



i n v e n t



OpenView Service Desk

Success story

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Agenda

- **Who is Avaya**
- **Solution Overview**
- **Project Overview**
- **Why HP ?**

Who is Avaya ?

Avaya, formerly the **Enterprise Networks Group** of **Lucent Technologies**, headquartered in Basking Ridge, NJ, USA, is a leading provider of communications systems and software for enterprises, including businesses, government agencies and other organizations. **Avaya** offers voice, converged voice and data, customer relationship management, messaging, multi-service networking and structured cabling products and services.

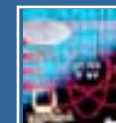
- 20.000+ Employees Worldwide
- Presence in 90+ Countries
- In terms of IT Infrastructure...
 - 25,000+ PC users, 5,000+ Unix users
 - 30,000+ IP Addresses



Communication
Solutions



Services

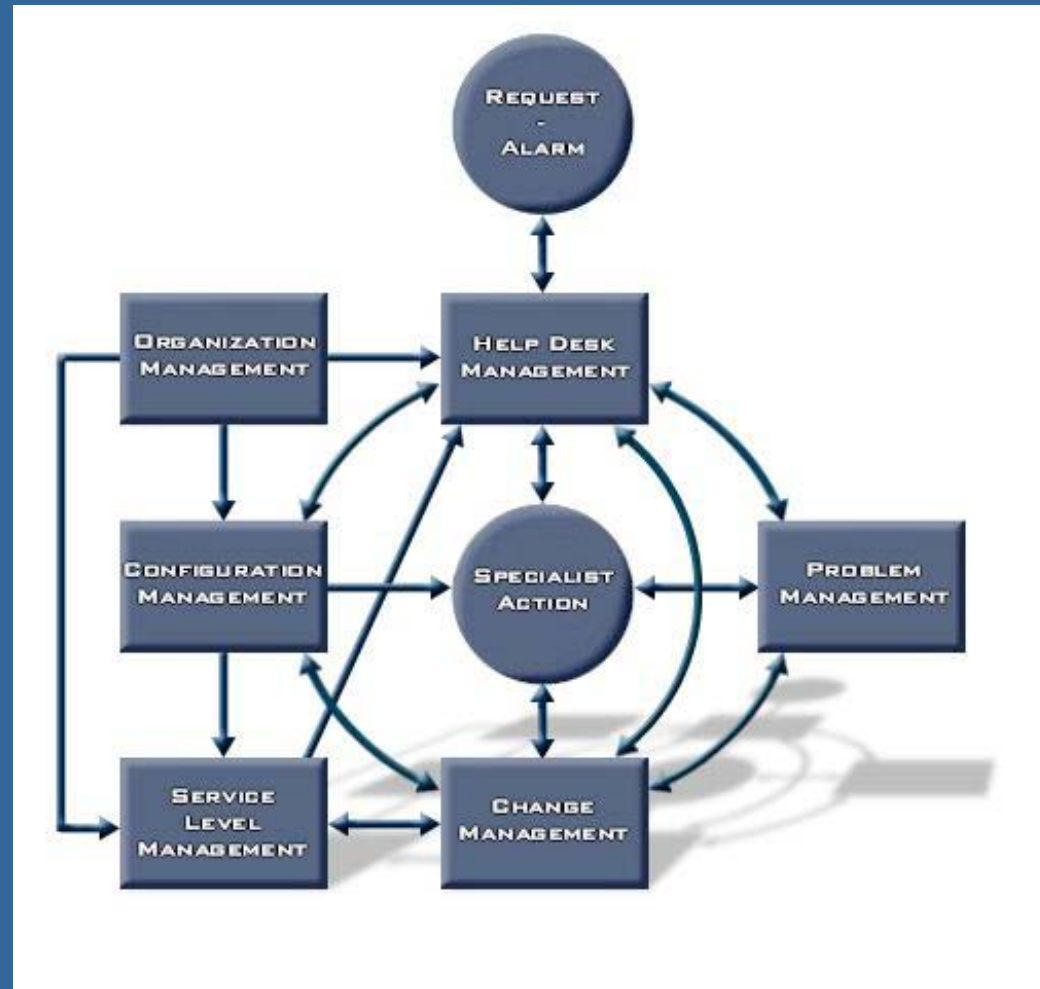


Connectivity
Solutions

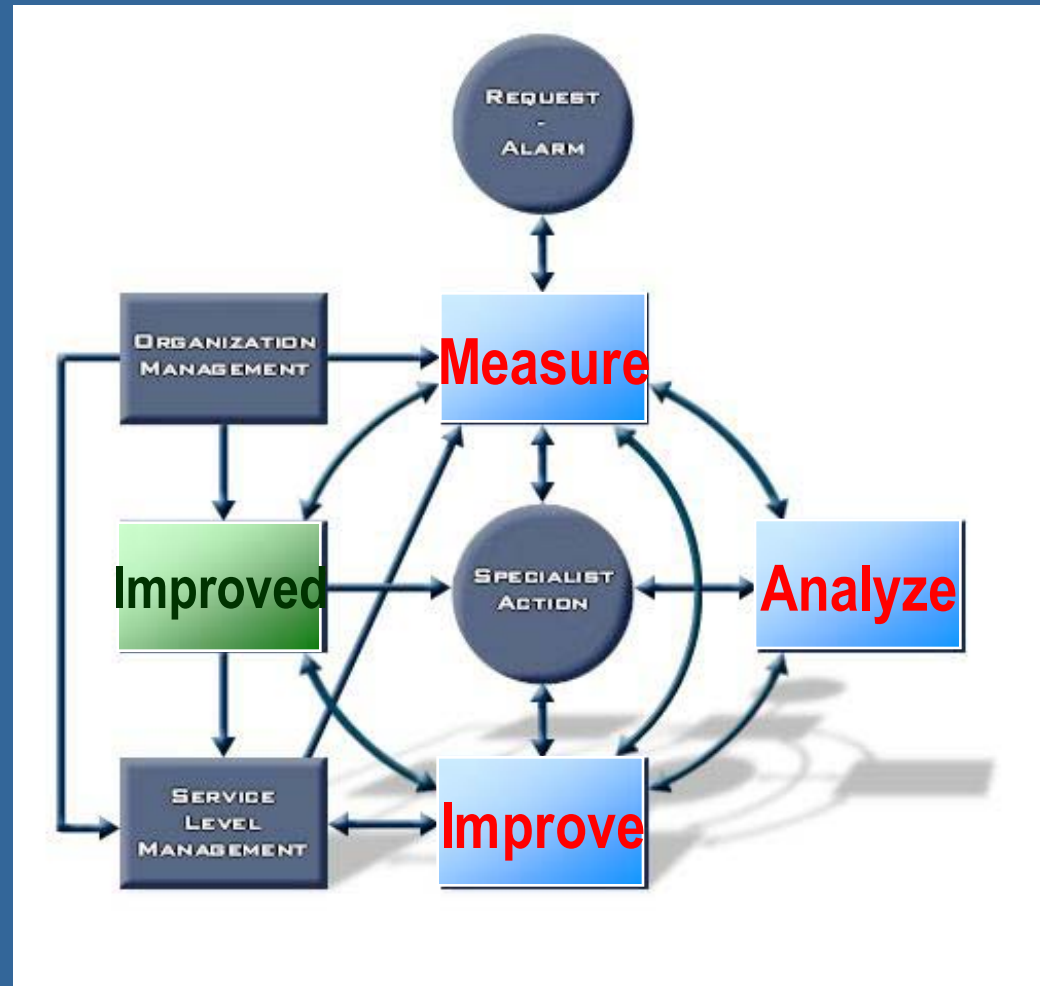
Solution Overview : the Needs

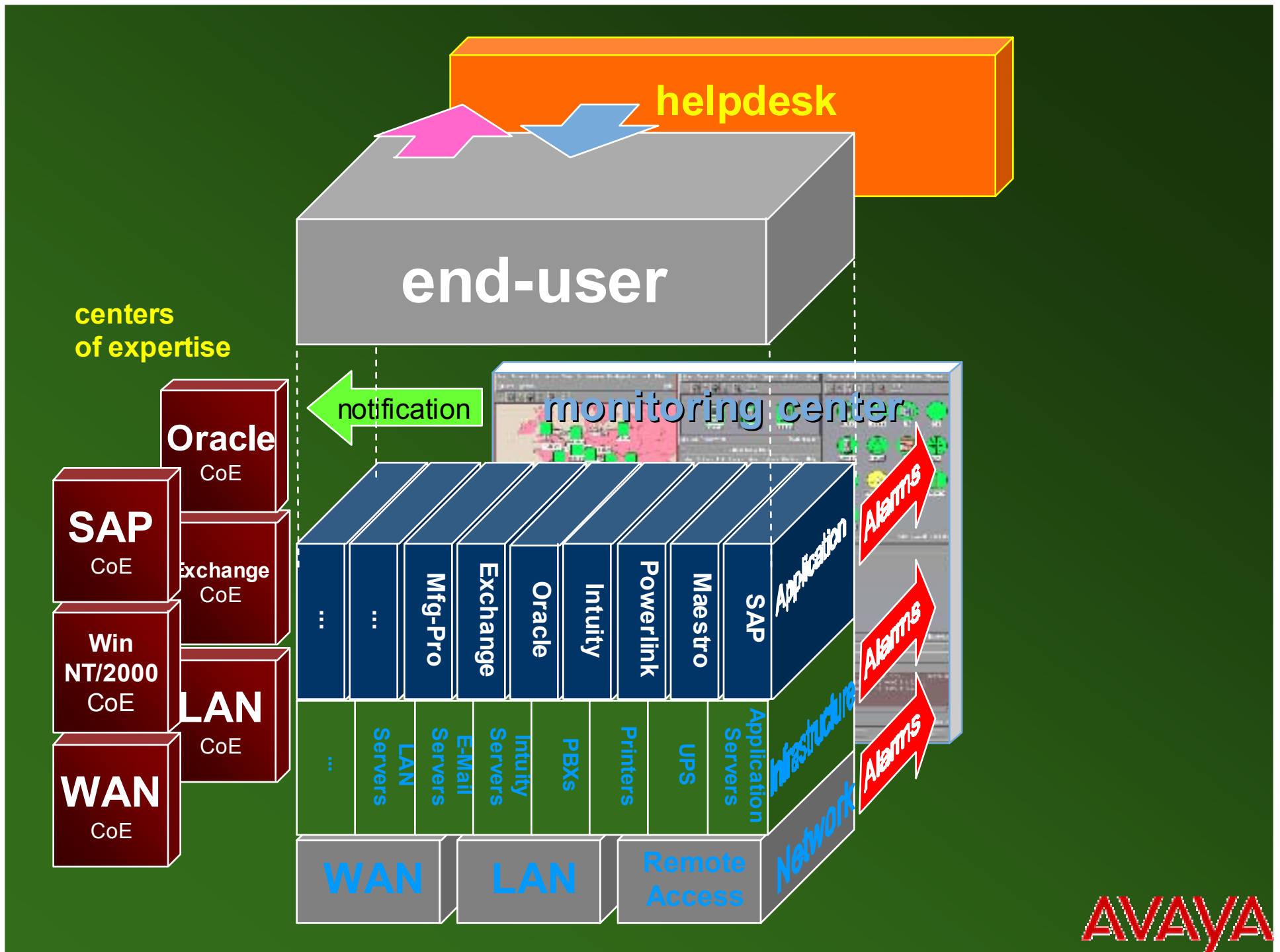
- Adopting standards based approach utilizing methodologies and processes set forth by the **ISO** (International Standards Organization), **ITIL** (IT Information Library) and **ITSMF** (IT Service Management Forum) to optimize our efficiency and the ROI for all aspects of IT.
- Implementing for our **Customer**: IT Community
 - **Single platform** for all the ITIL modules
 - Helpdesk management » Problem management
 - Configuration management » Service level management
 - Organization management » Change management
 - **Single database** gathering all the information
 - **Unified monitoring/management platform** for the physical network, systems, applications and services

