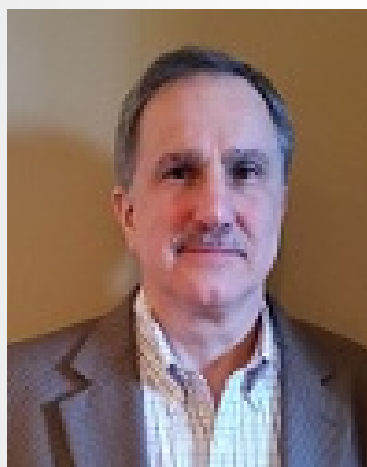**What's New in HPE Service Anywhere August 2016 Release**
September 8, 2016

Brought to you by

Hosted By

Jim Copio
Manager
Whitlock Infrastructure Solutions
Carolinas Chapter Leader
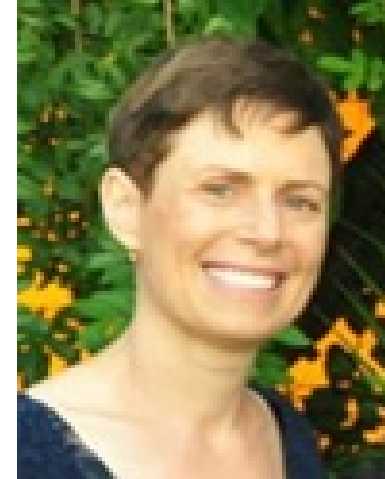BSM SIG Leader

Today's Speakers

Steven Anderson
Senior Product Manager
HPE Service Anywhere
Hewlett Packard Enterprise

Tonya Scherba
Senior Product Manager
Hewlett Packard Enterprise

Julie Azoulai
Product Marketing Manager
HPE Service Anywhere
Hewlett Packard Enterprise

Housekeeping

- This "LIVE" session is being recorded
  Recordings are available to all Vivit members

- Session Q&A:
  Please type questions in the Questions Section

Forward-looking statements

This is a rolling (up to three year) Roadmap and is subject to change without notice

This document contains forward looking statements regarding future operations, product development, product capabilities and availability dates. This information is subject to substantial uncertainties and is subject to change at any time without prior notification. Statements contained in this document concerning these matters only reflect Hewlett Packard Enterprise's (HPE) predictions and / or expectations as of the date of this document and actual results and future plans of Hewlett Packard Enterprise may differ significantly as a result of, among other things, changes in product strategy resulting from technological, internal corporate, market and other changes. This is not a commitment to deliver any material, code or functionality and should not be relied upon in making purchasing decisions.

HPE confidential information

This is a rolling (up to three year) Roadmap and is subject to change without notice

This Roadmap contains Hewlett Packard Enterprise (HPE) Confidential Information.

If you have a valid Confidential Disclosure Agreement with Hewlett Packard Enterprise , disclosure of the Roadmap is subject to that CDA. If not, it is subject to the following terms: for a period of 3 years after the date of disclosure, you may use the Roadmap solely for the purpose of evaluating purchase decisions from Hewlett Packard Enterprise and use a reasonable standard of care to prevent disclosures. You will not disclose the contents of the Roadmap to any third party unless it becomes publically known, rightfully received by you from a third party without duty of confidentiality, or disclosed with Hewlett Packard Enterprise's prior written approval.

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Agenda

- ITSM and the Big Data Service Desk
- HPE Service Anywhere August 2016 Release
- Demo
- HPE Service Anywhere Customer Programs
- Where to go from here
- Key takeaways
- Q&A

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ITSM and the
Big Data SaaS Service Desk

Why care?

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IT service management is changing...

Challenging budgets, emerging trends, new stakeholders, and growing complexity

Decentralization of IT

Social

Public cloud

Big data

Service levels

Standardization

BYOD

DevOps

SaaS

Self-service

Compliance

Mobile

Private cloud

Consumerization of IT

Multiple suppliers

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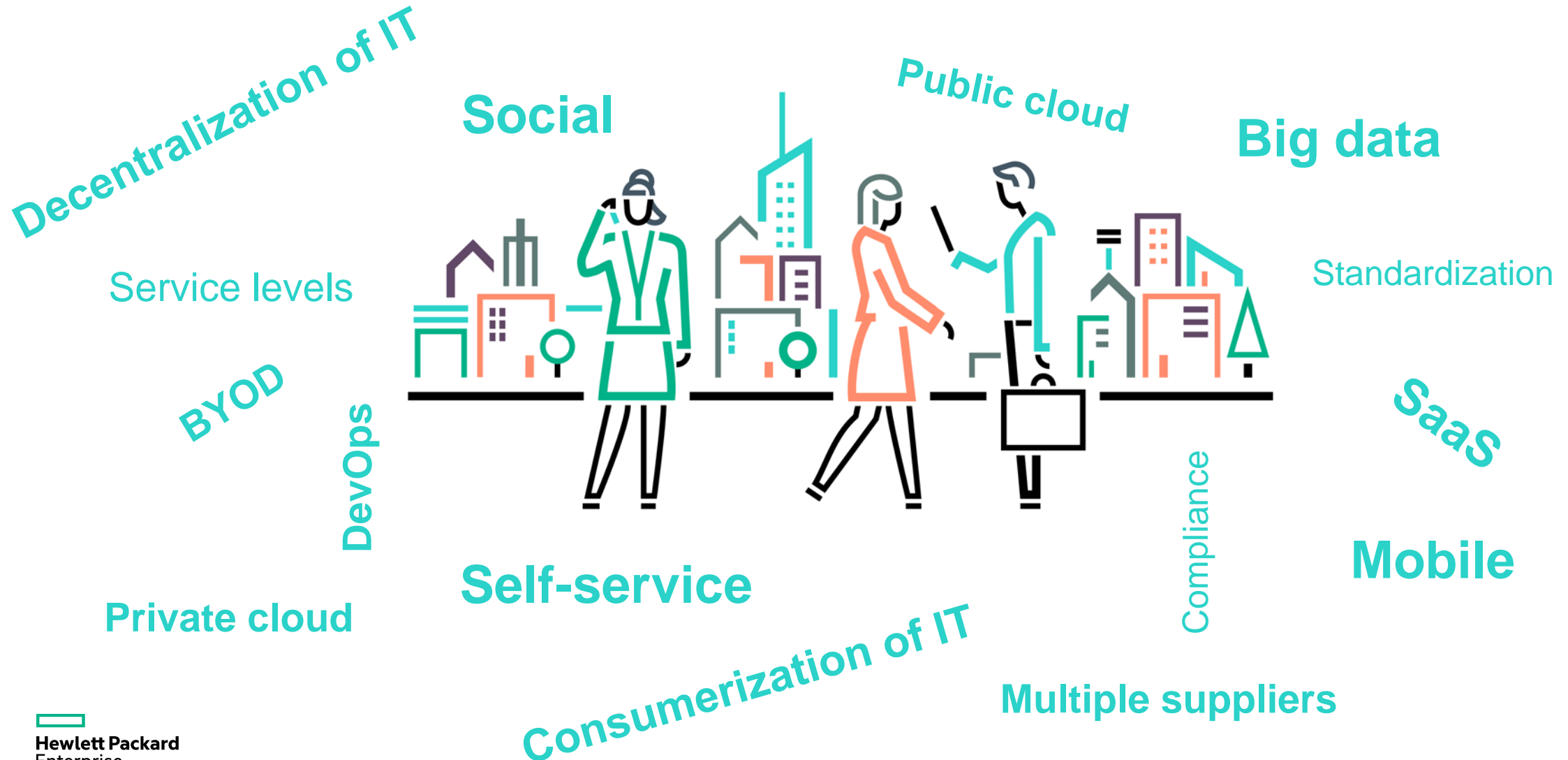
IT Service Management challenges

Service desk seen as slow and unresponsive	Inadequate or limited self-service	Too many manual tasks	Unknown asset usage	Long deployments and expensive upgrades

