



HP Business Service Level Management software

Data sheet



IT operations teams and service providers use HP Business Service Level Management software to manage service levels and provide SLA-compliance reporting for complex business applications in distributed environments.

Proactively manage service levels

Can you proactively manage service levels from a business perspective? With HP Business Service Level Management software, the answer is yes. You can:

- Define realistic, quantifiable availability and performance objectives that reflect business goals
- Measure performance and availability as experienced by end users

- Maintain a hierarchical catalog of business services mapped to customer service-level agreements (SLAs) and to underlying applications and infrastructure
- Isolate and resolve performance problems before service-level objectives are breached

HP Business Service Level Management lets you increase your return on investment (ROI) and profitability by delivering more consistent, predictable performance levels.

With HP Business Service Level Management, end-user performance metrics are collected to:

- Define, track and manage service levels to meet business objectives
- Measure system service levels for availability and performance, and map to business services for managing equivalent infrastructure-centric operational-level agreements (OLAs)

Align IT with business priorities

HP Business Service Level Management defines business-centric service levels so you can align IT with business priorities.



How HP Business Service Level Management works

HP Business Service Level Management leverages the underlying foundation of HP Universal CMDB software. It uses service dependency mapping to gain visibility into relationships among business services, applications and infrastructure. The process begins by examining performance trends and setting baselines for a variety of business goals. These baselines let you establish realistic service-level objectives for availability and response times for the different subsidiaries, geographies or organizations they serve. In addition, HP Business Service Level Management measures other key performance indicators (KPIs), such as volume of users and mean time to repair (MTTR).

Compare application performance to business goals

HP Business Service Level Management lets you compare actual application performance to business goals in order to:

- Determine whether business requirements are being met
- Send alerts when performance is in danger of falling below the agreed-upon service levels, potentially saving money by avoiding SLA financial penalties
- Map SLAs to the underlying OLAs and underpinning contracts to see which infrastructure tiers are impacting end-user service-level achievement

Get useful, customized reports

HP Business Service Level Management aggregates all of your service-level data and automatically generates customized reports. With these reports, you can:

- View high-level summaries as well as detailed reports on specific activity for select periods of time
- Use trending information to determine whether service levels are improving, declining or remaining consistent
- Analyze service outages by internal and external providers to allow better resource allocation and team accountability

Meet SLAs

HP Business Service Level Management addresses key service-level management requirements, such as:

- Flexible handling of planned downtimes for correct SLA measurements
- Facilitating creation of agreed-upon definitions of outages
- Real-time alerts and events on SLA breaches

Map to your business needs

HP Business Service Level Management provides wizards for easy, guided definition of realistic, quantifiable availability and performance objectives that:

- Reflect business goals
- Measure performance and availability as experienced by end users
- Isolate and resolve performance problems before service-level objectives are breached

Get flexibility

HP Business Service Level Management is flexible and can include any combination of the following:

- End-user service-level management using HP Business Process Monitor software
- System-centric service-level management using HP SiteScope software or third-party system monitors
- Integrated service-level management that correlates end-user experience with enabling infrastructure tiers
- In-house deployment for internal monitoring and control
- Independent, third-party, service-level views and faster deployment through HP Managed Software Solutions

Part of HP Business Availability Center

HP Business Service Level Management is integrated with HP Business Availability Center software, an integrated set of software, solutions and best practices for monitoring and managing business applications and systems.

Key features and benefits

- Lets you define realistic, quantifiable availability and performance objectives that reflect business goals
- Measures performance and availability as experienced by end users
- Tracks service-level availability and performance both on a real-time basis and for offline planning purposes
- Isolates and resolves performance problems before service-level objectives are breached
- Reduces costs by removing the need for manual, ongoing report generation
- Improves the availability of revenue-producing applications, thereby increasing the productivity of reservation agents
- Reduces the level of effort required to produce and distribute service-level documentation

A complete solution

Comprehensive training

HP provides a comprehensive curriculum of HP Software and IT Service Management 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 better return on your IT investments.

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