

# HP OpenView Change and Configuration Management solutions

## Proven solutions

HP OpenView Change and Configuration Management solutions automate the management of software, including operating systems, applications, patches, content, and configuration settings, so 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, reduce software-related problems, and keep the software supporting the business 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. In addition, with change happening in so many dimensions, it is virtually impossible for the IT staff to keep all the lists and scripts current, it simply does not work. The result is higher costs, slower manual responses, errors, and system downtime, which begs the question, is there a better way?

*“Software change and configuration management solutions that provide continuous automation of the full life cycle enable IS (information services) 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

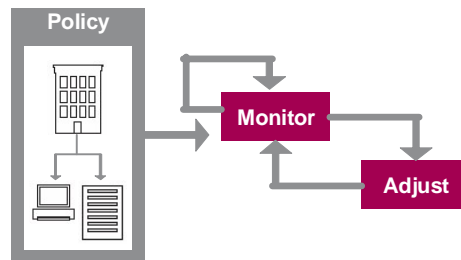
## A unique approach

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

## The HP difference

Many solutions talk about automation, but why is HP's solution different? The HP solution is, in fact, 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.

### HP's unique approach—desired-state automation



## Desired-state management

In its simplest form, automated desired-state management works much like a thermostat. A “Policy” is set on the thermostat—“keep the temperature in this room at 70 degrees”—and the thermostat manages the temperature to the 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.

Essentially, this is the way HP's unique, automated desired-state approach works on software. Business management sets a policy requirement such as “all workers in the sales group should have the latest version of Microsoft® Outlook®” or “every UNIX® server should have the latest software patch”, and HP's powerful 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. However, 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 can be dramatically reduced.

## The HP solution

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 (ATM), handheld, and point-of-sales (POS) 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 POS devices—in a heterogeneous or stand-alone infrastructure
- Manage software on virtually any operating system—Windows®, UNIX, Linux, Mac, OS/2
- Manage software on virtually any scale, complexity, or any rate of change

Customers typically use HP Change and Configuration Management solutions for the following:

- PC change and configuration management—For enterprise IT managers and service providers who need to provide consistent 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 deliver application availability and reliability on data-center and distributed servers, HP's change and configuration management solution manages and secures the 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 provide application availability, security, and reliability of software on mobile devices like laptops and personal data assistants (PDA).
- 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, HP solutions can deliver optimum reliability and help maintain the software running on [CustomerName]'s ATMs in a secure and correct state.

## Return on investment

HP's customers have shown increased software-management savings, time-to-market improvements, and increases in reliability through HP OpenView Change and Configuration Management solutions. 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—HP solutions significantly reduce IT operating costs and lower total cost of ownership (TCO) by streamlining IT management processes from end to end and eliminating annual installation and administration.
- Business continuity assurance—HP solutions improve the continuity of software-enabled services by helping to keep the underlying software up to date and protected against vulnerabilities.
- IT alignment to the business—HP solutions accelerate deployment and provide continuous management of software configurations, so 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.

## Why HP?

HP is a trusted contributor to [CustomerName]'s success. An established leader in providing management-software solutions, HP continues to innovate and deliver value as [CustomerName]'s business IT needs evolve. Industry analyst Gartner Inc. recently acknowledged Hewlett-Packard's market leadership for the fifth consecutive time in its publication the Magic Quadrant.

HP solutions implementation provides the flexibility required to fit [CustomerName]'s unique IT management needs. HP 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. [CustomerName] has the ability to tailor each solution to fit its IT infrastructure and processes out of the box, yet the implementation and administration is easy and straightforward.

HP provides high-quality software services that address all aspects of [CustomerName]'s software application life-cycle needs. With HP, [CustomerName] has access to standards-based, modular, multi-platform software coupled with industry-leading services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables [CustomerName] to choose the services that best match its business needs. For an overview of HP software services, please visit the Hewlett-Packard website:

[www.managementsoftware.hp.com/service](http://www.managementsoftware.hp.com/service)

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To learn more about HP OpenView Change and Configuration Management solutions, please visit the Hewlett-Packard website:

[www.managementsoftware.hp.com/solutions/ascm/index.html](http://www.managementsoftware.hp.com/solutions/ascm/index.html)