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The inevitable business impact

Dissatisfied users bypass the service desk

Inefficient service desk at a high cost

Low service quality at high cost

Proliferation of shadow IT and LOB initiatives

Overspending on assets

The HPE Service Anywhere difference
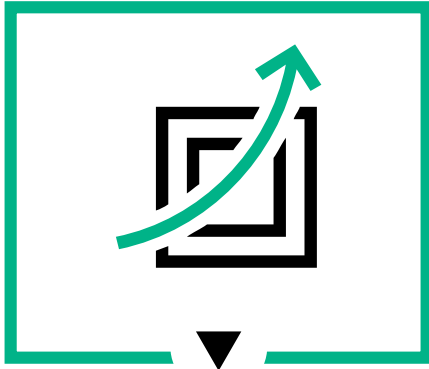
Increased Service Quality

Big Data analytics, insight and knowledge delivery

Reduced cost of IT

Optimize portfolio and assets investments

Improved speed and agility

Automation and ease of administration and configuration
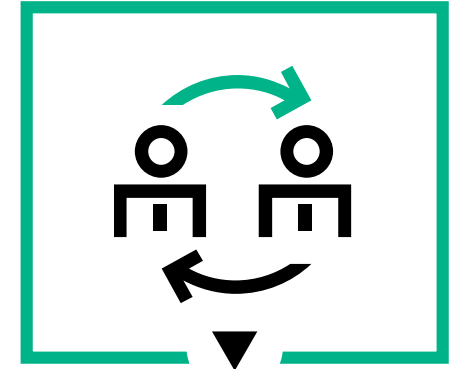
Improved user experience

Self-sufficiency with social, mobile, and relevant information

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HPE Service Anywhere

Comprehensive SaaS Service Desk based on industry best practices

Engaging Collaboration

Embedded Big Data

Actionable Analytics

UCMDB

Smart Phone

OOB Best Practices

Social Self-service

Tablet

Continuous Delivery

Integrations

Codeless Configuration

Idea and Proposal
Project and Program
Application Portfolio
Service Portfolio
Service Catalog
Employee self service
Knowledge
Surveys

Request & Fulfillment
Incident
Problem
Change
Service Level
Release
On-Call

SACM
Software Asset
Financial Management
Stock
Contract and Vendor
Analytics
Reporting

Tangible benefits

DFID reduces IT service desk phone calls by 50%

Challenge

– The UK Government's Department for International Development (DFID) needed to deliver efficient and effective IT support to 3,000 staff in disparate locations across 50 countries

Solution

– HPE Service Anywhere simplifies and consolidates service management by providing a single point of contact for all core IT processes including incident, problem, change, request and knowledge management

Result

– 20% fewer request tickets raised

– 50% reduction in service desk phone calls

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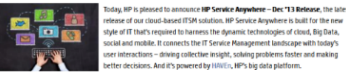
August 2016 New Features

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Agile continuous delivery in action

See the ITSM blog on HPE.com for more details of each update

| December 2013 | March 2014 | June 2014 | Sept 2014 | Dec 2014 | March 2015 | June 2015 | Sept 2015 | Dec 2015 | March 2016 | Aug 2016 |

User experience

Simple, modern & beautiful to enhance productivity and user satisfaction.

Modern Design
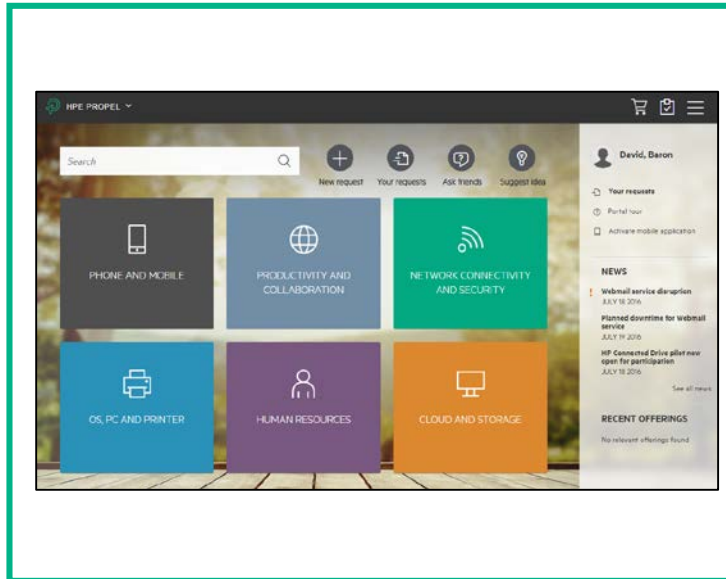
Social Collaboration – Self-service
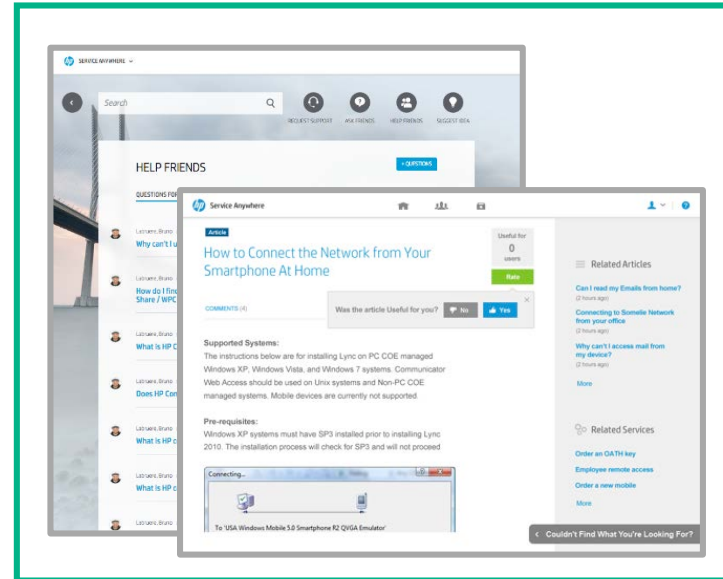
On-the-fly translation
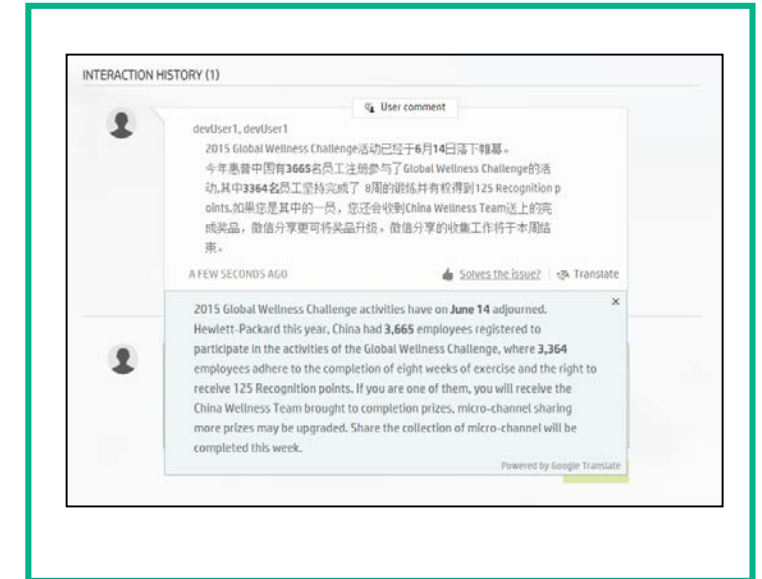
- Intuitive and Integrated
- Web, tablet, smart phone
- Create your own experience
- Free access, designed to make users self-sufficient

- Self-sufficiency with social experience
- Handle requests of all types
- Proactive suggestions of solutions
- Grows knowledge organically

- Effective communication between employees and agents for a global, multi-lingual customer base
- Requires Google Translate license

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Smart
Understand and predict users' needs to reduce the learning curve, provide better answers