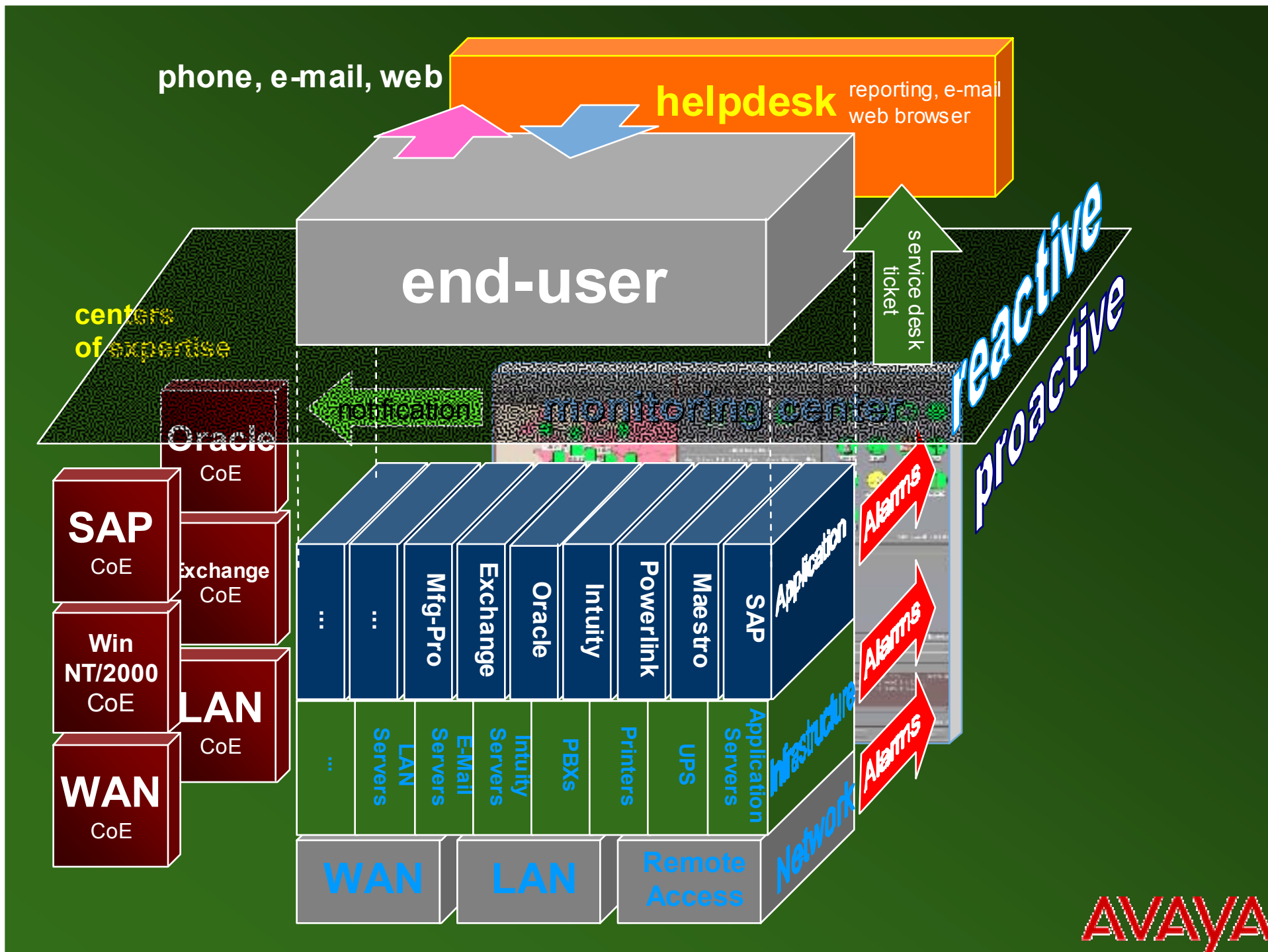
Solution Overview : Why ITIL ?



Solution Overview : Why ITIL ?







