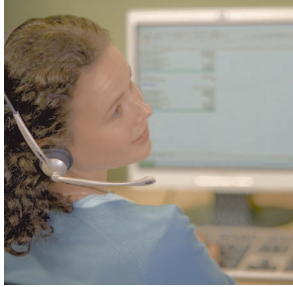


HP IT Service Management education



change
+
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For IT departments, managing products and services is only part of the job. Businesses now need full IT solutions – delivered with increased speed, agility and quality – that reduce the risk and cost of services. Successfully deploying these solutions requires a shift in organizational structures, management systems, processes, and tools. Do you know how to make the shift? Learn everything you need with education from HP.

Transform your IT organization into a trusted provider of IT services

To meet business needs, IT organizations must evolve into trusted IT service providers that adapt on demand and offer the cost-effective, reliable, flexible IT services so critical to today's business initiatives. It's not easy making this transition. That's why IT organizations are turning to IT Service Management (ITSM) solutions like those available from HP. These organizations are finding their strategies by referring to the most comprehensive, trusted source of ITSM best practices available: the IT Infrastructure Library (ITIL).

Build and deliver quality IT services with ITSM

ITSM can help transform your IT organization into a strategic, business-aligned service provider while helping

you get the most value out of your IT investments. With a standard approach to ITSM, HP's solutions help IT organizations plan, develop, deliver and maintain quality IT services. The resulting service offerings are customer-focused and process-driven. They are also engineered to meet cost targets and maximize performance according to relevant service level agreements (SLAs).

ITSM education is crucial to success

Successful IT transformations address the essential people, process, and technology components of IT service delivery. As ITSM projects re-engineer processes and implement new tools, people's skills and attitudes must change so that they can successfully perform new or modified jobs. Changing and improving people's skills require education.

Solutions for the adaptive enterprise.



With HP education services, your IT transformation strategy will be within reach.

HP education services provide comprehensive ITSM education solutions that address the critical people component of your service management transformation initiatives. More than just ITIL courses, HP offers both standardized and custom training solutions that equip IT professionals and management with the right knowledge and skills to optimize ITSM processes.

IT is business and business is IT

IT is the enabler for a business to achieve its commercial objectives. Within many organizations, however, there is insufficient communication between business and IT, resulting in a lack of understanding of what is required and what is possible to deliver. The business-IT alignment challenge can be met head-on through ITSM, an approach that is:

- Top-down and service-driven for continuous improvement
- Based on proven ITIL strategies best practices
- Aligned with business requirements
- Focused on addressing the issues of process, people and technology that all IT organizations face.

Addressing business-IT issues through ITSM

IT organizations need to be increasingly lean, flexible, effective and cost efficient. It's imperative they are aligned with continually evolving business requirements. Implementing ITSM will help:

- Improve the quality of IT services delivered
- Decrease IT operating costs
- Deliver more reliable business support
- Enhance customer satisfaction
- Achieve greater flexibility
- Establish a clearer understanding of IT's capabilities to drive new business

Put your IT strategy into action

HP's robust ITSM curriculum covers all aspects of ITIL training and certification. This proven curriculum includes all the necessary building blocks to build the skills and competencies you'll need to transform your IT organization into a dynamic IT service provider.

Depth, breadth and flexibility

HP offers the broadest range of ITSM courses available in the industry. You benefit from depth of content based on HP's extensive, real-world experience delivering ITSM solutions to our customers.

HP custom learning solutions address the unique training requirements for complex ITSM initiatives. Our consultants perform a comprehensive assessment to uncover existing skill sets, understand your training needs, and define your ITSM training requirements. We then develop a custom solution that will help you maximize the return on your ITSM initiatives. All employees benefit from a personalized education plan based on their current ITSM knowledge, roles, and responsibilities so that no one wastes time in the wrong classes – you save time and money.

For maximum flexibility, HP tailors its classes for your particular needs and can deliver training either onsite, in HP Education Centers, or online for convenient 24 x 7 access.

HP's robust ITSM curriculum covers all aspects of ITIL training and certification (see graphic on next page). Select your courses according to your unique staff needs, and level of familiarity with ITSM.