Automation
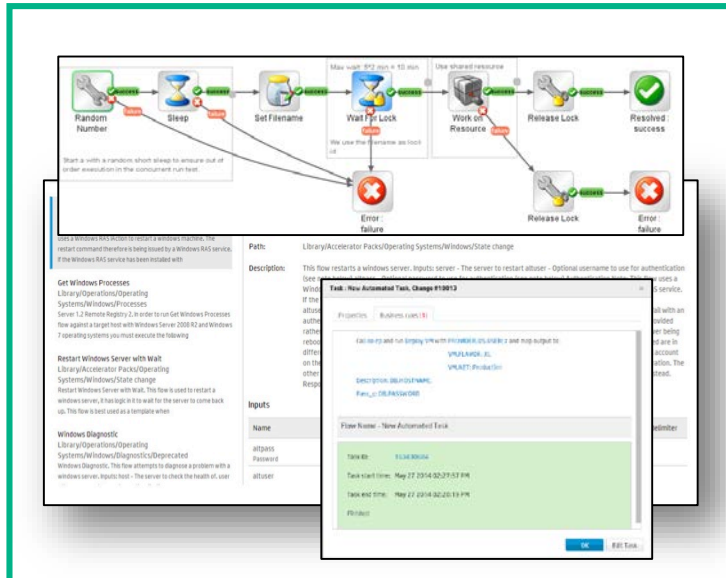
- Industry leading automation
- Fully leverage HPE OO
- Automate Change and Request

Hot topic analytics
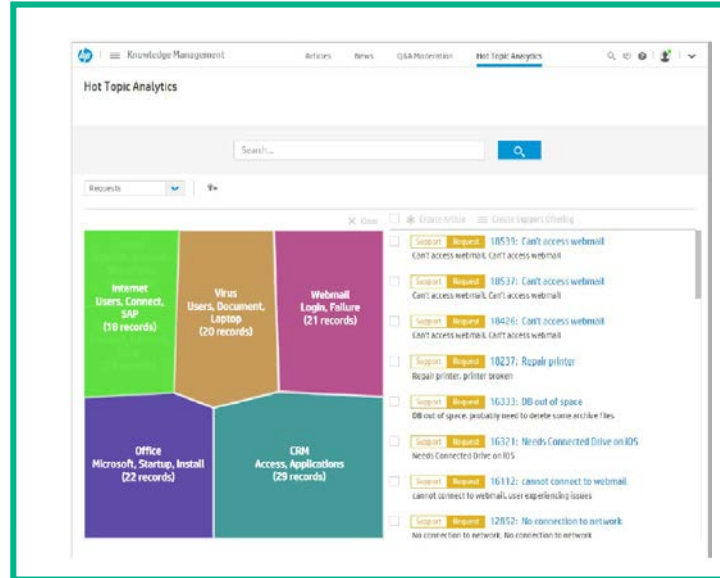
- Unstructured data analytics
- Identify hidden trends
- Actionable – improve knowledge, enhance catalog offerings, and perform proactive problem management

Proactive Live Support
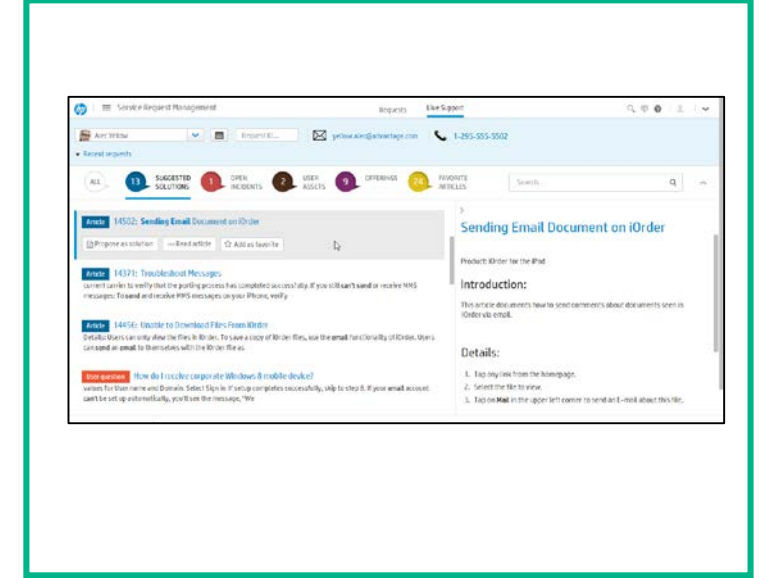
- Optimized experience for live phone based support
- Caller details – including their recently opened requests
- Proactive suggestions to resolve ticket on first touch

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Best practices

HPE expertise built-in to leverage directly or configure codelessly for improved time to value.

Excellent experience out-of-the-box

Codeless Configuration

Shared Service and Managed Service Provider
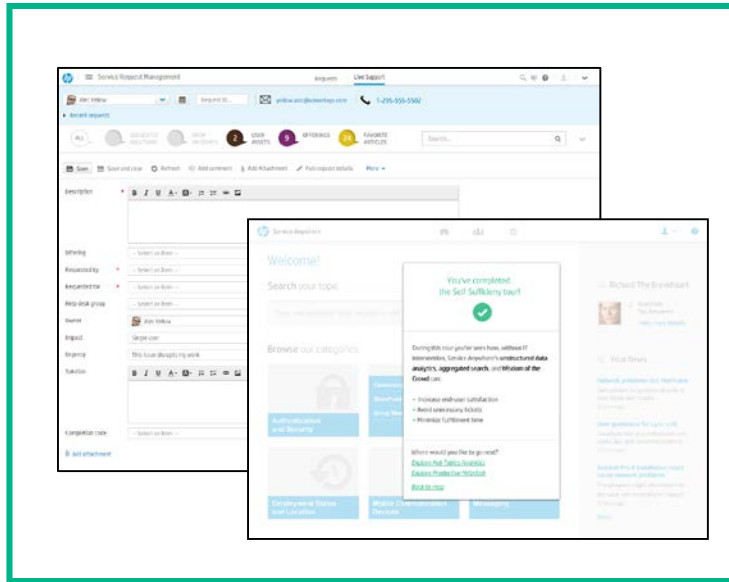
- Guided tours and welcome screen
- Short implementations, fast TTV
- Customers have gone from PO to Production in a month
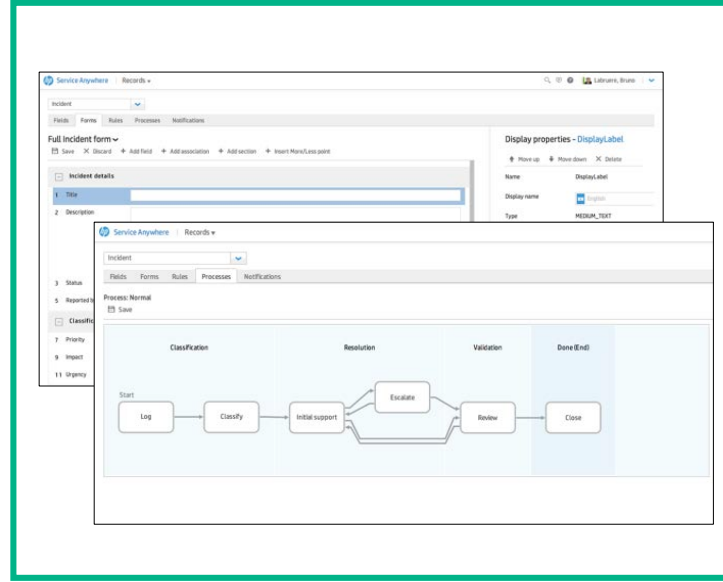
- Simple graphical interface to modify process flows, model, and forms
- No programming required
- Retains custom configurations for seamless upgrades
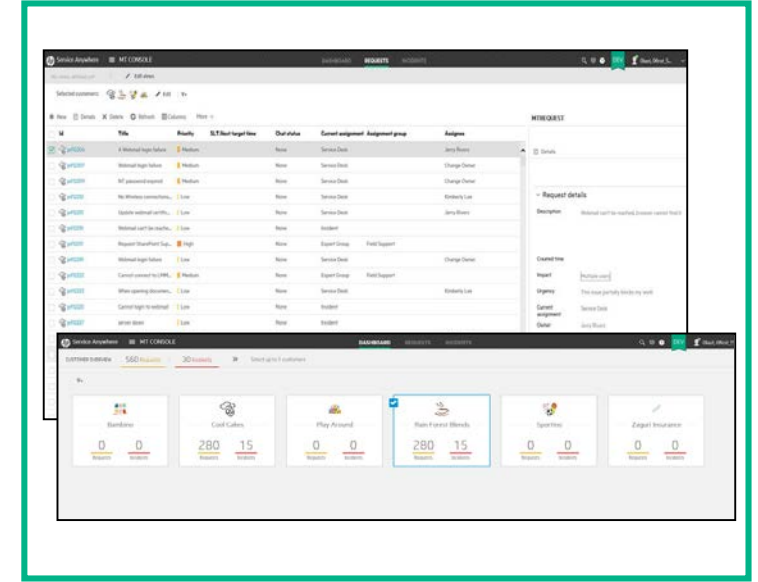
- Service Providers can view consolidated dashboard across customer tenants
- Manage single queue according to Service Levels and Priorities

