HP OpenView Change and Configuration Management solutions

Business blueprint

Executive summary

HP OpenView Change and Configuration Management solutions automate the management of software, including operating systems, applications, patches, content and configuration settings, to help ensure that each computing device has the right software configuration at all times to support the business.

Proven across enterprises of any scale and complexity, HP's policy-based model for software change and configuration management automates the entire software life-cycle management process—from discovery, deployment and ongoing management through to migration and retirement.

The combination of dynamic provisioning for initial deployment and automated desired-state management for ongoing compliance is a key differentiator for HP's solutions. By automating manual tasks and processes, HP helps enterprise IT organizations and service providers lower costs, significantly reduce software related problems, and ensure that the software supporting the business is up to date, reliable and secure.

Whether driven by external requirements for regulatory governance or by internal requirements for security and software patch compliance, business agility or improved service delivery, every organization can benefit from an Adaptive Enterprise IT environment that is flexible and able to embrace and automatically manage change. For IT organizations this means a constant motion of application deployments and updates, patch deployments and assurance, technology refreshes, PC migrations and server consolidation. With each of these services comes the requirement to provision, re-provision or update the software that powers business.

Traditionally, IT has employed a semi-automated or task-based approach for managing software and software configurations—first create an image or package an application, next create a software deployment script and a target list, next feed these into a software deployment tool and have an administrator execute the task. When problems with the deployment occur, affected end users call the help desk and the list and script process is repeated until the software is brought into its correct, or desired, state.

While this approach may offer incremental benefits over purely manual processes, it cannot deliver the reliability or scale to meet the business demands of today's IT infrastructure. As business expands or contracts, IT complexity expands and contracts, or the rate of change increases, so do the resource and budget requirements of this task-based approach to managing software. Plus, with change happening in so many dimensions, it's virtually impossible for the IT staff to keep all the lists and scripts current—it simply doesn't work. The result is higher costs, slower manual responses, errors and system downtime. Which begs the question, isn't there a better way?

"Software change and configuration management solutions that provide continuous automation of the full life cycle enable IS to align with changing business needs. By delivering application and infrastructure changes more quickly, timely and accurately, business can become more agile. Through continuous software configuration automation, IT organizations can improve reliability and repeatability, and reduce security risks for tasks done manually by over-extended staff."
— **Ronni Colville,
Research Director, Gartner**
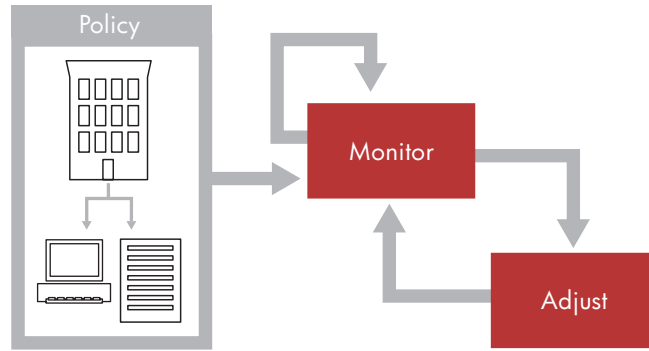
HP OpenView Change and Configuration Management solutions offer a unique approach

HP OpenView Change and Configuration Management solutions provide the answer. By substituting automation for manual intervention, IT organizations dramatically lower IT costs, lower resource requirements and increase software reliability.

You might be thinking to yourself, "Many solutions talk about automation, so why is HP's solution different?" In fact, our solution is quite different. In contrast to task-based approaches to software change and configuration management, HP solutions employ a unique approach to managing software—automated desired state management.

In its simplest form, automated desired state management works much like the thermostat in your home. You set a "policy" on your thermostat—"keep the temperature in this room at 70 degrees"—and the thermostat manages the temperature to your desired state (70 degrees). If the room becomes too cool the heat is turned on until the desired state, in this case 70 degrees is met. If the room becomes too warm, the air conditioning is turned on to bring the temperature back into a desired state. The thermostat continuously monitors the current state of the room and adjusts the temperature according to policy and desired state.

This is essentially how HP's unique automated desired state approach works on software. The business sets a policy requirement, such as "everyone in sales should have the latest version of Microsoft® Outlook" or "every UNIX® server should have the latest software patch," and our solution makes it so. As software versions, user requirements and device configurations change, the managed software and content is automatically reconfigured to correspond to the desired state, thus eliminating the need for manual user or administrator involvement. But the value of automated desired state management extends far beyond software deployment. The greatest value is derived from continuous management and ongoing compliance. If a device drifts out of its desired state, if a file or registry setting is corrupted, if a security patch is inadvertently backed out, HP OpenView Change and Configuration Management solutions can automatically return the device to its desired state. Downtime, disrupted service, lost productivity and even unhappy customers are dramatically reduced.

