HPE ITSM Automation and Containers – Accelerating Deployment and Time to Value
February 23, 2017

Today’s Speakers:

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Senior Product Marketing Manager
Hewlett Packard Enterprise

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The Webinar will begin shortly.
HPE ITSM Automation and Containers – Accelerating Deployment and Time to Value
February 23, 2017
Hosted By

Jim Copio
Manager
Whitlock Infrastructure Solutions
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BSM SIG Leader
Today’s Speakers

Michael Pott
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Hewlett Packard Enterprise

Scott Knox
Senior Product Manager
Hewlett Packard Enterprise
Webinar Housekeeping

- This “LIVE” session is being recorded
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Webinar Control Panel

• **Session Q&A:**
  Please type questions in the Q&A pane and click on “Ask”
• Choose the language in which you would like to ask your questions
Agenda

– Welcome to the future
– ITSM Automation 101
– The first phase
– The next phase
– The Vision
– Q&A
Audience Poll

Are you aware of the shift of HPE to focus on solutions / suites / container delivery to improve ROI and TCO?

[  ] Yes
[  ] No
Welcome to the Future
The transformation to the digital enterprise

New types of apps, data and risks

New ways to build, operate and consume services

New business models, solutions and experiences
ITSM Automation 101
Your Journey to Value
IT Operations Management
Simplified to accelerate innovation

Automate | Orchestrated | Transform

IT Service Management

<table>
<thead>
<tr>
<th>Operations Bridge</th>
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<tbody>
<tr>
<td>Data Center Automation</td>
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<tr>
<td>Core Technology Foundation</td>
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IT Service Management Automation

Service Portal
- Big Data Service Desk
- Self-service user portal
- Asset management
- Automated service discover and modeling
- Task/process automation
- ITIL process automation
- Big Data analytics
- ChatOps collaboration
- Unified orchestration

ITIL Processes

Asset management

Automation

Big Data Analytics

Configuration management | Automated service modeling

Services
Applications
Infrastructure

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The first phase - Big Data Analytics and Machine Learning
HPE Service Manager 9.40

Simple and fast submission
Improve user satisfaction

Find answers quickly
Save effort and guess work

Self-sufficiency
Always on: anytime – 24x7

Automatic knowledge delivery
Increase user productivity

Smart Ticket
Automatic ticket classification
Quick resolution times

Smart Search
Intelligent knowledge delivery
Find answers quickly

End User Chat
with Virtual Agent
Automatic ticket routing
Fast and accurate assignment

Smart Email
with Virtual Agent

Hot Topic
Analytics
Turn data into actionable insights
Proactively spot hot topics
Identify data trends

End users

IT Agents, IT Managers
The Big Data service desk demonstrates real value
HEMIT accelerates incident management

Challenge
A constant increase in the number of incidents resulting in too slow and reactive problem management.

- 50% faster completion of self-service tickets
- 10% time reduction on phone calls to service desk
- 25% more availability of service desk resources

HEMIT Big Data Service Desk

On-demand Vivit webinar recording
The Big Data service desk demonstrates real value
The intelligent service desk at University of Pretoria

Challenge
Massive understaffing problem on the service desk to support 150,000 users with 8 agents.

<table>
<thead>
<tr>
<th>60% reduction</th>
<th>970 man hours</th>
<th>Higher service quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>in interaction capturing time</td>
<td>saved on service desk per year</td>
<td>results in satisfied users</td>
</tr>
</tbody>
</table>

On-demand Vivit webinar recording
Audience Poll

Do you believe the promise of the big data service desk?

