

## HP training paves the way for ITSM



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Sverre Stornes, chief IT engineer, Norwegian University of Science and Technology



Located in Trondheim, the Norwegian University of Science and Technology (NTNU) is Norway's leading technical university, with seven faculties and 53 departments. Of its 20,000 students, half study technology or the natural sciences.

With IT being one of NTNU's five strategic focus areas, the provision of cost-effective, high quality IT services aligned with the University's requirements is a top priority. To execute on this priority, the IT organisation is implementing IT Infrastructure Library (ITIL) best practices as the foundation for IT service management (ITSM). To disseminate an understanding of ITIL as quickly and effectively as possible, NTNU engaged HP education services to provide its IT staff with appropriate training.





“Given that training was essential, HP was the obvious choice because of its high profile in ITSM and ITIL,” explained chief IT engineer Sverre Stornes. “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.”

Initially, HP delivered on-site training courses including the unique Control-IT simulation and ITIL Essentials to a total of 60 people, each course lasting two or three days. Control-IT simulation is a hands-on and interactive approach to learning the importance of ITIL processes, communication, and business-to-IT alignment. The remaining 80 staff are now due to receive the same training, and more specialised courses may also be delivered. According to Stornes, feedback from attendees was overwhelmingly positive and the tutors were highly praised.

#### **Change management**

Equipped with the knowledge and insights gained during training, IT staff are now in a position to achieve faster results using proven methods. For example, a recent workshop involving external consultants achieved in two days what might once have taken three months.

## Challenge

- Provide high quality, cost-effective IT services to support the university’s strategic focus.
- Implement IT service management (ITSM) based on IT Infrastructure Library (ITIL) best practices.
- Disseminate knowledge and understanding of ITIL throughout the IT organisation.
- Change attitudes to focus on customer service and acceptance of ITIL-based processes.

## Solution

- Engage HP to provide ITIL training.
- Deliver on-site training courses including Control-IT simulation and ITIL Essentials to 60 IT staff.
- Ultimately, provide all 140 staff members with appropriate ITIL training.

## Results

- Feedback from attendees has been overwhelmingly positive and the tutors highly praised.
- IT staff are now in a position to achieve faster results using proven methods, as a recent workshop involving external consultants demonstrated.
- Acceptance of change, critical to successful ITSM implementation, is enhanced as IT staff are very enthusiastic about ITSM.
- The quality of services provided to students and staff will improve.
- The IT organisation will be in a stronger position should outsourcing be considered.

## Customer at a glance

industry sector: Education

name: Norwegian University of  
Science and Technology (NTNU)

headquarters: Trondheim, Norway

founded: 1996  
(previously University of Trondheim)

telephone: +47 73595000

number of employees: 3,300

annual budget: NOK2.8 billion  
(€340 million approx.)

URL: [www.ntnu.no](http://www.ntnu.no)

## Why HP?

- High profile in ITSM and ITIL.
- Comprehensive and innovative ITSM educational offering.
- Local presence.

## Technology highlights:

### HP Services

- ITIL training.
- Two- and three-day courses including Control-IT simulation and ITIL Essentials, delivered at the customer site.



"Thanks to HP's training programme, we didn't have to start from the basics. The consultants said they found collaboration much easier because everyone had a common understanding of IT processes," commented Stornes.

Clearly, these improvements will have an impact on quality of the IT services provided to NTNU's students and academic staff. With universities increasingly competing to attract the best students and grow their share of technology funding, this is very important.

More generally, NTNU is aware that change management plays a major role in the success of

any ITSM initiative. In Stornes's view, HP's training provides a common understanding at all levels of what this change involves. In combination with work done internally, it has enhanced acceptance of the changes needed for successful ITSM implementation. Indeed, staff are very enthusiastic about ITSM.

Finally, Stornes anticipates that the adoption of a new model for service delivery based on ITIL best practices will make the IT function more competitive should NTNU consider outsourcing in the future.

For more information on how working with HP can benefit you, please contact your local HP sales representative or reseller, or visit [www.hp.com](http://www.hp.com).

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