Solution Overview : Architecture

Off the shelf OpenView Tools

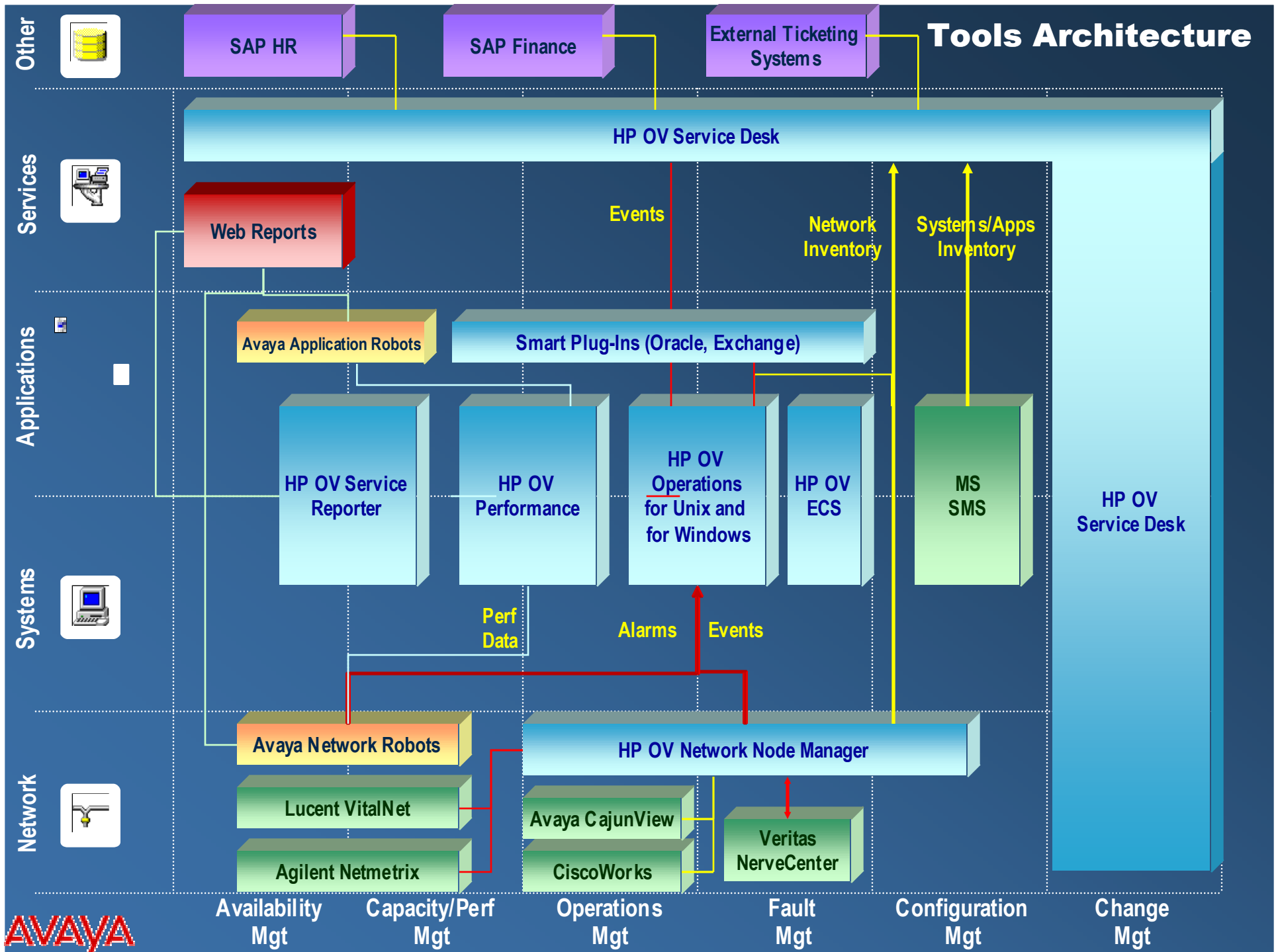
- HPOV NNM 6.2
 - Network Autodiscovery
 - SNMP Browsing
 - Automatic Node Polling
- HPOV Operations for Unix 6.08 and for Windows 6.2
 - Application/System Monitoring
 - Pro-active Actions
- HPOV PerfView/Performance
 - Application/System Performance Analysis
 - Data Source Integration
- HPOV Event Correlation Services 3.0
 - Event Correlation
- HPOV Service Desk 4.0
 - Helpdesk management, Change management, Configuration management, Organization Management, ...
- HPOV Service Reporter 3.0
 - Automatic web reporting



Custom Tools

Multi-language programming:

Visual C++
Visual Basic
Visual J++
Unix Shell Scripting
Windows 32 Programming
MS-Batch Scripting
Perl/Java/CGI/ASP
Oracle/SQL Server