The complete service lifecycle

Non-traditional service desk capabilities that contribute to overall service management

Application Portfolio Management

Idea and Proposal Management
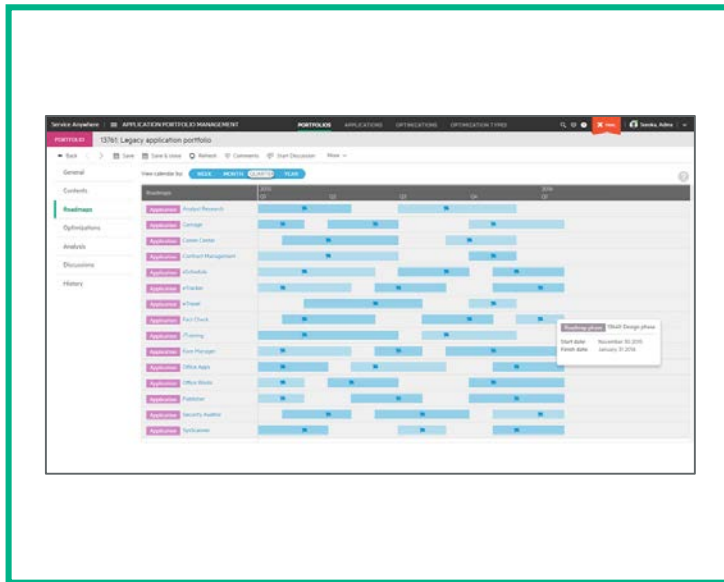
- Maintain accurate records of software, devices, and infrastructure assets
- Control changes to assets
- Manage new releases of assets
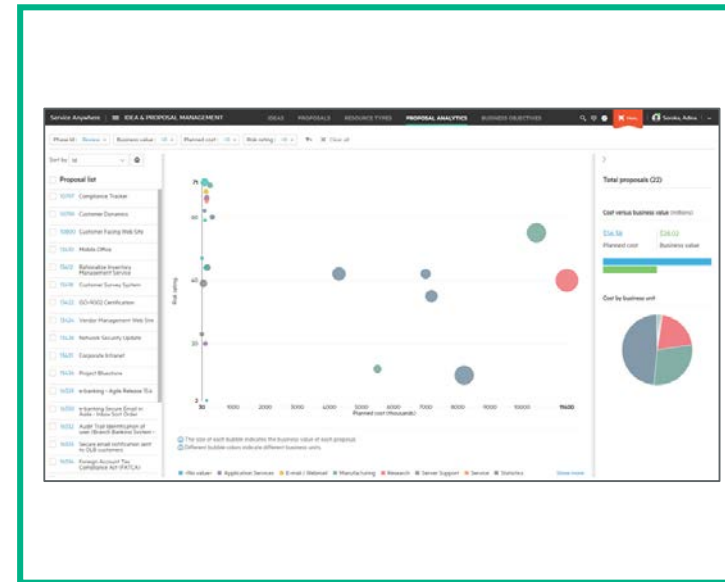
- Collect feedback and ideas from employees
- Manage proposal life cycle through refinement, review, and approval
- Extend ideation proposal to project and program management.

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August 2016 release themes
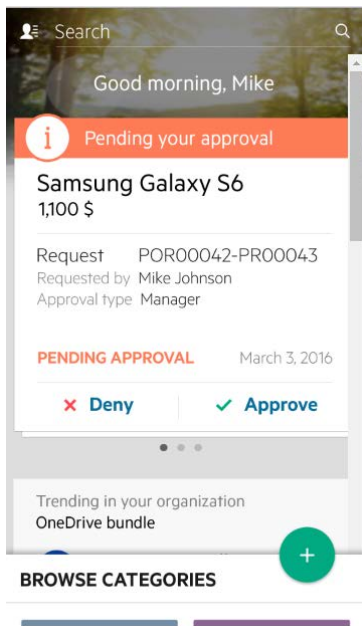
Mobility: Service on the Go

– Improve employee self-sufficiency and satisfaction by making services accessible anywhere

Fast and secure

– Deliver new features faster and protect critical functions

IT efficiency

– Increase efficiency and satisfaction of service desk managers, agents, and administrators

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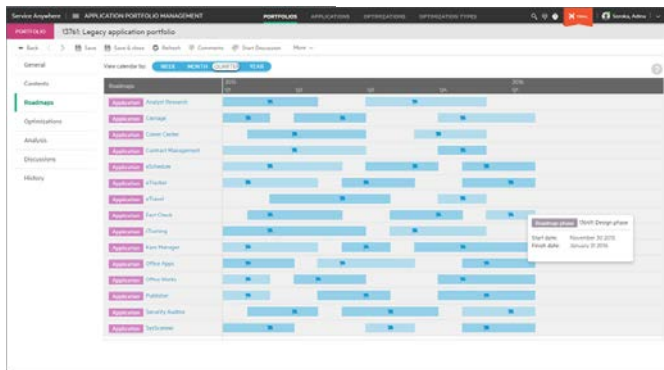
Mobility
Service on the go
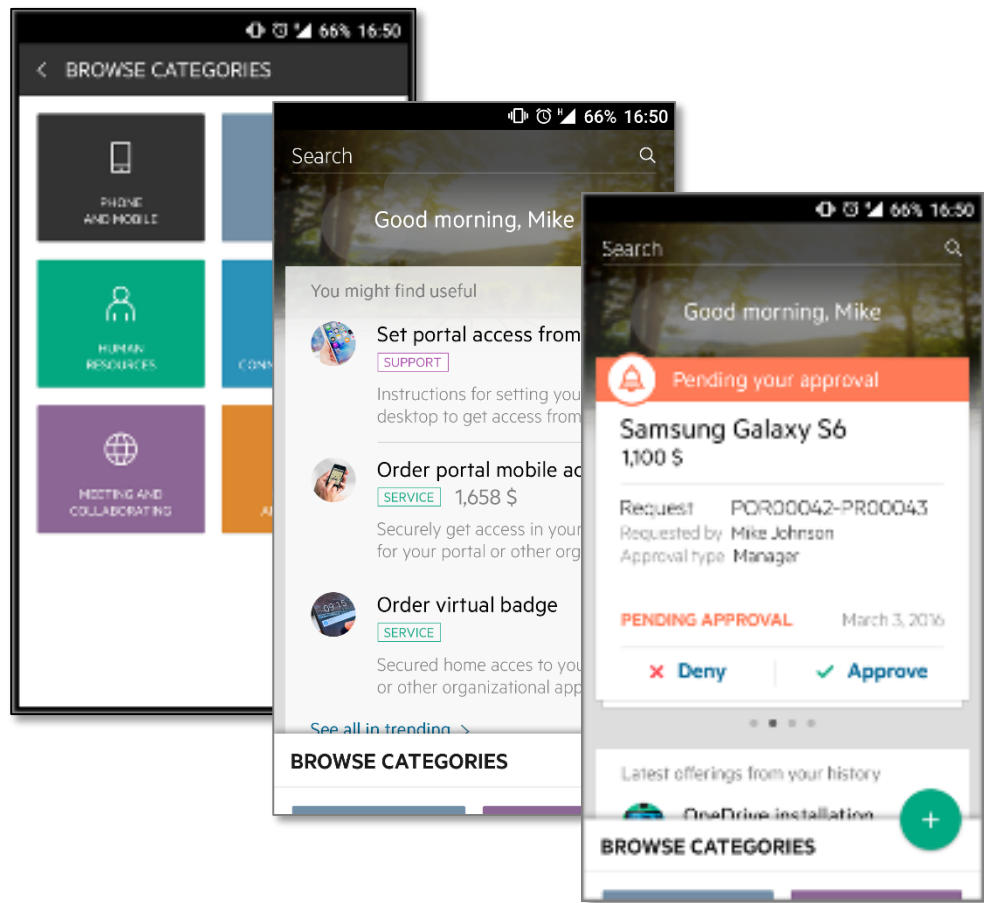
- Self-service portal as a new mobile app, called **HPE Propel**

