



IT Service Management (ITSM) Automation Project

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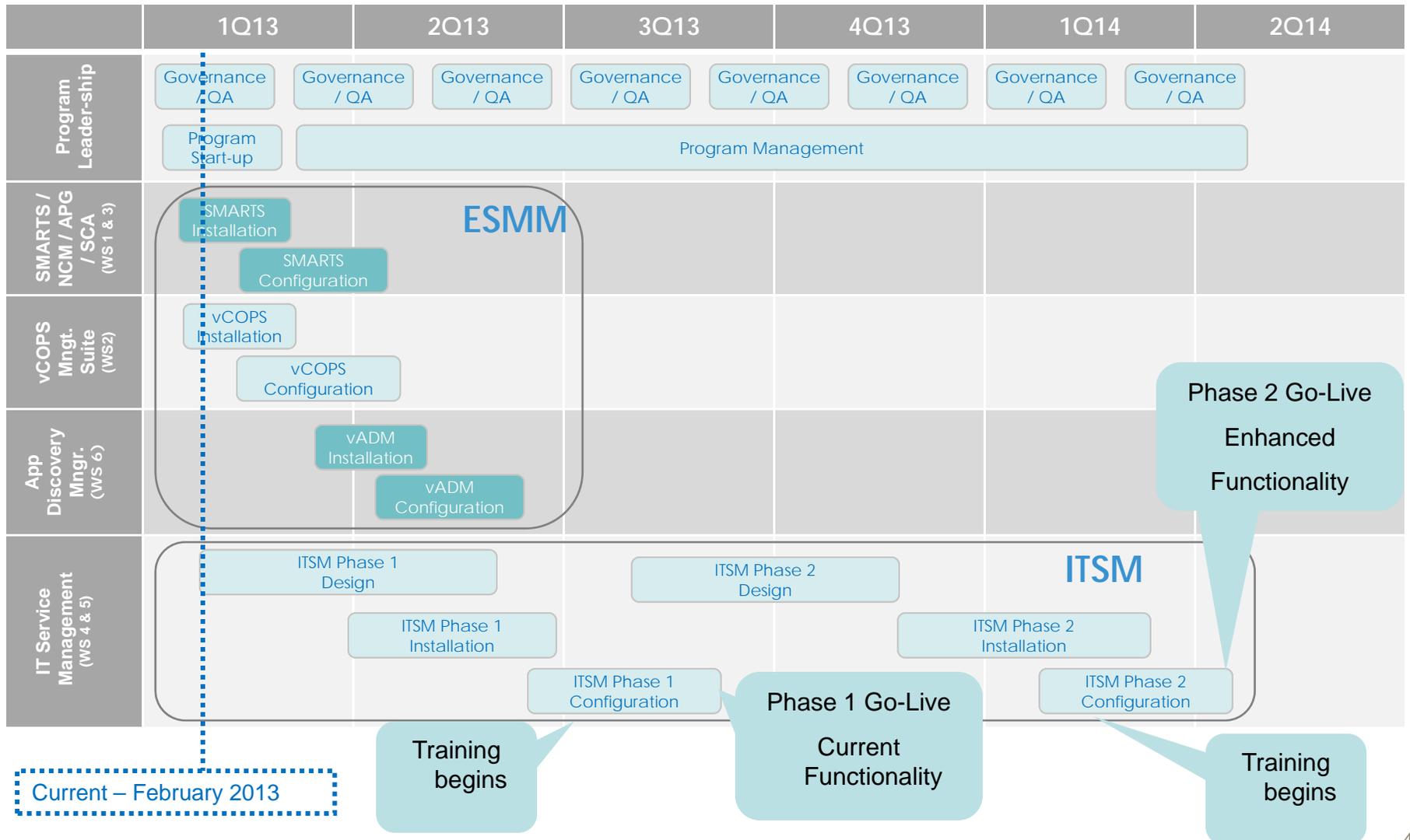
Why Change?

- The current IT service management (ITSM) application, HP ServiceCenter, is approaching end of life
- This necessitates either an upgrade or a move to a new product
- VMware Service Manager (VSM) will be the new ITSM tool
- EMC Smarts will be the new enterprise system monitoring and management tool replacing HP OpenView
- Enhanced integration and automation across ITSM process areas (Incident / Change / Problem / Service Catalog / SLM / Configuration)

What does this mean to me?

- Improved Web-based portal where customers can log both incidents and service requests as well as new capabilities that were not a part of the existing tool
- Improved end-to-end tracking and resolution management of incidents / problems / service requests
- Improved tracking of changes in the environment
- Improved performance reporting (service level agreements, availability and capacity)
- Enhanced service request / service catalog integration with processes
- Enhanced physical and virtual infrastructure metrics views

Timeline



Questions?