Solution description

HP OpenView Change and Configuration Management solutions are available today for servers (data center, distributed or blades), PCs (desktop or laptop), and specialty devices such as automated teller machines, handheld and point-of-sales devices. These solutions all work seamlessly together and share a common architecture to:

- Automate the entire software life-cycle management process—from discovery, deployment and ongoing management through to migration and retirement

- Automatically deploy and manage the entire software stack to a desired state—operating systems, applications, patches, settings and content

- Provide continuous management by monitoring and adjusting to changes in policy

- Manage software on virtually any device—desktops, laptops, servers, handhelds, ATMs and point-of-sale devices—in a heterogeneous or stand-alone infrastructure

- Manage software on virtually any OS—Windows®, UNIX, Linux, Mac, OS/2

- Manage software on virtually any scale, complexity or any rate of change

Our customers typically use our solutions for:

- PC change and configuration management

  – For enterprise IT managers and service providers who need to ensure availability of desktop applications, HP's change and configuration management solution is a highly scalable solution that enables administrators to efficiently and reliably inventory, deploy and maintain software and content across heterogeneous desktop platforms from a web-based console.

- Server change and configuration management

  – For enterprise IT and data center managers who need to ensure application availability and reliability on data center and distributed servers, HP's change and configuration management solution manages and secures all software layers—operating systems, patches, applications, middleware and settings—on data center, blade and web servers.

- Mobile change and configuration management

  – HP's mobile change and configuration management solution is for enterprise IT managers who need to ensure application availability, security and reliability of software on mobile devices like laptops and PDAs.

- ATM change and configuration management

  – HP's ATM change and configuration management solutions lower administrative costs while increasing software reliability and security by automating the management of operating systems, patches, applications, content and multimedia. Even in the most challenging or low-bandwidth environments, our solutions can deliver the highest reliability and help ensure the software that runs on your ATMs stays in a secure and correct state.

Return on investment

Through HP OpenView Change and Configuration Management solutions, our customers have shown increased software management savings, dramatic time-to-market improvements and significant increases in reliability. The result is reduced costs through greater efficiencies, improved service levels and a transformation of software into a service that expands marketing channels and opens new sources of revenue.

- Reduced IT costs: Our solutions significantly reduce IT operating costs and lower total cost of ownership (TCO) by streamlining IT management processes from end to end and eliminating manual installation and administration.

    – A U.S.-based energy company avoids $13 million a year in costs to deploy and maintain business applications.

    – A global insurance company estimates it saved $1.5 million in migrating 400 applications across 7,000 devices with a four-month payback.

- Business continuity assurance: Our solutions improve the continuity of software-enabled services by helping ensure that the underlying software is up to date and protected against vulnerabilities.

    – A global IT organization was able to deploy a security patch to 140,000 distributed workstations within 24hours of vulnerability notification resulting in "zero business downtime."

- IT alignment to the business: Our solutions accelerate deployment and provide continuous management of software configurations, to help ensure that IT can quickly, reliably and cost-effectively provide the software-enabled services that support existing business processes and the innovative services required to meet new initiatives.

    – A large insurance company uses an HP OpenView Change and Configuration Management solution to automate configuration management for 400 data center servers, resulting in 700 percent increase in provisioning throughput.

Why HP?

1. HP is a trusted partner in your success. An established leader in providing management software solutions, we continue to innovate and deliver value as your business IT needs evolve. Industry analyst Garter Inc. recently acknowledged our market leadership for the fifth consecutive time in the publication of its Magic Quadrant.

2. Our solutions implementation provides the flexibility you need to fit your own unique IT management needs. Our solutions arrive for implementation with an IT Infrastructure Library-based five-step sequence of: gathering and defining the requirements and recommended solution; architecting and designing the solution; developing the planned infrastructure; implementing the solution; and operating/maintaining the solution. You have the ability to tailor each solution to fit your IT infrastructure and processes out of the box, yet the implementation and administration is easy and straightforward.

3. HP provides high-quality software services that address all aspects of your software application life-cycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with best-in-class services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs. For an overview of HP software services, visit **www.managementsoftware.hp.com/service**.

4. HP provides a comprehensive curriculum of HP OpenView courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network optimization and responsiveness, and achieve a better return on your IT investments. With more than 25 years experience meeting complex education challenges worldwide, HP knows training. This experience, coupled with unique insights into HP OpenView software, positions HP to deliver the optimum training experience. For more information about these educational courses, visit **www.hp.com/learn**.

5. HP Financial Services provides innovative financing and financial asset management programs to help you cost-effectively acquire, manage and ultimately retire your HP solutions. For more information on these services, contact your HP sales representatives or find us on the web at **www.hp.com/go/hpfinancialservices**.

For more information

To learn more about HP OpenView Change and Configuration Management solutions, contact your local HP sales representative or visit: **www.managementsoftware.hp.com/solutions/ascm/index.html**

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