- Uses Big Data to understand user activity and display the right information at the right time

- Employees can self-solve issues, order services, submit tickets, and track requests

- Today works with HPE Service Anywhere and in the future will connect to additional catalogs and services

- Available for Android in the Google Play Store and soon for iOS in the Apple Store

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ChatOps
Link people and systems via chat
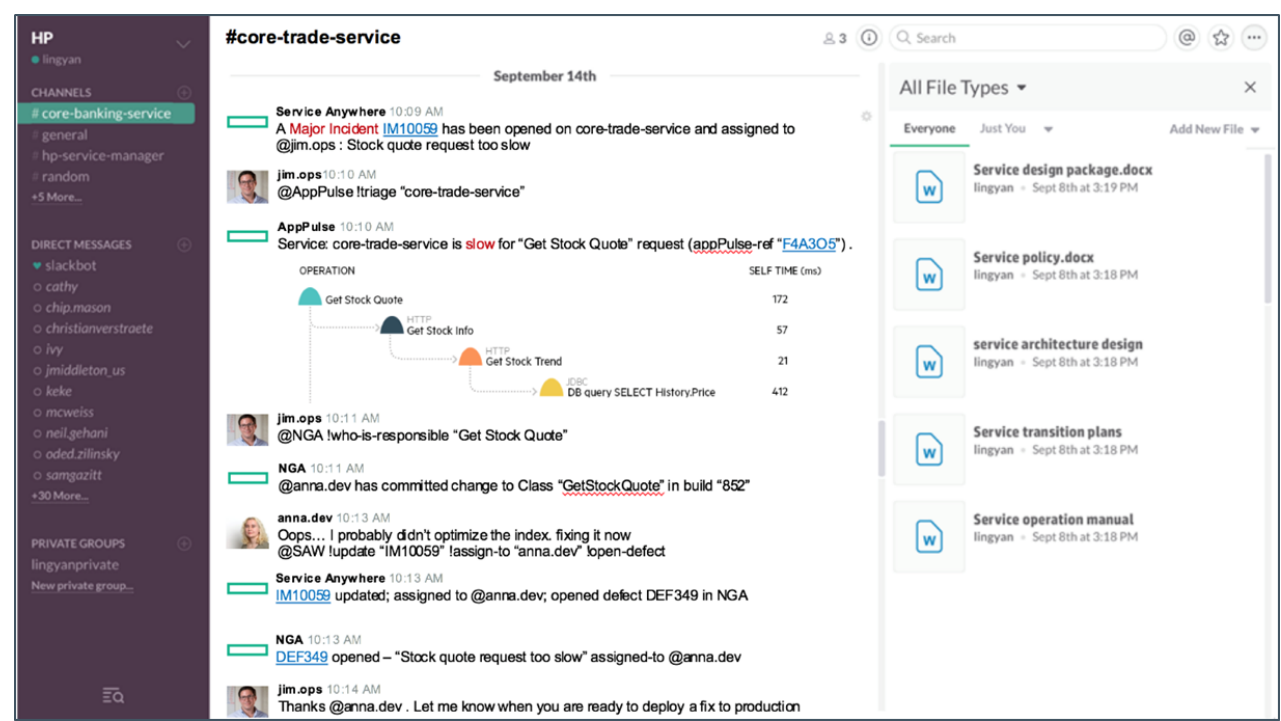
– Seamless integration with Slack and Hubot for collaboration on ticket handling for fast ticket resolution

– Chats between agents, managers and other stakeholders are automatically added to tickets

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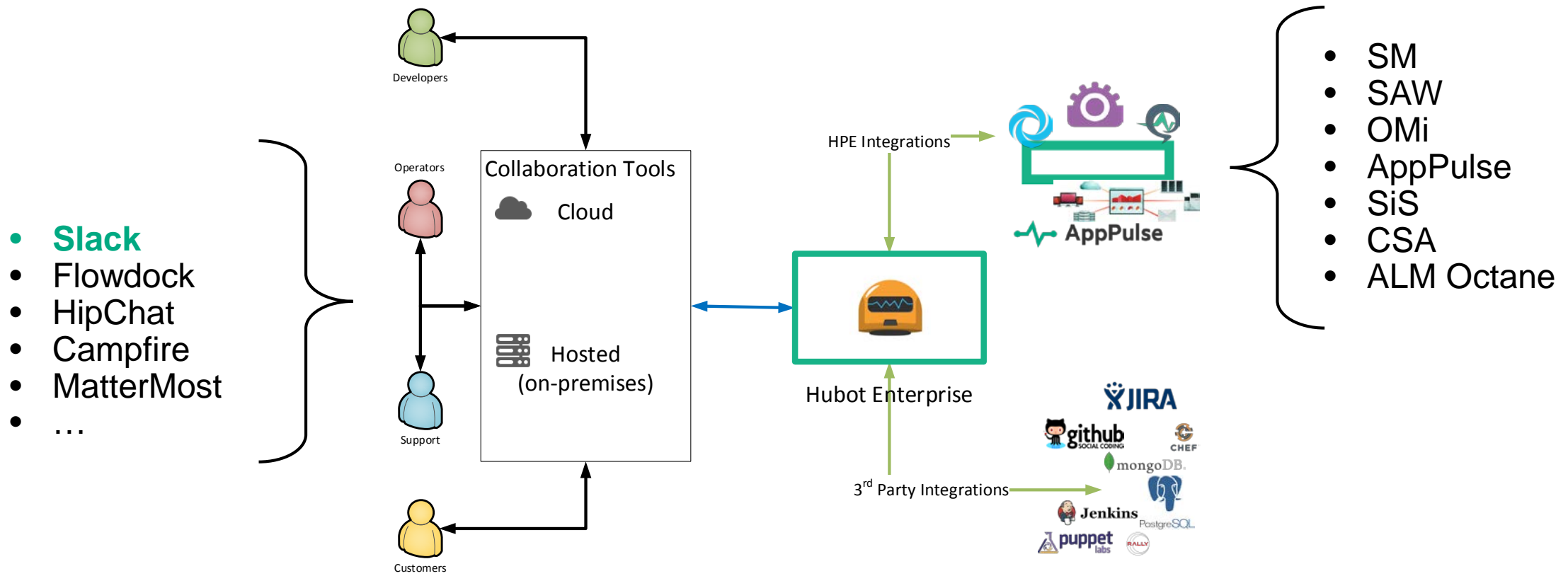
ChatOps architecture
across the broader HPE Software portfolio