Awareness courses

These courses provide a brief and concise introduction to Service Management disciplines and benefits. They are ideal for staff or senior management who might be involved on the periphery of ITSM, or those new to the topic that need a broad, brief introduction. They are suitable for relatively large numbers and might be used to engender an initial understanding or alternatively, be of value to managers wishing to obtain a broad yet focused view of service management.

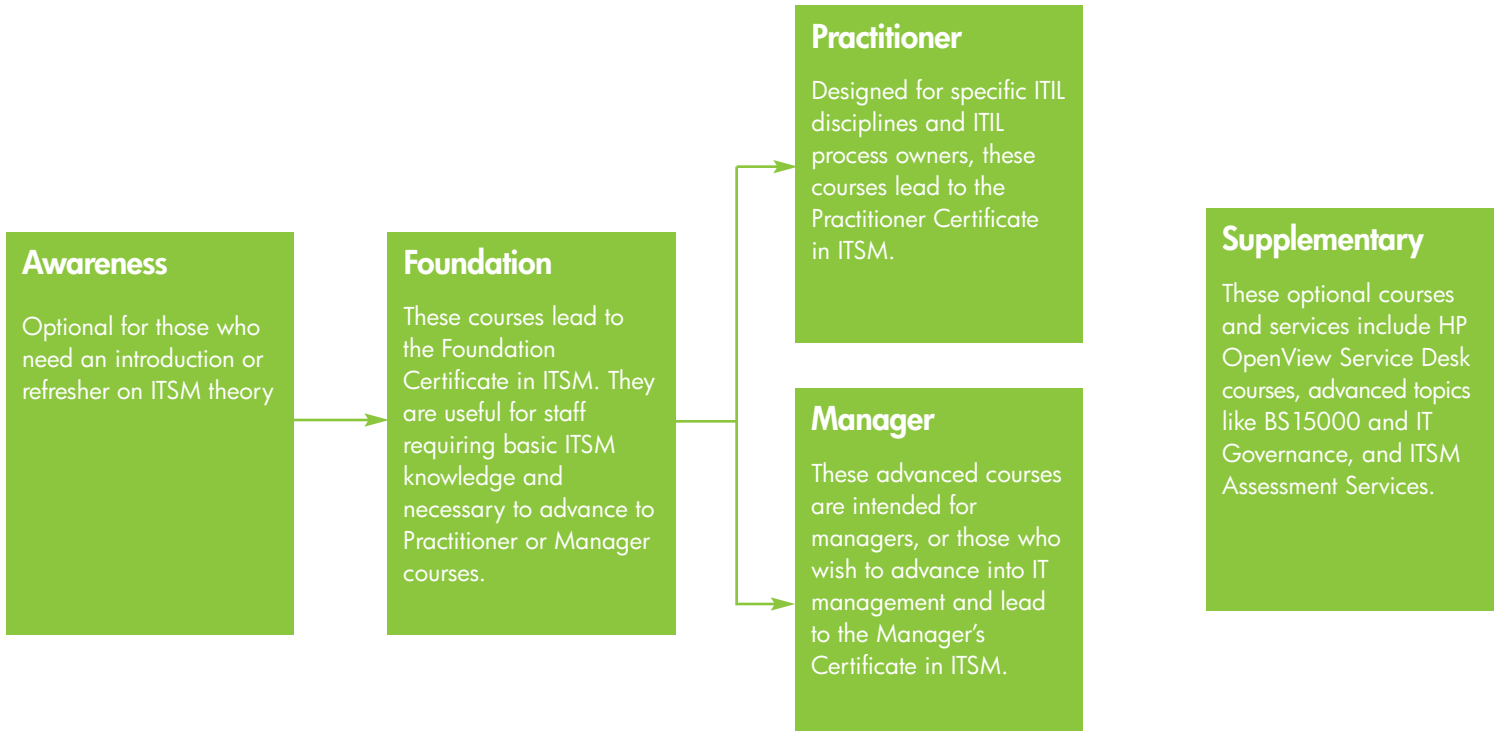
HP's High Performance ITSM Simulation is an exciting and interactive seminar that enables participants to experience the importance and benefits of ITSM. This simulation is especially useful to introducing basic ITIL concepts and gaining buy-in and support from all levels of staff and management for ITSM projects.