[  ] I believe in the promise and am working to find a way to get these capabilities
[  ] I am skeptical still
[  ] I am not sure how to get to the point where I can use these capabilities
[  ] This is all new to me
The first phase
Integrated Solution Suites
HPE ITSM Automation Suite
Simplified Licensing

**ITSMA Suite Express Edition**
- Service Manager
- Smart Analytics
- Universal CMDB

**ITSMA Suite Premium Edition**
- Service Manager
- Smart Analytics
- Universal CMDB
- Asset Manager

**ITSMA Suite Node Packs**
- Universal Discovery
- Automated Service Modelling
- Operations Orchestration

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

**Benefits**
- Complete end-to-end control of assets and IT services
- Common management task automation
- Supports broad set of use cases
- Continuous IT service improvement
ITSM Automation Customer Appreciation Program (CAP)
The simple path for current HPE Service Manager customers to move to the ITSMA Suite

- Foundation
- Help Desk
- Change Management
- Knowledge Management
- Service Level Management
- Request Management
- CAP Upgrade SKUs
- Smart Analytics
- ITSMA Suite Express Edition

HPE Service Manager → CAP → HPE ITSMA Suite
Journey to value

Stage 1
Reactive
- Quality improvements
- Usability extensions
- Tactical enhancements
- Standardize processes

Stage 2
Applied
- Big Data
- Native features
- Self Service modernization

Stage 3
Managed
- ITSMA shift
- Portal enhancement
- Feature extensions
- Automated workflows, Bots and Agents
- ChatOps

Stage 4
Service Oriented
- Agile quarterly releases
- Containerization
- Virtual Private Cloud
- New module offerings
- Administration improvements

Stage 5
Service Optimization
- Application micro Service refactoring
- SAW alignment
- Platform extensions and refactoring
- Upgrade improvements

Strategic Business Benefits
Cost Reduction Benefits

Value Journey

HPE IT Service Management Automation
The next phase
Strategic innovation with low risk
The next phase of evolution  
From products to suites

**Products**

Standalone products wired up at customer site – Need to build the ‘Solution’ via best practice

**Suites**

**Classic Deployment**
Factory-integrated Products and shipped as bundle – Focused on core use cases

**Container Deployment**
Container based deployment for both installation and upgrades running on Enterprise-ready Orchestration platform
ITSM Product Vision

Deliver an Integrated Service Management suite:

- Codeless and versionless
- Built-in prescriptive analytics based on machine learning
- Choice of deployment models

Service Management Automation

- ITSM Processes
- Asset Management
- Automation
- Apps and APIs

Prescriptive Analytics

- Physical
- Virtual
- Cloud / SaaS

This is a rolling (up to three year) Roadmap and is subject to change without notice.
Container Foundation
The future of IT operations management software
ITOM Platform 2017.01 Release
First Release to support EPR Suite enablement

Key Features

– Embedded container orchestration
– Leveraged shared services
– Built delivery model for software downloads
– Delivered suite wizard installation framework for easy bootstrap
– Provided out-of-the-box workload monitoring
– Offered single suite licensing
Delivering Time to Value at Scale
New Container-based Delivery Model

**Distribution**
- Standard Unit of Delivery
- Always-on remote access

**Installation**
- Instant Provisioning
- Pre-Integrated Containers
- Leveraging Shared Services

**Upgrades**
- Automated rolling updates, Patches and rollbacks

**Operation**
- Integrated monitoring
- Automated scaling
- Self-healing and reconciliation

Management thru Automated Orchestration
- API
- CLI
- Dashboard
### Time to Value by the numbers

<table>
<thead>
<tr>
<th>Efficiency improvements</th>
<th>Traditional</th>
<th>Container</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time to install</td>
<td>2-15 days</td>
<td>25-45 mins</td>
</tr>
<tr>
<td>Time to upgrade (software)</td>
<td>2-5 days</td>
<td>Few mins</td>
</tr>
<tr>
<td>Auto scaling</td>
<td>Not Available</td>
<td>&lt;5 mins</td>
</tr>
<tr>
<td>Time to integrate</td>
<td>2-3 weeks</td>
<td>Pre-Built</td>
</tr>
<tr>
<td>High Availability</td>
<td>Per Product</td>
<td>Built-in</td>
</tr>
<tr>
<td>Disaster/Recovery</td>
<td>Manual</td>
<td>1 step</td>
</tr>
</tbody>
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High-degree of automation delivered by the underlying platform