- **Slack**
- Flowdock
- HipChat
- Campfire
- MatterMost
- …

Developers

Operators

Support

Customers

Collaboration Tools

Cloud

Hosted
(on-premises)

HPE Integrations

Hubot Enterprise

3rd Party Integrations

AppPulse

- SM
- SAW
- OMi
- AppPulse
- SiS
- CSA
- ALM Octane

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On-Call Schedule Management

Agent calendars
- View your calendar including on-call shifts, working hours, and vacations
- View and edit the calendars for your direct reports

On-call schedules
- Set on-call schedules for functional groups with primary and secondary on call agents
- Use business rules to automatically assign tickets to the current on call agent
- See which agents are On-Call when assigning to a member of the group

Group assignment strategy
- Select the best assignment strategy for your group: Automated based on shifts, smart cascading notification for on call assignees, broadcast new tickets for team to self-assign…

26
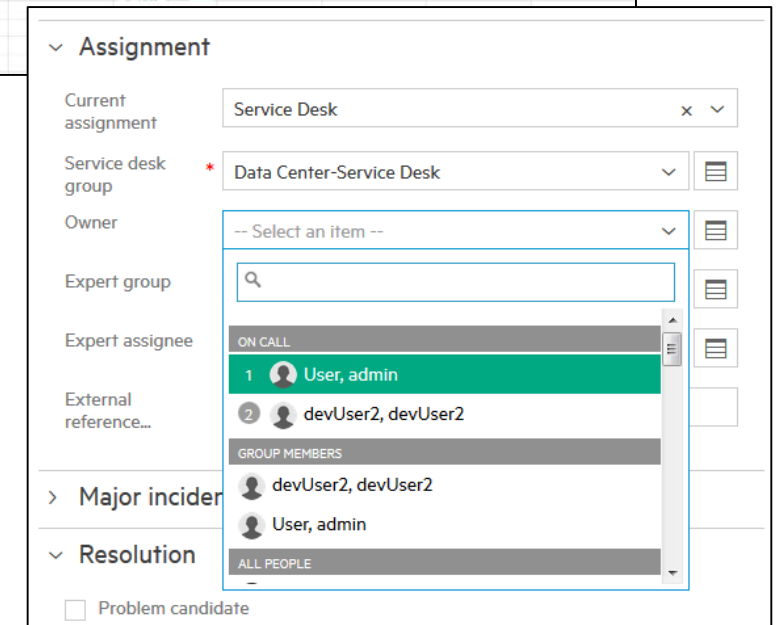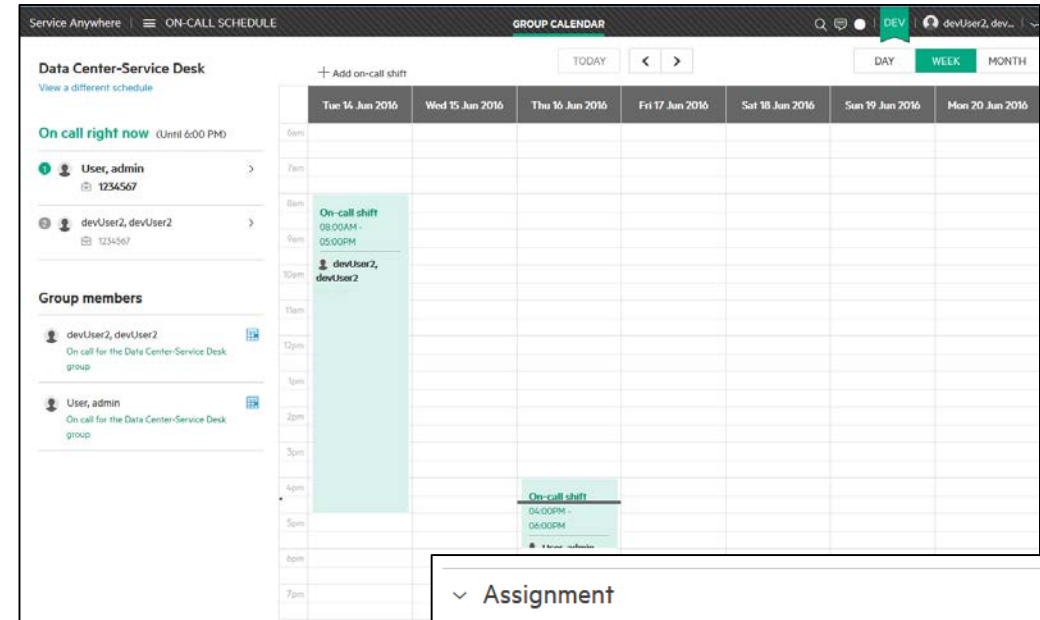
# Project Management and Portfolio Optimization

PPO Official Release
- March 2016 release introduced Portfolio Optimization in Controlled GA mode. In August 2016, released in Full GA mode.

PPM to ITSM Integration
- PPO will allow import of HPE PPM data to run optimization scenarios.

Integration framework
- As part of HPE PPM Integration, we are enabling a general purpose integration framework.

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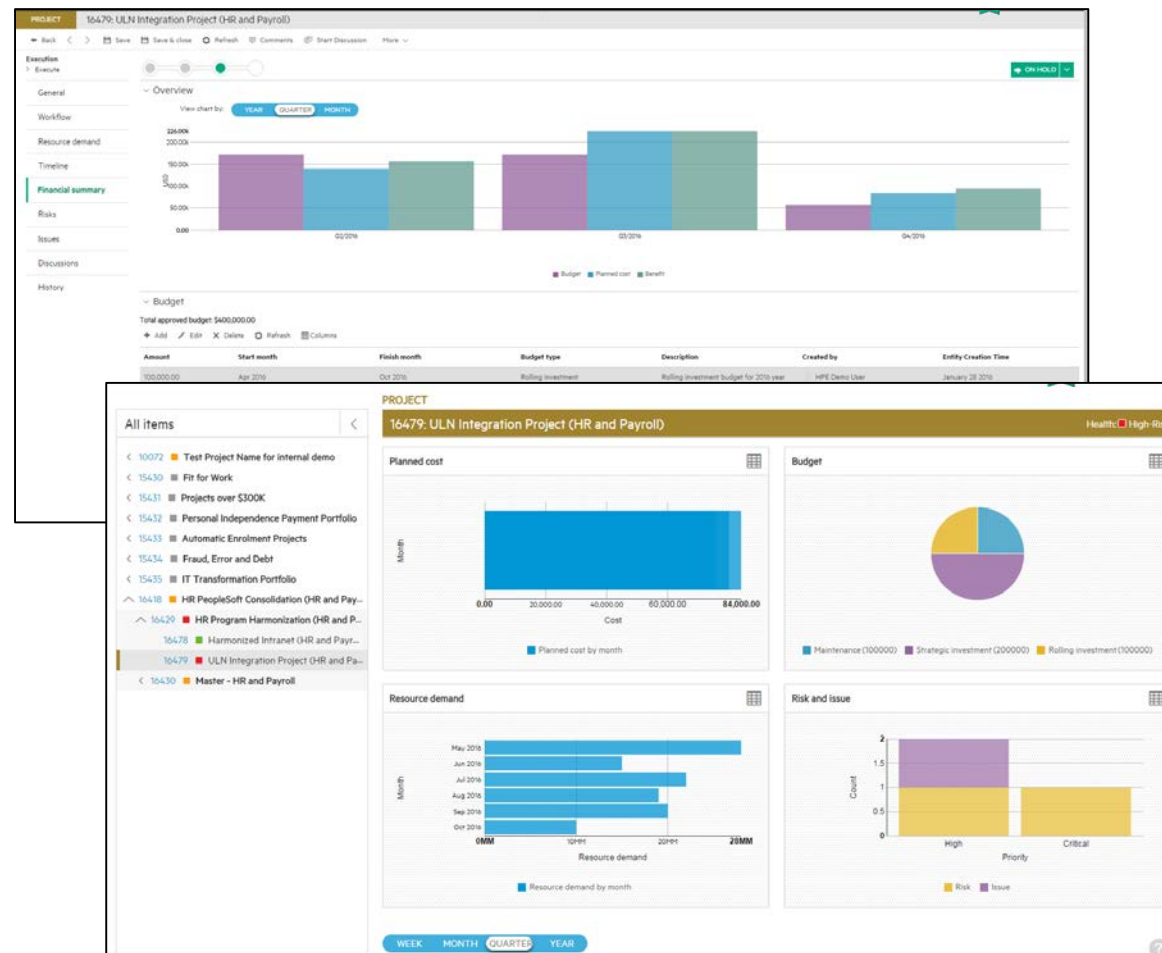
Human Resources