Foundation courses

These courses introduce the concepts of ITSM, and provide a solid foundation for those seeking an entry-level professional qualification in ITSM. They form the basis for those wishing to progress to the Practitioner Level qualification or onto the full Manager's Certificate.

HP offers flexible options in ITIL Foundation courses. Among these is our standard classroom course that includes the exciting simulation, as well as self-paced online courses with a mentoring option.

Curriculum overview



Practitioner courses

These courses have a high practical content and are aligned to each individual ITIL service management discipline. Choose which courses you complete based on your particular career needs. This level of the curriculum will provide all the necessary education for IT professionals who have, or will have, hands-on responsibility for planning, implementing and running one of the ITIL processes detailed below.

Change Management
Problem Management
Service Level Management
Incident Management & Service Desk
Availability Management
Capacity Management
Financial Management for IT
Configuration Management
Release Management
IT Service Continuity Management

These courses are also designed for those who require a formal qualification on the processes. Before taking any Practitioner exams, candidates must hold the Foundation Certificate.

Manager's courses

These consist of two one-week training courses followed by a review and exam preparation day. The courses are suitable for candidates with at least five years relevant IT experience. Before taking the exam candidates must hold the Foundation Certificate.

Supplementary

These optional courses are for IT professionals or managers intending to pursue more advanced ITIL topics like BS15000, IT Governance or those who need HP OpenView Service Desk training. Completion of the ITIL Foundation in ITSM course is highly recommended as a pre-requisite for these courses.

In addition to training, HP offers ITSM Assessment Services that start with gaining an understanding of your business requirements and how they are reflected in service-level objectives. Leveraging best practices like ITIL, these services then identify critical readiness gaps and offer specific recommendations to help IT balance processes and people, technology infrastructure, and vendor support relationships. The assessments also help prepare for external certifications, such as BS 15000/ISO 20000 or HP SP Signature certification.

“Given that training was essential, HP was the obvious choice because of its high profile in ITSM and ITIL. When we looked at the market in more detail, we found HP to be the only supplier with a comprehensive package of educational services that met all our needs.”
—Sverre Stornes, chief IT engineer, Norwegian University of Science and Technology

IT Infrastructure Library (ITIL)

Widely accepted as the best approach to IT Service Management, ITIL provides a comprehensive and consistent set of best practices. HP uses ITIL, and has been an active supporter of the model for over 10 years. Using this experience in ITIL, combined with the ITSM Reference Model, HP helps businesses achieve maximum IT operational effectiveness.

Why choose HP?

In addition to the depth and breadth of our courses, HP ITSM learning solutions are exceptional in the following ways:

- Consultative approach. Our consulting services help you define the ITSM competencies you need and develop an education solution tailored to meet those needs.
- Blended approach to instruction. HP also offers blended training solutions that combine both classroom and online training to accelerate and improve learning.

- ITIL-based curriculum and certification exams. HP offers a proven, ITIL-based curriculum and certification exams, ensuring that your staff are qualified and competent.
- Innovative ITSM business simulation. Based on the high octane world of motor racing, our exciting and highly interactive High Performance ITSM simulation enables participants to experience the benefits of ITIL service management.
- Global reach. With more than 80 Education Centers worldwide, support for various languages, and online courses, HP offers unmatched global delivery capabilities for effective, timely training.

Part of a comprehensive ITSM solution from HP

HP ITSM education solutions are part of a complete suite of ITSM services and solutions that integrate consulting, outsourcing, support, OpenView software solutions, and training. Together, these service and solution offerings supply some of the world's leading enterprises with a comprehensive, proven platform for success. HP's comprehensive ITSM capabilities also include:

- OpenView tools for ITSM automation
- ITSM assessments and certification
- Mission critical and proactive support
- ITSM Business Continuity and availability services
- ITSM Consulting services

HP is a dedicated leader in ITSM and provides support every step of the way. Just as we've helped customers such as Bombardier, Staples, Procter and Gamble, Roche and Avaya, HP can guide you through every aspect of your ITSM transformation.

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For more information about our ITSM education offerings, contact your HP education services representative today, or visit our Web site at www.hp.com/education.