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Container Foundation
Modular, scalable, native containers & microservices

- Pre-integrated containers, unified license model, and shared services
- Easy to install, maintain and patch with zero downtime upgrades
- Auto-scaling, HA/DR, self-healing and secure
- Flexible Deployment Options

Managed Container Environment
(Orchestration + Container Runtime)

ITOM Suite

Shared Services
Content
Repository

Physical
Virtual
Container
Cloud

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Management Portal Navigation

- Suites: install and manage suites
- Admin: monitor and adjust infrastructure and general settings for all suites
Management Portal - Resources

Resources: Advanced kubernetes dashboards & configuration UIs
For troubleshooting
Management Portal – quick run through Admin area

License Management

- add and view installed licenses

User Management

- add core platform admin users

Confidential
Management Portal – quick run-through

LDAP configuration

LWSSO configuration
Management Portal – quick run-through

Admin

Nodes

Add node label: type & use drag & drop

Drill down to get more node details

Confidential
Audience Poll

Do you think that our vision for container and multiple delivery options can help you reduce cost and complexity?

[ ] Yes
[ ] No
[ ] Unsure
[ ] Our management and operations teams are not ready for these approaches
The vision

What’s on the horizon
This is a rolling (up to three year) Roadmap and is subject to change without notice.

HPE ITSMA Product Roadmap

**Current**

**Solution as Suite Delivery Choice**
- ITSMA Solution bundle
- ITSMA Software Service SMS offering

**Big Data expansion**
- Smart ticketing, smart search, smart email, hot topic analytics

**Beyond IT**
- SM manual extension beyond IT
- Codeless IT processes in ITSMA

**Real-time CMS**
- Cloud discovery
- Event-based discovery
- Major capacity & performance boost

**Digital Service Desk**
- Virtual agent
- Automated email integration

**Next**

**Solution as Suite Delivery Choice**
- ITSMA Suite on Docker+K8S containers & orchestration

**Big Data expansion**
- Predictive analytics with Smart Change
- Automated Software Recognition

**Beyond IT**
- Fully immersive analytics
- Prescriptive analytics

**Real-time CMS**
- CMS on Containers
- Public cloud deployment + ASM
- ITAM Bundle

**Digital Service Desk**
- Enterprise-grade ChatOps

**Future**

**Solution as Suite Delivery Choice**
- ITSMA Suite on containers on AWS or Azure

**Big Data expansion**
- Fully immersive analytics
- Prescriptive analytics

**Beyond IT**
- ESM Studio for ITSMA
- ESM app store

**Real-time CMS**
- Enhanced User Experience
- CM transition to native UCMDB
- Dashboard + Analytics

**Digital Service Desk**
- Native mobile apps for ITSMA
ITSM Product Vision

Deliver an Integrated Service Management suite:
- Choice of deployment models
- Codeless and versionless
- Built-in prescriptive analytics based on machine learning
Service Management Automation Capabilities
Comprehensive Service Desk based on industry best practices

- Idea and Proposal
- Project and Program
- Application Portfolio
- Service Portfolio
- Service Catalog
- Employee self service
- Knowledge
- Surveys
- OOB Best Practices
- Embedded Big Data
- Integrations
- Social Self-service
- Engaging Collaboration
- Actionable Analytics
- UCMDB
- Smart Phone
- Tablet
- Codeless Configuration
- Continuous Delivery
- Request & Fulfillment
- Incident
- Problem
- Change
- Service Level
- Release
- On-Call

SACM
- Software Asset and Compliance
- Financial Management
- Stock
- Contract and Vendor
- Procurement
- Human Resources
- Analytics
- Reporting

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Q & A
Register Now – May 1-3, 2017

HPE Americas ITOM Summit
May 1 - 3, 2017
Dallas, TX
Accelerate IT to the Speed of Business

Learn More
Save the Dates: 16-19 May 2017

EMEA Software Customer Forums 2017

16-19 May 2017
Dublin

SAVE THE DATE

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Learn More
Thank You

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