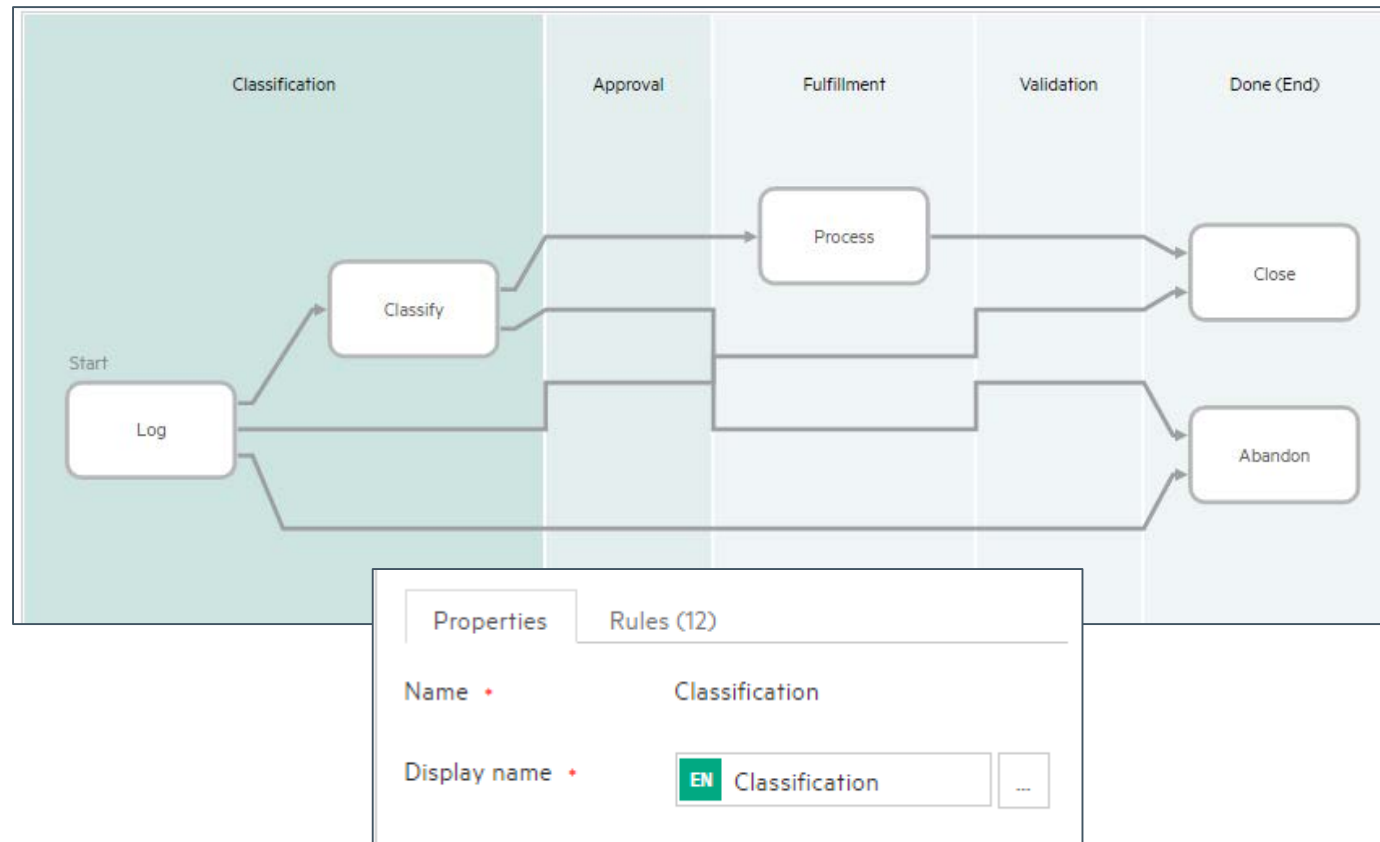**New, dedicated, support for HR processes**

– Based on HR best practices for approval/review, long standing status, acknowledgement, etc.

HR Support Request

– Can be configured and managed separately from IT service catalog requesting processes

– Designed to streamline processes not requiring approval or validation

Editable Meta phase "Display" name

– Configure end user facing display name
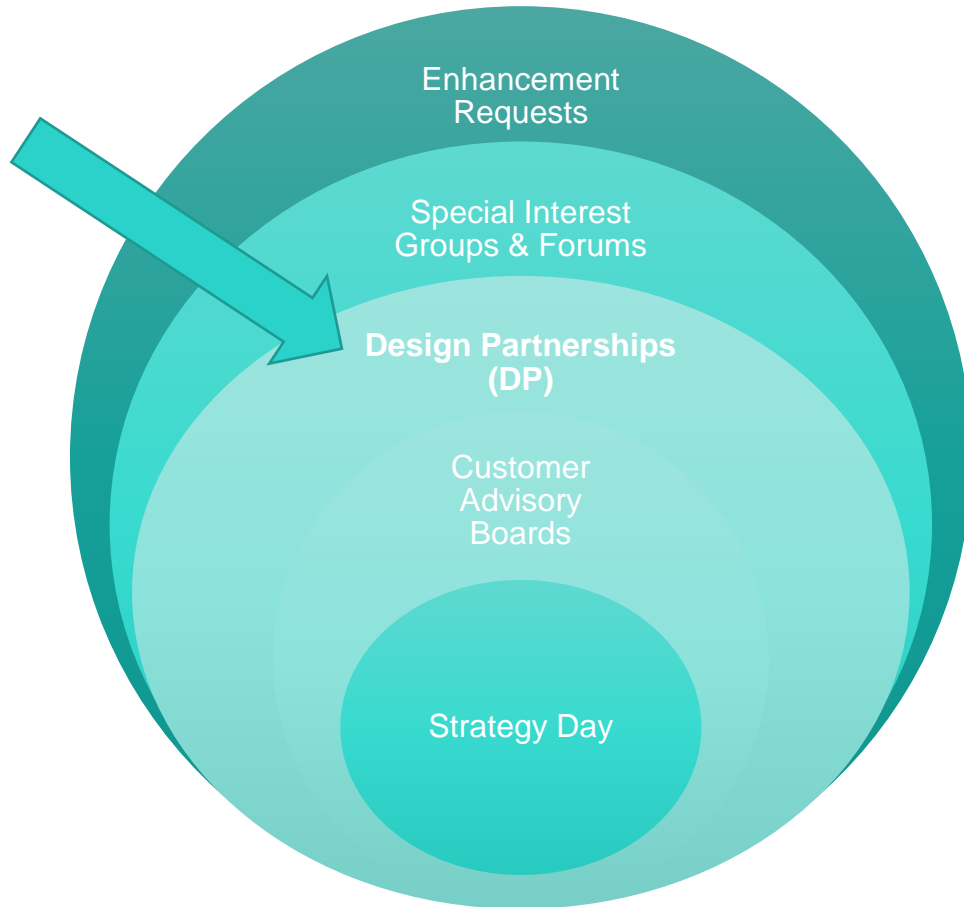
– Also applies to IT Support and IT Service processes

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Demo

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HPE Service Anywhere
Customer Programs

Design Partner Program

Enhancement Requests

Special Interest Groups & Forums

Design Partnerships (DP)

Customer Advisory Boards

Strategy Day

– Well defined series of programs for involving customers, partners & internal experts in the user-centered design process, to help ensure market and customer goals are met

– Design Partnerships (DP):

– Typically start once a release is conceived, very early in process

– Members will participate in various activities including surveys, interviews, contextual inquiry, prototype testing, usability testing, etc.

