demonstrating the value of IT to the business, decreasing time to market, prioritizing investments, and lowering total cost of ownership.

The solution chosen was HP IT Performance Suite for Operations, and the results were:

- Support for a consistent 20 percent year-on-year growth in storage and server capacity
- An 80 percent reduction in control-room staff with increased productivity and no loss of service quality
- Full alignment of IT with the business by giving managers a clear view of IT’s value