Solution Overview : the Results

- Drastic decrease of the number of calls
- Improved efficiency (e.g. FAQ, virtual teams) and communication which lead to an improved customer satisfaction (quantified by EU feedbacks) despite a decreasing IT headcount
- IT teams are more customer-focused and can better prioritize their work based on the SLA's
- No more unplanned changes
- All IT assets registered in the Configuration Management DB
- Always-On Infrastructure

Project Overview

- Two phases for a project implemented in roughly 15 months following the spin-off Lucent/Avaya :
 - Phase I: Incident/Helpdesk/Configuration/Organization Management
 - Implementation of an unified management/monitoring platform called Infrastructure Operations Center
 - Migration of all the local IT helpdesk from Remedy to HP OV Service Desk
 - Phase II: Asset/Change/Problem Management
 - All **IT changes** (infrastructure/applications) need to be registered via a change record.
 - All **IT infrastructure assets** need to be registered in the Service Desk Configuration Management Database (CMDB) along with their approval workgroups.

Project Overview : Phase

I

- The Phase I included the configuration of Service Desk to support all the local helpdesks.
- Service Desk has been linked to external **data sources** (using XML-based Service Desk Data Exchange module) :
 - SAP HR for people/department information (synchronization every night),
 - SMS for end-users PCs inventory (each asset is linked to its end-user),
 - SAP Finance for financial data about assets.

Project Overview : Phase I

- Service Desk enforces **ITIL best practices** through its architecture and through « out-of-the-box » and customized database rules.
- Service Desk provides a **common platform** for the IOC and the local Helpdesks :
 - Helpdesk operators can view the current network problems
 - Helpdesk operators can view the current planned changes
 - Helpdesk operators can relate items : a Support Request can be linked (e.g. Cannot access my emails) to an existing open event (e.g. Exchange server down).

Project Overview : Time Line

- March 2000
Lucent announced the spin-off its Enterprise Network Group business unit
- August 2000
Avaya's « Service Management Technology » team is created in Maitland – Florida lead by Mark Whatman, Senior Manager. The team is located in Maitland Florida and Waterloo Belgium (1 manager, 4 engineers, 3 system administrators)
- September 2000
Avaya chose to use Lucent monitoring platform architecture based on OpenView products but to replace its ticketing system by **HP OpenView Service Desk**
- October-November 2000
Preparation process for Service Desk deployment Extensive tests

Deployment of a **cluster** of 3 HP 9000 boxes running MC/ServiceGuard to host the platform
- November 27 – December 8 2000
Installation, setup and configuration of the OpenView platform in Maitland
- December 8-31 2000
Final testing and tuning phase of the OpenView platform, node discovery, IT/O agents installation, templates deployment.
- January 2, 2001
HP OpenView Service Desk went **live** for Avaya IOC: 400+ network devices monitored on day 1
- January-March, 2001
HP OpenView Service Desk training sessions around the globe
- January-February, 2001
HP OpenView Service Desk went **live** for Tier 1,2 and 3 Helpdesks
- January-February, 2001
HP OpenView Service Desk **linked (external data sources)** with SMS and SAP-HR.
- February 2001
Developments of Service Reporter reports for Service Desk (generated every night)
- September 2002 (year to date)
Last data :
1200+ Service Desk accounts
250.000+ Service Desk incidents
350.000+ Service Desk service calls

Project Overview : Phase II

- All **IT infrastructure assets** need to be registered in the Service Desk Configuration Management Database (CMDB) along with their approval workgroups.
- The system administrators/application owners have to maintain the information directly in Service Desk
- Easy inventory reports can be generated either automatically (web based) or on-demand via the Service Desk GUI or WebFocus

Project Overview : Phase II

- All **IT changes** (infrastructure/applications) need to be registered via a change record.
- Each change is linked to a Configuration Item; the approval workgroups for each CI have to be registered.
- Custom developments have been done to automatically generate the approval workorders

Project Overview : Time Line

- September 2001

The **Change Management Project** is launched to gather all teams to embrace the processes (scope: infrastructure and applications).

- October 2001

The **Asset Management Project** is launched to gather all IT assets information in Service Desk CMDB

- December 2001

All IT assets registered in the CMDB.

