

# HP Service Provider Certification



## HP SP Certification—an accelerated path to best-in-class performance for enterprise IT organizations and service providers

If you're like most CIOs, you're working hard to make sure your IT organization is delivering the service levels your customers demand and your business needs to succeed. And it's always a challenging proposition. Where once IT was a novel series of technologies that helped companies improve productivity, today IT constitutes the very core of operations at every major enterprise. Business initiatives can succeed or fail in direct proportion to the ability of their IT department to support them with cost-effective, reliable, flexible services. This represents a substantial shift in responsibility—one that puts much of the burden of business success squarely on the shoulders of the CIO.

So do you know how your IT organization measures up to the challenges at hand? Is it meeting current industry best practices, or is it operating with outdated methodologies? Is it providing the levels of availability, security, performance, and business continuity required to meet your service-level agreements today? What about tomorrow?



There are a number of IT Service Management (ITSM) best practices and standards that have been developed to help companies answer these questions and to help them transform into trusted, strategic, agile service providers (SPs) for their businesses. But the truth is that researching these standards and deciding which to adopt and which to leave out is exceptionally time-consuming. That fact, combined with often inadequate up-front analysis and a lack of procedural structure often results in an ITSM initiative that fails to realize the desired business benefits.

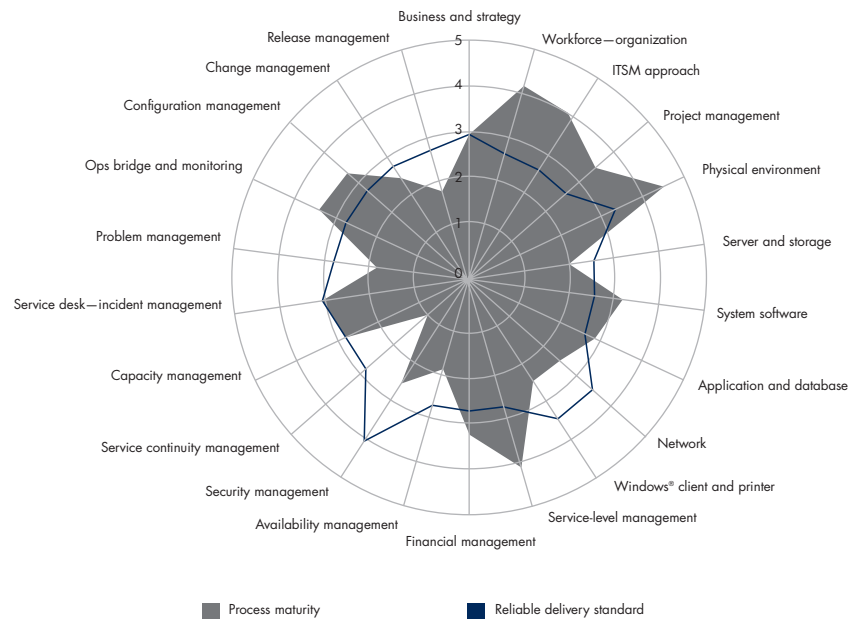
### HP SP Certification: a standards-based approach for enterprises

The HP SP Certification helps IT organizations achieve best-in-class service delivery capabilities rapidly and effectively by applying our extensive knowledge of accepted ITSM standards to your unique business, infrastructure, and service-level requirements.

Solutions for the adaptive enterprise.



**Figure 1.** An assessment of ITSM maturity relevant to your business requirements



We begin by assessing your IT organization's current ability to consistently deliver reliable service. The assessment includes a guided self-evaluation and a series of onsite visits by HP consultants to evaluate your ITSM implementation. During these visits, HP consultants compare your IT management practices and infrastructure against HP's comprehensive repository of more than 1,000 best practices for reliable IT service delivery. These best practices address more than twenty areas of IT infrastructure and management that impact service delivery. They include industry standards published by the Information Technology Infrastructure Library (ITIL) and other standards bodies, as well as HP's own experience in developing, implementing, and supporting business-critical applications. The assessment gives the most weight to the standards that are most relevant to your specific business requirements.

Once the assessment is complete, you receive a detailed gap analysis against the best practices and a formal benchmark of your IT organization's service management maturity. The maturity levels are based on the ITIL Process Maturity Framework and represent a service provider's ability to carry out activities in a consistent and repeatable way, based on the requirements of relevant business processes.

If there are significant gaps that prevent certification, HP consultants can then work with you to create and

implement a program of continuous service improvement to address areas of weakness.