– Legal paperwork required:

–TSFP Master (no expiration, sign once)

–Design review (per program, expires)

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Practitioner's Forum

– To share advanced technical information with
  teams responsible for HPE Service Anywhere
  implementations

– Audience: Customers and Partners

– Topics announced in advance via the
  HPE Service Anywhere community

– 60 minute sessions comprised of technical
  demos and "office hours" for Q&A

– Recordings will be available on HPE SaaS Tube.

– First session: **September 14, 2016 at 8 am PST**.

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**Resources
Events
Key takeaways**

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Supporting points of view
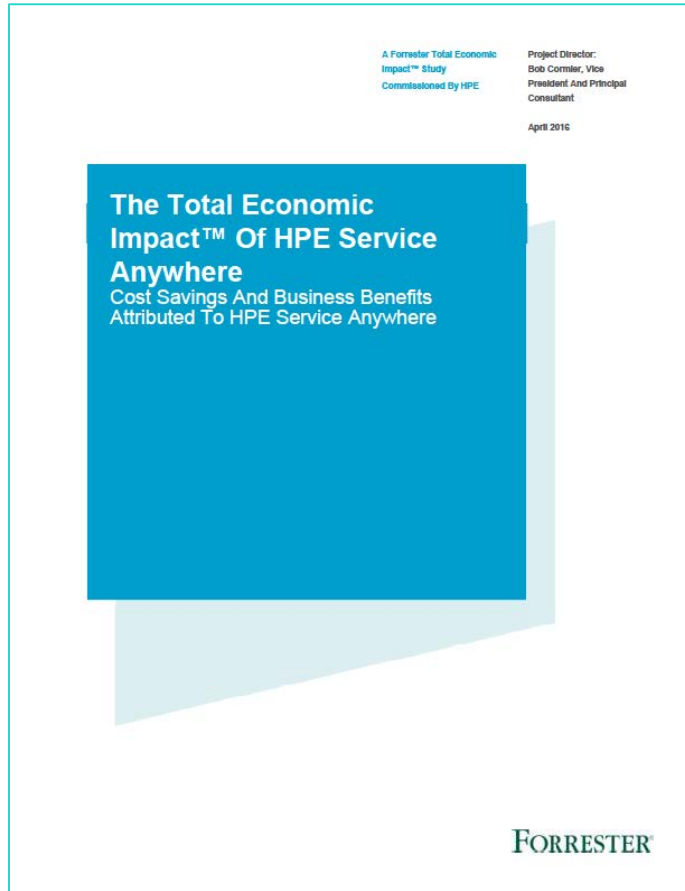
Forrester: The Total Economic Impact of HPE Service Anywhere

Gartner: Big Data for the Service Desk

- IT Central Station
- G2 Crowd
- Gartner Peer Review

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For more information

- Sign-up for the 30-day free trial.

- See the August Release What's New document.

- Visit the HPE Service Anywhere Community Forum and Help Center.

- Read blogs on HPE Service Anywhere and contemporary ITSM topics at www.hpe.com/blog/itsm .

- Follow Service Anywhere on Twitter @HPE_ITSM for news and updates.

- Follow Service Anywhere on Linkedin: HPE ITSM Knowledge Corner

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Upcoming events

– 1st Practitioner's Forum (webinar), September 14, 2016 at 8 am PST

– HPE Americas ITOM Summit, September 19-22, 2016 in Denver, Colorado

– Big Data Service Desk EMEA Customer Forums 2016

 – London, United Kingdom – October 3

 – Istanbul, Turkey – October 5

 – Paris, France – October 6

 – Vught, Netherlands – October 11

 – Warsaw, Poland – October 19

– HPE Discover, London, 29 November – 1 December 2016

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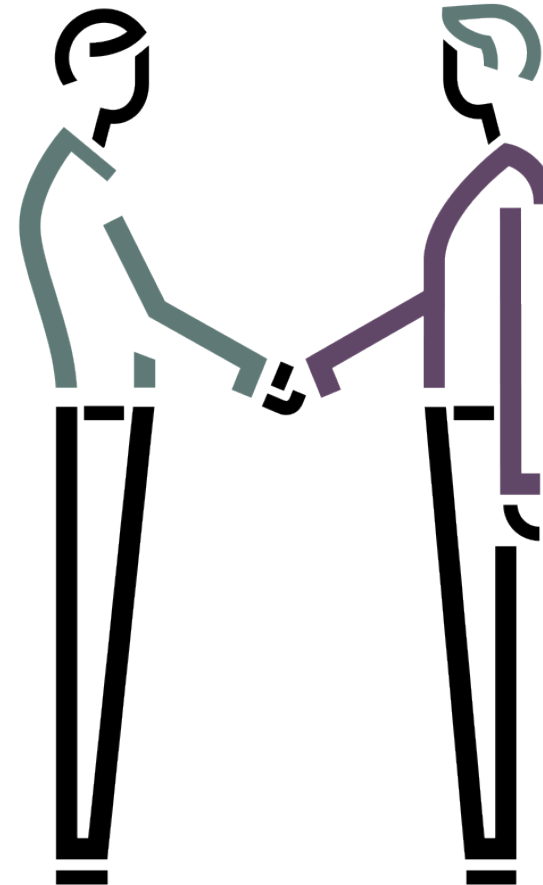
Key takeaways
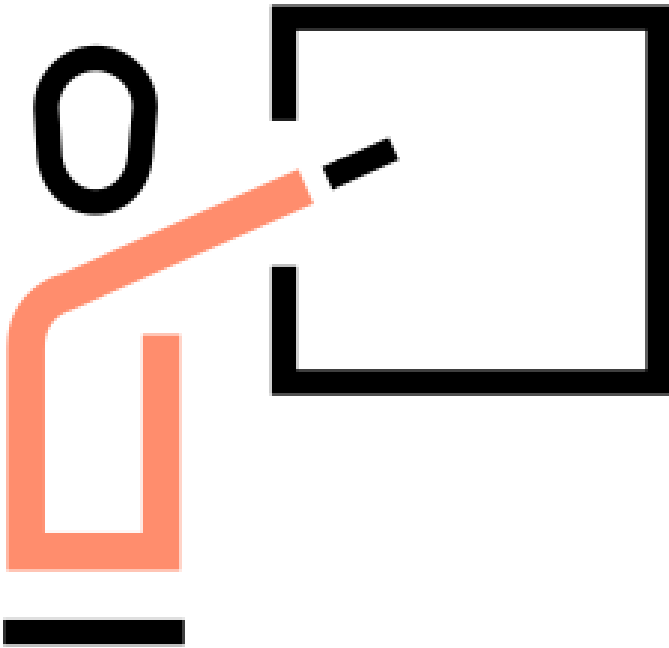
- **Big Data** increases employee self-sufficiency, reduces tickets to the service desk, enables proactive problem solving, and reduces operational costs.

- HPE Service Anywhere seamlessly provides new innovation and customer requested enhancements via **continuous delivery**.

- Look for the **new self-service portal mobile app** – HPE Propel – in the Google Play Store.

- **ChatOps** enables collaboration on ticket handling for fast ticket resolution

- HPE Service Anywhere includes built-in dedicated **support for Human Resources processes.**

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Thank you

- Complete the short survey and opt-in for more information from Hewlett Packard Enterprise.

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www.vivit-worldwide.org