- January 2002

HP OpenView Service Desk is launched for a beta test phase for Change Management

- February 2002

HP OpenView Service Desk is launched as production for Change Management

- March 2002

Identification of the asset relationships and **import in the CMDB**

- April 2002

Automatic asset relationships identification in the Change Management Project

- September 2002

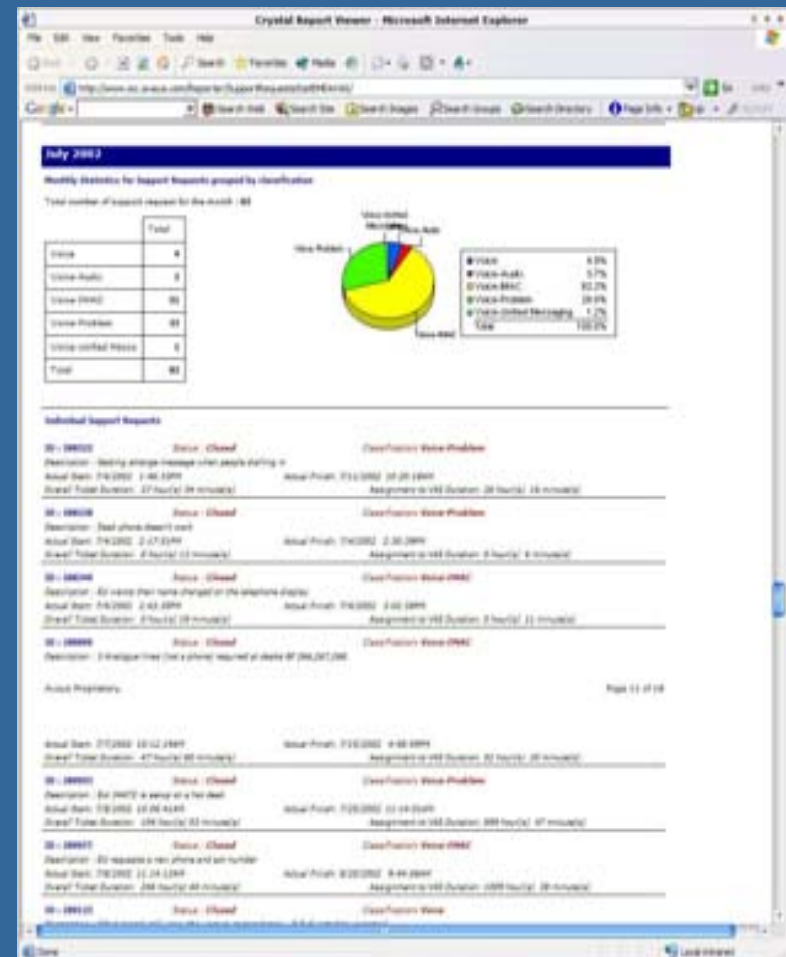
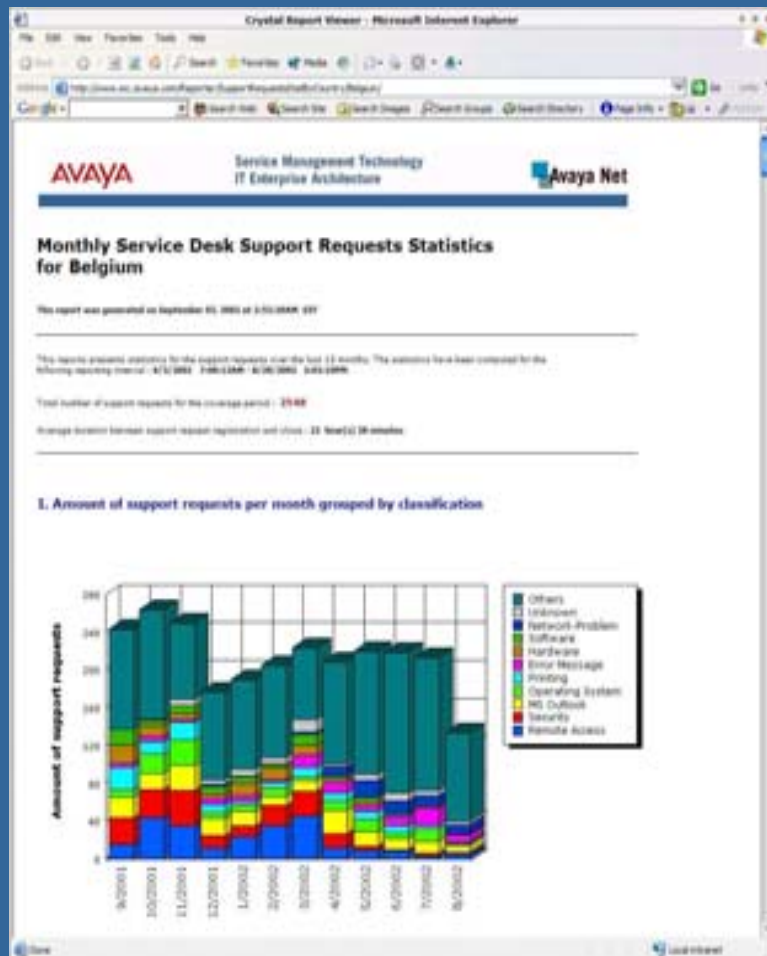
Last data :