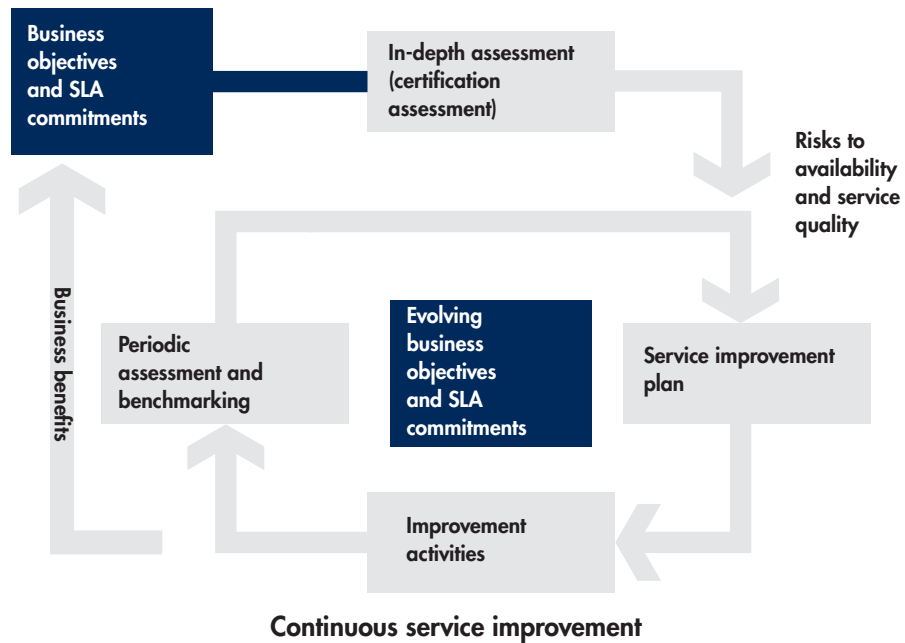
After completing the process and meeting the certification requirements, you receive an independent HP SP Certification stating that your company is able to consistently deliver reliable services to a defined standard based upon industry best practices. The certification serves as a visible, public measure of your IT organization's management maturity.

## Two HP certification levels

HP offers certification at two levels to accommodate businesses in different industries with specific requirements and unique existing capabilities.

- **HP Signature Certified:** This is a comprehensive assessment of all key aspects that impact an IT organization's ability to deliver reliable services. It includes a comprehensive people, process, and technology assessment. Consultants examine the full spectrum of end-to-end service-delivery components, including ITSM practices, network, applications and databases, system software, hardware, and the physical environment.
- **HP Certified:** This level serves as a stepping-stone to Signature certification by providing a technology-only assessment that certifies that quality of the infrastructure used to deliver services.

Figure 2. The service improvement lifecycle



## The next step: continuous service improvement

Once your organization achieves certification, it is critical that you continue to reevaluate and improve your ITSM implementation in order to stay current with rapid changes in technology and the business climate. HP's Service Improvement Lifecycle—delivered as part of our Mission Critical Partnership Service—is designed to help you leverage the assessment data from your HP SP Certification as a benchmark and establish a formal process for continuous service improvement. The goal is to assist your enterprise in successfully achieving its business objectives and also to help your IT organization deliver better service with fewer resources—at a lower cost and a higher value to the business.

### Benefits of HP SP Certification

SP Certification is a wise investment for a number of reasons:

- It provides an objective evaluation of where your IT organization stands, so you know your strengths and weaknesses relative to best practices and to the needs of your business.

- It clearly defines optimal service-management targets and creates a continuous service improvement plan, so you know where you need to go and what you need to do to get there.
- It helps drive positive change within your organization by bringing to light opportunities for improvement.
- It demonstrates the IT organization's capability to other groups within the company as well as to potential customers.

More quantitative benefits of properly implementing ITSM best practices may include:

- **Increased agility**—by dramatically decreasing time to market and reducing cycle time for changes
- **Minimized risk**—by improving implementation of no-fault changes and reducing the number of high-priority and emergency changes
- **Reduced costs**—by reducing over-capacity and mean time to repair
- **Increased service quality**—by reducing the number of incidents and increasing availability

## Why HP?

- **We certify customers on merit alone:** Unlike many vendor certifications that require significant hardware purchases or collaboration commitments prior to certification, HP customers receive certification based on one attribute alone: service quality. The certification's quality seal is available exclusively to enterprises that have successfully differentiated themselves through the certification of their services; it does not depend on any required level of financial commitment to HP.
- **The broadest set of assessment criteria in the industry:** The HP SP Signature certification incorporates a wide range of standards relevant to ITSM, including BS 15000, ISO 17799, ISO 9000, the full ITIL library, CMM, COBIT, PMBOK/PRINCE2, Microsoft® Operations Framework, the HP ITSM Reference Model, and HP's extensive Mission Critical Service experience.
- **Joint Microsoft Gold and HP SP Signature certifications:** HP is approved by Microsoft to deliver the Microsoft Gold certification on behalf of Microsoft. HP delivers the two certifications simultaneously, providing customers with an efficient way of achieving both certifications from a single assessment.

- **Global ITSM consulting and support resources:** HP has more than 1,000 consultants trained in ITIL and over 5,000 consultants delivering mission-critical support services based on ITIL. To help ensure consistency, HP consultants use a specialized SP delivery methodology and assessment criteria, which are overseen by a technical assessment board. And all consultants who deliver SP Certification must undergo formal training and mentoring before they can become lead assessors in customer engagements.

## For more information

If you'd like to learn more about HP SP Certification, please contact your local HP sales representative or visit [www.hp.com/go/spcertification](http://www.hp.com/go/spcertification).

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