5500+ **Service Desk Changes**
40000+ **Service Desk CI's**

Project Overview : Reporting

- A common platform is very important but Avaya IT management needs **reports** (historical reports, statistical reports, cross-tabs data,...)
- We use HP OV **Service Reporter** to generate reports by accessing directly the SD Oracle database (via CrystalDecisions **Crystal Reports**).
- Reports showing **key performance indicators** for events and support requests as well as metrics about **service level agreements**.
- Reports are generated automatically every night.

Project Overview : Reporting



Finally : Why HP ?

- Why HP ...
 - because the OpenView products are Open and Integrated
 - because we have a tight and reliable partnership with HP
 - because the HP solution is unique in terms of integration, service management and quality of products
 - unique portfolio of products
- To keep in mind for deploying service management:
 - A sound technical knowledge regarding all aspects of IT is necessary
 - No need for deep knowledge, but a quick, to-the-point understanding of a wide variety of technologies is required (Networking, System Administration, RDBMS, Network Management, XML, ...)
 - Need to sell the *Central Management concept* and have all parties buying it
 - Huge efforts in 'self-marketing': *change the way you work*

Bombardier



- Global manufacturer of trains, aircraft and recreational vehicles
- Acquisition of Adtranz -> leading position in the worldwide rail systems market
- Operation employs 1,600 people at three major sites
- Centralizing the IT function and implementing formal working processes
- Implement a new help



Customer at a glance:

- **industry sector: Manufacturing (transportation)**
- **name: Bombardier Transportation**
- **headquarters: Montreal, Canada**
- **number of employees: 36,000**
- **1999/2000 revenue: CAN \$8.35 bn/€ 6.6 bn**
- **URL: www.bombardier.com**

technology highlights:

- **hp OpenView Service Desk**
 - **IT Infrastructure Library (ITIL)**
 - **50 x hp 9000 Enterprise Server (A-, D-, K-, L- and N-Class)**
 - **Oracle database**
 - **Baan ERP system**
 - **Lotus Notes**
 - **various CAD applications**
-
- **hp OpenView Network Node Manager**
 - **hp OpenView Operations**
 - **hp OpenView PerfView, MeasureWare, Glance Plus**
 - **OmniBack**

Better services

- HP Consulting
- Develop new processes
- IT Infrastructure Library (ITIL).

“We wanted to improve service delivery to our internal customers, so that they could do their jobs more efficiently,” said Lars Holmberg, service delivery manager at Bombardier Transportation.

“We chose HP partly because we enjoyed a long-standing relationship on the hardware side, and partly because of HP Consulting’s ITIL expertise. Also, we had confidence in HP because it is a large, stable company with a global presence and lots of competent people,” said Holmberg.

Challenge:

- **Enhance availability of core business systems**
- **Reduce costs**
- **Centralize Swedish IT organization**
- **Implement formal processes for IT service delivery**

Solution:

- **Engage hp Consulting to work on development of new processes**
- **Base processes on ITIL**
- **Implement hp OpenView Service Desk**

Results:

- **IT service delivery is faster and more efficient**
- **Services are restored 40 per cent faster after an incident**
- **IT costs have been cut by 10 per cent**

Why hp?

- **Availability of ITIL expertise**
- **Stability and global presence**
- **Competence of people**
- **Long-standing relationship**